

# MAX WAX Fleet Ltd - Terms and Conditions

## 1. Services

**1.1.** MAX WAX Fleet Ltd services are carried out inclusive of chemicals, travel, labour and insurance costs unless otherwise stated.

**1.2.** MAX WAX Fleet Ltd does not accept any responsibility or liability for any malfunction, damage, injury, failure or loss that may arise from the services provided to the Client or the products used by MAX WAX Fleet Ltd.

**1.3.** Whilst every effort is made to ensure that MAX WAX Fleet Ltd services are carried out to the highest standard (according to the condition of a vehicle) the Client is advised to check the vehicle(s) upon completion of services. If there is any cause for dissatisfaction, the Client should point out the discrepancy to the technician, who will endeavour to correct work at that time to the best of their ability. No responsibility can be accepted by MAX WAX Fleet Ltd for omissions or discrepancies detected after the technician has left the Client's premises. Should the services be carried out with the 'Client not present' and the Client has cause for complaint, the Client is asked to contact MAX WAX Fleet Ltd within 24 hours of services. Should the Client fail to adhere to this time scale then MAX WAX Fleet Ltd may decline to rectify any omissions or discrepancies.

**1.4.** Prior to commencement of the service, the Client must disclose any known or suspected defects, damage or weakness in the vehicle which may be affected by our services.

**1.5.** As part of its policy to improve the quality of services, MAX WAX Fleet Ltd reserves the right to alter specifications of any services without prior notice.

**1.6.** If the Client fails to keep an appointment, or if the Client's vehicle is not available, a cancellation fee will be levied if less than 24 hours prior notice is received by MAX WAX Fleet Ltd from the Client via email. The cancellation fee is 100% of the service booked.

**1.7.** If the need arises due to reasons beyond our control for example poor weather or absence through sickness of a technician MAX WAX Fleet Ltd reserve the right to adjust the date and time of agreed services to you. MAX WAX Fleet Ltd will give you with as much notice as possible and provide you with an alternative date and time for services to commence.

**1.8.** Please remove your personal items from the vehicle before services are carried out. MAX WAX Fleet Ltd will not be held responsible for any items that may have been left in the vehicle.

## 2. Prices

**2.1.** Prices stated on any advertising are for medium sized vehicles. There is an extra charge of +10% for large vehicles and +20% for 4x4 & MPV's.

**2.2.** Prices are subject to change & are displayed exclusive of VAT which will be added to all services provided.

**2.3.** Whilst MAX WAX Fleet Ltd will endeavour to comply with any quotation or estimate given, vehicles in an extremely poor condition will attract an extra charge.

## 3. Payment

**3.1.** In the absence of approved credit facilities, payment in full is due in advance to secure our services, additional works must be paid for upon completion of services.

**3.2.** Payment can be made by BACS transfer, debit card or credit card or using MAX WAX Fleet Ltd Gift Vouchers.

**3.3.** Before credit facilities can be approved, the Client will provide MAX WAX Fleet Ltd with full address, telephone/fax number, e-mail address and contact name of its accounts department.

**3.4.** Where credit facilities exist, payment in full is required within 7 days from date of invoice unless otherwise agreed.

**3.5.** Payments in any form, if returned or represented by the bank, will incur an administration charge of £30 per transaction.

**3.6.** Invoices outstanding beyond normal credit terms will be passed to a debt recovery agent and will be subject to a surcharge of £100 per invoice outstanding. Such accounts will also be subject to any other costs involved in obtaining settlement. MAX WAX Fleet Ltd reserves the right to charge interest at 8% over base rate on overdue accounts, in accordance with the Late Payment of Commercial Debts (Interest) Act 1998, if settlement is not within its agreed credit terms. Where preferential discounts have been given, if payment in full is not received by the due date, these discounts will automatically be disallowed.

#### **4. Licenses**

**4.1.** Should it be required that a licence, permit, authorisation or permission be granted for services to be carried out at Clients premises, car park or other location, it is the responsibility of the Client to obtain any such licence, permission, authorisation or permit from the owner/operator of the premises, car park or other location.

**4.2.** The Client will be responsible for any payments/fines/fixed penalty ticket to the owners/operators of any such location. If any vehicle owned or operated by MAX WAX Fleet Ltd is disabled in any way at the Client's premises, car park or other location, the client will be responsible for all costs involved in releasing the vehicle.

#### **5. Gift Vouchers**

**5.1.** MAX WAX Fleet Ltd will provide Gift Vouchers when requested.

**5.2.** Payments must be received and cleared before a Gift Voucher will be issued.

**5.3.** Gift Vouchers may be used as full or part payment for any of MAX WAX Fleet Ltd services. Any difference in value between Gift Vouchers tendered and services supplied must be paid in accordance with **Clause 3.2.**

**5.4.** Gift Vouchers are valid for 6 months from date of issue, or in any event only until the expiration date on the Gift Voucher. If the Gift Voucher expires before the valet is completed, no refund will be given.

**5.5.** The Gift Voucher has no monetary value.

**5.6.** Gift Vouchers must be valid and presented to the technician on the date of services being carried out.