

Hartech can be contacted by telephone (01204 302809) or by email (auto@hartech.org).

By instructing Hartech to commence work the full conditions are accepted. Below is a brief version. Full terms are displayed in reception and copies are available on request.

Hartech may record telephone conversations verifying agreements.

Where an absolute price limit has been set by the customer in advance that falls below the cost of the work Hartech deem necessary making a proper repair impossible, no responsibility for subsequent faults is accepted.

Hartech does not accept liability for components breaking during removal through no fault of Hartech. Any estimate/quotation/menu price does not include the cost of addressing unforeseen problems or the cost of unexpected parts. Should unforeseen problems emerge additional charges for any additional parts & additional time will be made to rectify/enable the work to be completed. Should this be a small essential cost Hartech may proceed without customer approval to avoid unnecessary delays but should this be significant then customer approval will be sought.

Should Hartech require a decision from a customer who is unavailable which then causes logistical backlog problems with other customer's work, Hartech may charge for the direct consequent additional time spent as a result of this delay.

Hartech may refuse to carry out work for any reason whether or not an estimate has been completed.

Unless a price has been agreed in advance Hartech shall be entitled to charge their current hourly rate for the work done, (including any stripping down leading to determination as to the practicability or otherwise of any work and reassembly), and for materials & spare parts supplied.

Orders received from any person who is reasonably believed to be acting as the customer's agent (such as their spouse or business representative) shall be binding upon the customer.

Variations to the original order or the price shall be subject to these terms & conditions.

Hartech accept cash, debit cards, & building society cheques/bankers drafts (subject to verification). Credit cards are not accepted unless by prior arrangement (**please clarify if it will be acceptable before we commence work**). Personal or business cheques & American Express are **not** accepted.

Cars/parts remain in the care and control of Hartech until all payments are made in full & Hartech have a general lien on a customer's vehicle/parts for all monies owing to Hartech by the customer.

If a customer's indebtedness to Hartech is not satisfied within 3 months from the invoice date Hartech may sell the vehicle/parts by public auction or private treaty.

Hartech may demand a deposit/full payment before commencing work. Balance of payment is due on the completion of the work.

Unless by written prior arrangement, if a car is still on site 28 days after the invoice date storage charges will be applied at a rate of £15 + VAT per day for a car/chassis and £5 + VAT per day for an engine.

Unless by written prior arrangement, if instructions are not received from a customer within 28 days of the estimate (either verbal, written or by email) storage charges will be applied at a rate of £15 + VAT per day for a car/chassis and £5 + VAT per day for an engine.

If a deposit/full payment has been requested but not received within 28 days of the request (either verbal, written or by email) storage charges will be applied at a rate of £15 + VAT per day for a car/chassis and £5 + VAT per day for a stripped engine.

Unless specifically stated, where an old part has been repaired to save the cost of a new replacement no guarantee is offered. Where a used component is offered to save the cost of a new replacement no guarantee is offered.

Hartech's optional complimentary wash & small valet is entirely at the customer's risk.

Hartech will not undertake testing or identifying faults by road testing that require us driving above local speed limits or without due care and attention.

Should a car be delivered to Hartech with the low fuel warning a charge of £45 + VAT will be made to cover £30 (inc. VAT) of fuel & time.

Hartech will not entertain claims for damage to customer's cars after they have left site.

Hartech does not accept liability for damage to non-standard bodywork that cause ground clearance problems.

Hartech does not accept liability for any new faults which may develop whilst in their care and control.

Unless claimed and collected with the car, all old parts removed from customers cars in the course of the repair shall be disposed of or retained for future research etc and as such become Hartech's property.

Hartech endeavours to complete jobs on time but Hartech does not accept any liability for any delay in completing jobs.

Where in the case of a driver collecting the car on behalf of the customer where Hartech believes they have authority Hartech does not accept any loss or damage on the grounds that the driver didn't have authority. It shall not be obligatory for Hartech to seek confirmation of the authority of any person reasonably believed to be connected with the customer.

Hartech is not responsible for any loss or damage outside it's control either directly or indirectly.

By instructing Hartech to carry out engine work you accept and agree to the terms of their Standard Guarantee & Warranty.