



Terms and Conditions of Business

1. About Us

Ayliff's Garage Ltd ("we", "us", "our") is a family-run independent garage based at:
Unit 1, The Slupe, Bourne, Lincolnshire, PE10 0DE
Tel: 01778 424049

Email: enquiries@ayliffsgarage.co.uk

We are committed to providing honest, transparent and professional vehicle repair and servicing in accordance with The Motor Ombudsman Codes of Practice. As a family-run garage, our approach is built on being open and honest, fair, part of our community and committed to constantly evolving. We aim to support the people and community we live and work in by offering dedicated automotive services at a fair price, using quality parts, investing in our team's knowledge and skills, and keeping the customer at the heart of everything we do.

2. Estimates and Authorisation

- We will provide an estimate for work where possible before commencing.
- Estimates are valid based on the information available at the time and may change if additional faults are identified.
- No additional work will be carried out without your prior authorisation.
- Estimated completion times are given in good faith but are not guaranteed.

3. Pricing and Payment

- Unless otherwise agreed, payment is required in full upon collection of the vehicle.
- We accept most major payment methods, as confirmed at the time of booking or collection. For clarity, we do not accept American Express.
- Vehicles may be retained until full payment has been received (lien applied).
- Any finance or instalment options (e.g. Payment Assist) are subject to third-party terms.

4. Parts and Materials

- We only supply and fit parts sourced through our approved suppliers.
- We do not normally fit customer-supplied parts, and if agreed in exceptional circumstances, no warranty will be provided.
- All parts fitted remain the property of Ayliff's Garage Ltd until paid for in full.
- Used or replaced parts may be retained for inspection upon request, unless returned under warranty conditions.

5. Warranty and Guarantees

- Parts and labour warranties vary depending on the manufacturer and supplier.
- Warranty terms will be advised at the time of booking or invoicing.
- Warranties do not cover:
 - Fair wear and tear
 - Failure due to misuse or lack of maintenance
 - Customer-supplied parts
- Your statutory rights under the Consumer Rights Act 2015 are not affected.

6. Cancellations and No-Shows

- We require at least 24 hours' notice to cancel or rearrange a booking.
- Late cancellations or missed appointments may result in:
 - A reasonable charge to cover lost time, or
 - Refusal of future bookings in repeat cases where missed appointments or late cancellations continue.

7. Collection, Storage and Abandoned Vehicles

- Vehicles must be collected promptly once notified that work is complete.
- We reserve the right to apply reasonable storage charges if vehicles are not collected within a reasonable timeframe and no prior agreement has been made.
- If a vehicle is abandoned, we will follow legal procedures to recover costs or dispose of the vehicle.

8. Courtesy Cars, Collection & Delivery

- Courtesy cars may be available subject to availability and conditions.
- A charge may apply, and drivers must meet insurance requirements.
- A small fee may apply for vehicle collection and delivery services (details provided at booking).
- Customers remain responsible for any fines, penalties, damage or applicable insurance excess incurred while using a courtesy vehicle.

9. Customer Responsibilities

You agree to:

- Provide accurate information about your vehicle and its faults
- Remove personal belongings from the vehicle
- Ensure your vehicle is roadworthy and insured where required

We are not responsible for loss or damage to personal items left in vehicles.

10. Recording Devices, Dashcams and Telematics

Customers must tell us at the time of booking or vehicle drop-off if the vehicle has any dashcam, internal camera, audio recorder, telematics system, sentry mode or any other device capable of recording images, sound, location data or other information while the vehicle is with us. Unless we agree otherwise, customers must switch off, disconnect or remove any such device before leaving the vehicle with us.

For privacy, health and safety, security and confidentiality reasons, we reserve the right to switch off, disconnect, cover or otherwise disable any recording device while the vehicle is on our premises, being moved, inspected, diagnosed, repaired, road tested, stored, collected or delivered. This helps protect employees, customers, contractors and visitors, and prevents unauthorised recording of workshop areas, security arrangements, tools, equipment, stock, customer vehicles, site layout and business operations.

Recording devices may also capture privately owned tools or equipment belonging to our technicians or staff, including information about their location or value. Customers must not record inside the workshop or staff-only areas. We may refuse to continue work if a recording device cannot be managed in a way we consider reasonable. We will take reasonable care when handling any device, but customers remain responsible for checking that any dashcam, camera, telematics or recording equipment is working and set up as required when the vehicle is collected.

11. Complaints and Dispute Resolution

We are committed to resolving concerns quickly and fairly.

- Please raise any concerns with us directly in the first instance.
- A copy of our Customer Complaints Policy is available on our website.
- If we cannot resolve a dispute, you may refer the matter to:
The Motor Ombudsman (www.themotorombudsman.org)

12. Data Protection

We handle personal data in accordance with UK GDPR and the Data Protection Act 2018. Please refer to our Privacy Policy on our website for full details.

13. Health, Safety and Liability

- We will take reasonable care when working on your vehicle.
- We are not liable for:
 - Pre-existing faults or damage
 - Failure due to undisclosed issues
- Nothing in these terms limits liability for death or personal injury caused by negligence, nor affects your statutory rights.

14. Governing Law

These Terms and Conditions are governed by the laws of England and Wales.