SERVICING TERMS & CONDITIONS

**SUN MOTORS**

**190 WOODGRANGE DRIVE**

**SOUTHEND ESSEX SS1 2SJ**

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PAYMENT IN FULL MUST BE MADE IN ADVANCE OR ON COLLECTION OF THE VEHICLE. WE DO NOT ACCEPT CHEQUES, WE ACCEPT DEBIT CARDS (SOLO, SWITCH, DELTA, VISA AND ALL MAJOR CREDIT CARDS, BUT NOT AMERICAN EXPRESS. OF COURSE, WE ACCEPT CASH. WE DO NOT DO ‘JOBS FOR CASH’. ALL LABOUR AND PARTS COSTS ARE SUBJECT TO VAT. PLEASE DO NOT EMBARRASS US BY ASKING US TO BREAK THE LAW. YOU MUST LEAVE THE VEHICLE’S DOOR/BOOT/IGNITION/PETROL CAP KEYS WITH US AND ANY LOCKING WHEEL NUT KEYS, ALARM AND RADIO CODES. WE WILL NOT ACCEPT RESPONSIBILITY FOR VALUABLES LEFT IN A VEHICLE AND SUGGEST THAT RADIO HEAD UNITS, PERSONAL BE­LONGINGS AND VALUABLES ARE REMOVED FROM THE VEHICLE. IT WOULD ALSO BE HELPFUL IF THE BOOT SPACE IS CLEAR FROM OBSTRUCTION AND SEAT BELTS ARE LEFT IN AN ACCESSIBLE POSITION. WE WILL NOT ACCEPT RESPONSIBILITY FOR DAMAGE TO VEHICLES LEFT ON OUR PREMISES OUTSIDE OF BUSINESS HOURS ON THE FORECOURT AND YOU ARE ADVISED NEVER TO LEAVE YOUR VEHICLE ON OUR FORECOURT OVERNIGHT. IF WE DAMAGE YOUR VEHICLE WE WILL PUT IT RIGHT, HOWEVER, WE WILL NOT ACCEPT LIABILITY FOR ANY DAMAGE WE KNOW/BELIEVE WAS PRE-EXISTING. WE DO NOT ACCEPT LIABILITY FOR LOST RADIO CODES. YOU MUST LEAVE ADEQUATE FUEL IN YOUR VEHICLE TO ENABLE US TO TEST DRIVE IT UPON COMPLETION OF OUR WORK. WE TRY TO ABIDE BY AGREED COLLECTION TIMES BUT DELAYS IN REACHING YOU BY TELEPHONE, AVAILABILITY OF PARTS, OR AGREED ADDITIONAL WORK MAY DELAY COLLECTION OF YOUR VEHICLE. IT IS IMPORTANT THAT WE ARE ABLE TO REACH YOU ON THE TELEPHONE NUMBER YOU LEAVE US. WE WILL NOT FIT PARTS THAT YOU SUPPLY. CCTV FOOTAGE IS AVAILABLE AND COVERS ALL AREAS OF THE WORKSHOP AND FORECOURT. IF YOU CAR HAS A SPECIFIC PROBLEM(S) PLEASE ENSURE WE ARE AWARE, A SERVICE WILL NOT CURE EVERY FAULT IN YOUR VE­HICLE AND WE MAY BE ABLE TO SAVE YOU TIME AND MONEY BY CURING THE PROBLEM RATHER THAN UNDERTAKING A SERVICE. WE WILL NOT FIT ANY PARTS TO YOUR VEHICLE THAT YOU HAVE NOT BEEN ADVISED OF (BOTH PARTS AND LABOUR COST), HOW­EVER, IF WE CANNOT CONTACT YOU ON THE TELEPHONE NUMBER(S) PROVIDED, IN EXCEPTIONAL CIRCUMSTANCES, WE MAY HAVE TO STOP WORKING ON YOUR VEHICLE TO PREVENT DELAYS TO ANOTHER CUSTOMER OR FIT A PART WITHOUT AUTHORISATION (NO MORE THAN £50+VAT). WE RESERVE THE RIGHT TO USE A LITTLE DISCRETION IN CORRECTING SMALL FAULTS/PROBLEMS WITHOUT CONTACTING YOU (FOR ITEMS COSTING LESS THAN £10.00) UNLESS YOU SPECIFICALLY FORBID IT. SUCH THINGS AS BULBS, FLUID TOP-UPS, FUSES AND SAY, A WIPER BLADE, WHICH ARE NOT INCLUDED WITHIN THE SERVICE PRICE AND MIGHT UNREASONABLY DELAY COMPLETION OF THE SERVICE IF WE CANNOT CONTACT YOU. PLEASE ASK AT TIME OF DELIVERY OF YOUR VEHICLE, SHOULD YOU REQUIRE THAT OLD PARTS BE RETURNED TO YOU. ALL PARTS SUPPLIED BY US AND OUR LABOUR ARE GUARANTEED FOR A PERIOD OF TWELVE MONTHS FROM THE DATE OF FITTING AND SOME PARTS ARE COVERED BY A LONGER MANUFACTURERS WARRANTY. HOWEVER, EVIDENCE OF TAMPERING/REFITTING OF PARTS MAY INVALIDATE THE WARRANTY. WE ONLY USE QUALITY PARTS, LUBRICANTS AND CLEANERS, ALL TO ORIGINAL MANUFACTURER SPECIFICATIONS. THIS SERVICE DOES NOT APPLY TO SPECIALIST VEHICLES OR THOSE IN EXCESS OF 2000CC, VEHICLES WITH MORE THAN FOUR CYLINDERS OR VEHICLES THAT REQUIRE SPECIAL COMPONENTS E.G. MAIN DEALER ONLY PARTS, VEHICLES THAT REQUIRE LOW SAPS/ASH FULLY SYNTHETIC OIL OR SPECIAL SPARK PLUGS. AIR AND FUEL FILTERS REPLACED AS PART OF THIS SERVICE, HOWEVER, SOME OF THE LATEST DIESEL VEHICLES FUEL FILTERS ARE SEALED UNITS AND CAN BE VERY EXPENSIVE. IF YOU’RE YOUR VEHICLE IS ONE OF THESE, WE WILL CONTACT YOU FOR PERMISSION TO REPLACE THIS AT AN ADDITIONAL AGREED COST. ANY DIESEL VEHICLES MANUFACTURED AFTER 2007 WILL REQUIRE LOW ASH / LOW SAPS OIL THAT WILL INCUR AN ADDITIONAL CHARGE WHICH WILL NOTIFY YOU OF BEFORE PROCEEDING. IF YOU ARE IN ANY DOUBT AS TO WHETHER YOUR VEHICLE FITS IN THE FIXED PRICE CATEGORY, PLEASE FEEL FREE TO ASK WHEN BOOKING THE SERVICE.

