

## **South West Caravan Services Terms and Conditions**

By booking work and/or goods, or by the acceptance of an estimate, the customer is deemed to have accepted these Terms and Conditions:

- The Customer acknowledges that they are the legal owner of the caravan/trailer and are over 18 years of age.
- The Customer acknowledges that they have not relied on any statement, promise or representation made or given by or on behalf of South West Caravan Services (SWCS) other than that set out in writing.
- The Customer must remove any valuables from the caravan/trailer before work commences. SWCS will not be held responsible for the loss or damage to such items.
- The Customer must ensure that the caravan is reasonably free from personal belongings so as not to hinder the technician or prevent access to appliances etc. Failure to do so may result in SWCS refusing to carry out the work agreed. If SWCS have to remove belongings in order to gain access, the Customer acknowledges that they will be charged for any additional time spent doing so. SWCS will not be held liable for any loss and/or damage resulting from such circumstances.
- SWCS will not be responsible for any unforeseeable losses; losses that were not caused by SWCS or it's employees', agents' or representatives' negligence. The Customer must rely on their own insurance in such events.
- SWCS shall not be liable for any loss or deemed to be in breach of these conditions if there is a delay in carrying out the work or an inability to complete the work within the timescale offered.
- SWCS can provide an estimate of the charge for any work and/or goods required based upon the information supplied by the Customer at the time. This estimate is valid for 14 days from the date of issue, provided that SWCS has not previously withdrawn it.
- SWCS reserve the right to amend an estimate if deemed reasonably necessary to do so or if costs to SWCS change significantly due to circumstances beyond our control. If any additional work is required that has not been previously agreed, SWCS will endeavour to contact the Customer and obtain authorisation (either written or verbal) before proceeding.
- Where travelling cost are applicable SWCS may request that a deposit be paid at time of booking. This deposit will be non-refundable if the caravan/trailer is not available to complete the agreed work. The Customer acknowledges that they may also be charged for any additional costs incurred by SWCS.
- If during servicing or remedial work a serious safety issue is discovered (ie. gas or electrical problems, handbrake not holding, tyres not roadworthy etc), SWCS will endeavour to contact the Customer. However, in the event that the Customer cannot be contacted SWCS reserve the right to proceed with any necessary repairs in order to make the caravan/trailer safe. All costs incurred will be the responsibility of the Customer.
- If for any reason the work cannot be completed in full following the Customer's instruction, SWCS will charge the Customer for any work already completed at the standard hourly rate plus any goods supplied or used.
- Customers wishing to cancel a service and/or remedial work must do so no later than 48 hours before the agreed date. No deposits will be transferable after this time.
- Payment for goods and/or work done is due on presentation of the invoice. Ownership of goods does not pass to the Customer until SWCS has received cleared funds in full.
- Outstanding invoices of 28 days or more will incur an additional charge of £10.00 per month.
- SWCS reserve the right to refuse to carry out work and/or supply goods without explanation.
- Customers with complaints regarding the work and/or goods supplied by SWCS should contact SWCS in the first instance. SWCS will investigate any dispute or complaint and will reasonably endeavour to notify the Customer within 30 days of the results of such investigation.