

TERMS AND CONDITIONS

Thank you for choosing **Pro Reflect** (“we”, “us” or “our”). We look forward to providing you with one of the Service offerings documented on www.proreflect.co.uk (“**Service**”).

1. Booking our Services

- 1.1. By booking with us, you are agreeing to be bound by these terms and conditions.
- 1.2. We want to provide you with a tailored Service and so we will help you to identify the appropriate Service. Where the information you provide is incorrect or should you choose a lower Service than is appropriate and/or recommended for the condition of your vehicle; we will not warrant the effectiveness of the Service.
- 1.3. By booking with us, you warrant to us that:
 - you have provided us with correct and complete information;
 - you will be liable for payment of the Service;
 - you have authority to authorise the Service to be carried out on the vehicle;
 - your vehicle is safe and legal to be driven on a public road – including but not limiting to: your vehicle holds valid road tax and MOT where appropriate; tyres are in good condition, etc. If at the time of collection, a vehicle is, in our opinion, not roadworthy, we reserve the right to refuse to drive it and we reserve the right to treat the booking as a cancellation.
- 1.4. The default method of contact with and by us will be by email (ben@proreflect.co.uk).
- 1.5. At the time of booking, you will pay to us a non-refundable booking fee (advance payment of 50% of the full payment) to secure the booking. We reserve the right to cancel a booking where the required booking fee is not received in advance.
- 1.6. The booking is not confirmed until a ‘Confirmation of Booking’ is issued; this is usually emailed to the address you provide. In the event that an email address is not available, we will issue the Confirmation of Booking via another method agreed.
- 1.7. We will carry out our Service in accordance with the Confirmation of Booking. It is your responsibility to ensure receipt of a correct and accurate Confirmation of Booking. You should immediately notify us of any errors in your Confirmation of Booking.
- 1.8. We accept full payment in advance. Alternatively, outstanding balances will be immediately payable upon completion of the Service unless otherwise agreed with us.
- 1.9. Payments can be made via the following payments methods: Cash, Debit Card or BACS. No fund is deemed received until we receive cleared payment.
- 1.10. Unfortunately, we may have to refuse bookings sometimes. Please accept that booking availability is at our sole discretion.

2. On the Day

- 2.1. We will try to accommodate any requests you may wish to make on the day, but please note we reserve all rights to refuse or deny additions and demands above and beyond the booked Service as specified in the Confirmation of Booking.
- 2.2. Prior to our arrival / at the indicated arrival time, you must ensure all of the following:
 - your keys and vehicle are easily accessible and handed to our operative.
 - the vehicle is emptied of all personal belongings, money and other significant items. We accept no liability for loss or damage to personal belongings left in a vehicle.
 - sufficient fuel is contained in the vehicle to enable the engine to be started and to run. We may move your vehicle should the need arise.

We reserve the right to levy a charge or to treat the booking as a late cancellation if you fail to comply with any of the above.

- 2.3. Whilst your vehicle is on our premises, we will use reasonable endeavours to secure the vehicle but we accept no liability for theft or damage outside of our reasonable control.
- 2.4. Where the location of the Service is dictated by you, you must ensure all of the following:
 - sufficient space is available for both our Caddy Van and your vehicle along with sufficient movement around both vehicles.
 - the location is safe, secure and sufficient for us to carry out the Service.
 - the location allows and permits the Service to be carried out. You will be responsible for the parking charges required or levied as a result of the location you chose.

Where the location of the Service dictated by you is not suitable, we reserve the right to treat the booking as a late cancellation.

- 2.5. You accept that our arrival time is an estimate and can fluctuate due to a variety of reasons including the condition of a previous vehicle, weather, traffic and other circumstances outside our control. Our late arrival shall not constitute our breach of contract nor does it permit you to cancel or amend the booking.
- 2.6. You accept that the Service allocation time is an estimate only. Each vehicle is different and may require more or less time to fulfil the Service.
- 2.7. Our prices are based on Service type, location, type of vehicle and condition of the vehicle. Any price that is quoted without sight of the vehicle beforehand is an estimate only and should be used as a guide and not a guarantee. Before the Service is commenced, the final cost will be discussed and revalidated with you.
- 2.8. We will not be held responsible for mechanical faults that develop with your vehicle whilst in our care, that are unrelated to any work we have completed. In these events, we will inform you as soon as possible.

3. Inspection of our Services

- 3.1. We pride ourselves in providing a high quality and bespoke Service.
- 3.2. Upon completion of the Service, you will be asked to inspect the vehicle and confirm that no damage has occurred during the Service.
- 3.3. In the unlikely event that you are dissatisfied, we ask you to immediately highlight this to our operative so that we can address your concerns. Our operative will agree rectification steps with you either by immediately remedying the issue or by arranging a second booking to re-carry out the Service.
- 3.4. In the event that you cannot be present to inspect your vehicle at the completion of the Service, we ask you to inspect our Service as soon as possible and in any event highlight any concerns and complaints to us in writing with accompanying photographs within 24 hours of the completion of the Service.
- 3.5. If we do not hear from you within 24 hours of completion of the Service, this shall constitute unqualified acceptance of the Service and waiver by you of all claims relating to the Service.
- 3.6. To the fullest extent permitted by law, we accept no liability in connection with our provision of the Service and we shall not be liable for claims for vehicle re-works by third parties.

4. Cancellations

- 4.1. You have fourteen (14) days from when the Confirmation of Booking is issued to cancel without liability.
- 4.2. If you wish to rearrange for any reason, you can reschedule without accruing another booking fee one time only by giving us at least forty-eight (48) hours' notice before the original booking date. A rearranged booking will only be valid after we issue a new "Confirmation of Booking".
- 4.3. Your booking fee is forfeited in the event of a no show, late cancellation or a rearrangement outside of these terms and conditions.
- 4.4. We reserve the right to alter or move a booking at short notice due to weather conditions and/or machinery/equipment failure and/or unavailability of operatives.

We are very proud of our work and we may take pictures and/or videos of our Service on your vehicle for marketing purposes. For anything we publish on our website or on social media, we will always redact or remove the number plate. If you wish to opt out of this please let us know.