We may ask for and retain information about you and your car on our computer systems. This information is for internal use only. It is kept so that we have contact information, vehicle service history, a record of who worked on your vehicle for quality control purposes or to send MOT reminders via text message/email. It is never disclosed to anyone outside this organisation without your express permission, though Government bodies may be able to request information from us in certain circumstances and our own accountants will have access to our financial records. You have statutory rights under the General Data Protection Regulations. These include (but are not limited to), the right to have access to those records, the right to have those records deleted/amended, to know why they are held, for how long and who has access to those records. You can refuse to provide us with any information or to restrict its use and you must agree to us holding that information by positive consent. OUR DATA PROTECTION OFFICER IS DAVID ANDERSON.

WE WOULD LIKE YOU TO BE HAPPY WITH THE SERVICE WE PROVIDE AND FOR YOU TO REMAIN LOYAL CUSTOMERS, RECOMMENDING US TO FRIENDS AND FAMILY. WE HOPE THAT YOU WILL LET US KNOW WHEN WE GET THINGS WRONG, WHEN THERE IS SOMETHING YOU DO NOT UNDERSTAND OR HAVE ANY SUGGESTIONS ABOUT HOW WE CAN IMPROVE OUR SERVICE

 GOLD SERVICE

Vehicle Registration: ............................. Mileage: ....................

