

Pit-Stop Mobile Paint Solutions - Terms of Business.

By agreeing to the work to be completed as shown on the Customer inspection sheet you are agreeing to these terms and conditions.

Definitions:

“we” and “us” refers to the company trading as Pit-Stop Mobile SMART Repair as shown on the face of the invoice/quote.

“Quote” refers to the Customer Quote.

Quotes, Bookings and Repair Location:

The Quotes prepared by Pit-Stop is an offer to repair the damage indicated at the price stated. The customer’s agreement, however stated, to proceed with repairs constitutes acceptance of that offer and forms a binding legal contract incorporating these Terms of Business.

If for any reason, including but not limited to inclement weather, Pit-Stop is unable to carry out the repair or collection at the time or location indicated on the Quote, any and all liability incurred by us as a result shall be discharged if we make an offer to conduct the repair at the Quoted price on an alternative time or location convenient to both parties, whether or not such time date and location is identified or such offer is accepted.

If the client is unable to fulfil the booking, an alternative time and date will be offered. If the client is unable fulfil the booking within three attempts the offer of repair will be null in void.

Repairs may be completed at a location agreed with the customer, or at a location nominated by us. Pit-Stop has absolute discretion to decide on the location for the repair. This decision may be changed, including on the date of the booked repair, as variable factors including but not limited to weather and available light affect the decision. If we decide that the repair should be completed at a location other than that originally envisaged, the customer authorises us to remove the vehicle to such an appropriate location. Removal and return of the vehicle in these circumstances will be a service provided by Pit-Stop at no further charge.

Third party repairs, Pit-Stop can preform repairs on behalf of a third party who caused the damage to a vehicle. All third party repairs requires full payment of the quoted price prior to the work being undertaken.

We require a repair location where the customer’s vehicle and our van can both be parked safely and conveniently and next to each other. We need convenient access to a 240v electrical supply. Most repairs will be completed within a few hours or the same day. However, we reserve the right to return another day if necessary to complete the repair.

Pit-stop has the right to review and amend it’s prices on an annual basis.

Pit-Stop undertakes to carry out the repairs indicated on the Quote. If it becomes clear during the work that, in the opinion of the repairer, further work is necessary to properly complete the repairs outlined on the Quote, the customer’s authorisation and agreement will be obtained before any further work is undertaken that would increase the price shown on the Quote. If such authorisation is not forthcoming, we reserve the right not to continue with the repairs that require the further work. In these circumstances the full Quoted price remains payable by the customer. Further work that does not increase the Quoted price may be proceeded with without the requirement for customer authorisation.

Guarantee:

No repair will be identical to an automotive factory finish, which is machine-sprayed to tolerances beyond human capability. Hence no repair will ever be ‘as good as new’. Pit-Stop discharges its obligations under any repair agreement by providing a good quality, hand-completed aftermarket repair. In normal circumstances, such a repair is unlikely to be detected by a casual examination of the vehicle by an untrained observer unaware of the previous damage location.

It is the absolute responsibility of the customer to advise Pit-Stop of any non-original finish areas on the vehicle. In case of incompatibility with a non-original finish (whether or not notified by the customer) Pit-Stop has the right to void this contract in these circumstances, Pit-Stop will not be obliged to complete or rectify any repair and the customer will not be obliged to make payment

Pit-Stop guarantee repairs for a period of two years, one year for Alloy wheels. This is a formulation and application guarantee in that the finish will not degrade due to the paint being improperly mixed or applied by Pit-Stop. Future damage to the same area or failure to follow the care conditions will invalidate the warranty. Any repairs to rust or stone chips will not be guaranteed. If rust or stone chip repairs are taken on it is on an “attempt to improve” basis only and no assurance is made or implied that these types of repairs will be invisible or will last the length of the guarantee.

Future Care:

The repaired vehicle must NOT be washed or polished for a period of seven days following completion of the repair or repairs. This is to allow the finish to fully cure and harden.

The cleaning of Alloy wheels with anything other than soap and water i.e the use of acid or chemicals cleaners will invalidate the guarantee.

Alloy wheel repair customers MUST recheck all wheel nuts and tire pressures are to your satisfaction.

Payment Terms:

Unless agreed by prior arrangement our payment terms are on completion of the repair.

We accept cash, cheques made payable to PIT-STOP or Internet bank transfer to the account shown on the invoice. Payment must be settled within a maximum of 14 days from the invoice date. We can also accept all major Debit or Credit card payments. If the customer not present on completion or able to use internet bank transfer, Pit-Stop reserves the right to request full payment in advance of the repair, with the option of refund if any problems cannot be rectified.