

London City Garages Terms and Conditions

We (the London City Garage Limited (LCG)) provide the following services namely repair service or MOT including, but not limited to inspection, determining and estimating repairs for customers' vehicles (collectively "the Services"). The provision the Services are subject to the following terms and conditions:

1. This contract and these terms and conditions will come into effect and be binding between LCG and you the Customer upon you booking in your vehicle with us for repair, service and or MOT whether by phone via our webpage (www.londoncitygarages.com) or in person.
2. If you book in via the phone or via our webpage you warrant that you are legally capable of entering into this contract and you are at least 18 years old and reside in the UK.
3. LCG will provide details of the cost of each car service, MOT and or repair and the work required before the work is done together with an estimated time for doing the work. All work and costs, including additional work must be approved by the Customer before any work is carried out.
4. If the Services cannot be completed within the time estimated by us due to circumstances beyond LCG's control, an advisor will contact you – this may sometimes be due to parts not being delivered or the work required may take longer to complete. Every endeavour will be made to provide the Services by the estimated time, but LCG shall not be liable for any delay in completing the Services. Time shall not be of the essence in respect of this clause.
5. Special oils or spark plugs may be required for your vehicle service. These will be an additional charge and an advisor will inform you of the costs on the day of your service.
6. All parts used will adhere to the manufacturer's service schedule and warranty and will be of "original equipment" (OE) standard unless specifically requested by the Customer to be after-market or pre-used parts. LCG will ensure all warranties on OE standard parts are validated.
7. In addition to your Statutory Rights, a Parts & Labour Warranty is provided for a period of 6 months (or within 3,000 miles - whichever comes first) of work carried out by LCG. The Warranty covers replacement defective parts or related workmanship. The Customer shall be entitled to the benefit of any warranty to which LCG is entitled as against the manufacturer of parts and materials supplied or any sub-contractor. This warranty extends to repairs actually undertaken and does not cover progressive fault diagnosis. It does not affect any statutory rights.
8. The Warranty is dependent upon:

8. (a). LCG being given an opportunity to investigate or rectify any faults within a reasonable timeframe

8. (b). The manufacturer's vehicle operating instructions being followed.

8. (c). Having the vehicle serviced according to the manufacturer's recommended schedule (at the time or distance specified).

8. (d). Full compliance with LCG advisories, warnings and information or any instructions provided by LCG.

8. (e). The parts or workmanship carried out not being subjected abnormal conditions or unreasonable wear and tear.

9. We will inform you when the Services are complete and you can collect and pay for your vehicle

10. Payment for all Services, repairs and/or spare parts supplied is due on completion of work. The Services, and/or repair are completed for the purpose of these terms and conditions when notice has been given to you that the vehicle is ready for collection. All goods supplied and/or Services shall remain the absolute and unencumbered property of the LCG until such time as cleared payment has been received in full from the Customer in respect of such Goods and/or Services.

11. All parts removed by LCG in the course of the repair shall, if not claimed by the Customer within 14 days after the completion of the repair be deemed to be owned by LCG and they shall become the LCG's absolute property. Parts returned are subject to a handling charge. Parts specially ordered are not returnable.

12. The Company shall have a general lien on all of the Customer's vehicles and all of their contents for all monies owing to the Company by the Customer on any account whatsoever.

13. LCG shall be entitled to reasonable storage charges during any period in which the vehicle is retained by virtue of the lien. The Parties agree that a genuine pre-estimate of the cost of such storage shall be at the rate of £25 per day per vehicle. This charge shall commence 48 hours after the Customer is notified the vehicle is ready for collection.

14. If the Customer's indebtedness to LCG is not satisfied within three months from the date of the first invoice to the Customer, LCG may without notice sell any vehicle owned by the Customer and/or the contents thereof by public auction or private treaty.

The Customer shall on demand supply LCG with all necessary papers relating to the vehicle to effect such sale. The net proceeds of the sale shall be applied towards the satisfying monies due from the Customer to LCG: any shortfall shall be recoverable from the Customer and any balance over indebtedness shall be paid by LCG to the Customer on demand.

15. LCG does not accept any liability for any damage or losses suffered by the Customer from the storage of your vehicle at LCG's premises or for any loss of valuable items left by the customer and are not connected to the vehicle or damage to such items. You are strongly advised to remove all personal from your vehicle before booking it in with us.

16. LCG will not be responsible or liable for any unforeseeable losses; losses that were not caused by LCG's employees, agents or representatives' negligence or for any business losses. Nothing in this condition will affect the customer's statutory rights that the works are performed with due skill and care, that the goods supplied are of satisfactory quality and are fit for their purpose and that the products and services correspond with their description.

17. LCG will not be liable for any delay in the provision of the Services if the reasons are due to any force majeure or factors out of control of LCG.

18. LCG will endeavour to resolve all disputes amicably and professionally normally within 28 days. If the dispute should take longer, LCG will notify the customer accordingly.

19. This contract is governed by the laws of the United Kingdom.

THESE TERMS AND CONDITIONS AND THE GUARANTEE TERMS DO NOT AFFECT THE STATUTORY RIGHTS OF A CONSUMER REGARDING FAULTY OR MISDESCRIBED PRODUCTS OR SERVICES OR ANY FAILURE BY LCG IN THE SUPPLY OF GOODS OR THE UNDERTAKING OF WORK.