VEHICLE ON THE FLOOR

|  |  |  |  |
| --- | --- | --- | --- |
|  | Brake Servo Visual Check |  |  |
|  | Foot Brake travel/pedal |  |  |
|  | Hand Brake System |  |  |
|  | Seat Belts |  |  |
|  | ABS/EPS/TCS/Air Bag/MIL |  |  |
|  | Air Conditioning/Heating |  |  |
|  | Horn & Switches |  |  |
|  | Interior Lights |  |  |
|  | Mirrors |  |  |
|  | Front & Rear Wiper Blades |  |  |
|  | Front & Rear Washers |  |  |
|  | Lighting System/Indicators |  |  |
|  | Headlamp Levelling System |  |  |
|  | Windscreen Condition |  |  |
|  | Windows & Doors |  |  |
|  | Door Locking/Key Fob |  |  |
|  | Corrosion |  |  |
|  | Clutch “Bite Point” |  |  |
|  | Alternator Charge Rate |  |  |

KEY : A – No Obvious Issues C- See Comments N-Not Applicable

 \*Parts Included In Price \*\*Checked And Topped Up

VEHICLE FULLY RAISED

VEHICLE HALF RAISED RAISED

|  |  |  |  |
| --- | --- | --- | --- |
|  | Front Wheel Bearings |  |  |
|  | Rear Wheel Bearings |  |  |
|  | Front & Rear Tyres/Spare |  |  |
|  | Front/Rear Brakes Strip/Report |  |  |
|  | Tyre Pressures |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
|  | Engine/Gear Oil Leaks |  |  |
| \* | Engine Oil Drain/Fill |  |  |
| \* | Oil Filter Replaced |  |  |
|  | Engine/Gear Box Mounts |  |  |
|  | Exhaust System |  |  |
|  | Steering System |  |  |
|  | Corrosion |  |  |
|  | Suspension |  |  |
|  | Brake Hydraulics |  |  |
|  | Handbrake Cables |  |  |
|  | Drive Shafts |  |  |
|  | Other |  |  |

FINAL CHECKS

UNDER BONNET

|  |  |  |  |
| --- | --- | --- | --- |
| \*\* | Washer Bottle Refilled |  |  |
| \*\* | Brake Fluid Level |  |  |
| \*\* | Power Steering Fluid |  |  |
| \*\* | Coolant Level |  |  |
|  | Anti Freeze Strength |  |  |
|  | Auto Trans Fluid (If Poss) |  |  |
| \* | Air Filter Replaced |  |  |
| \* | Spark Plugs |  |  |
| \* | Diesel Filter |  |  |
|  | Battery Terminals |  |  |
| \*\* | Battery Electrolyte |  |  |
|  | Under Bonnet Wiring |  |  |
|  | Radiator/Coolant Pipes |  |  |
|  | Auxiliary Drive Belt |  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| \*\* | Lubricate Hinges/Locks |  |  |
|  | Test Drive |  |  |
|  | General |  |  |

**COMMENTS REGARDING TIMING/CAMSHAFT BELTS/CHAINS**

IMPORTANT-PLEASE TAKE TIME TO READ THIS AND REFER TO ATTACHED NOTES/HAND OUTS!

Your vehicle is fitted with a timing belt/a timing chain or both. Timing chains are more robust and manufacturers do not normally suggest a replacement interval unless it drives a diesel fuel pump. Timing belts, however, are the weak point on an engine and are subject to a replacement schedule, normally stated “as a number of months or miles driven”. The timing belt/chain is not replaced or checked during this or any other service we offer. If you are not certain if the timing belt/chain has been replaced in accordance with the manufacturers recommendations, we strongly suggest that you have these components replaced as soon as possible. Failure of this belt/chain or belt driven component will almost certainly do serious damage to your vehicles’ engine and in many cases, will result in it being a total write off. Some diesel vehicles also have high pressure diesel pump chains/wet belts that have service lives and replacement intervals that should be observed. Never leave these component until the last recommended time or mileage as many factors can influence the life of these components. Ask for advice if in doubt.

 **PLEASE RETAIN THIS SERVICE REPORT FOR FUTURE REFERENCE AS WE DO NOT KEEP A COPY**

Technicians Signature Date

NOTES/COMMENTS

1) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

5) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

6) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

We can also quote for/repair: Air Conditioning Service & Repair Timing Belts Brakes Tracking

Tyres Batteries Alternators Welding Bodywork Exhausts MOT’s Shock Absorbers Wheel Balancing

Diagnostics Electrical Faults Clutches Tracking Engine Replacement