

Terms and Conditions of Sale

Introduction

Welcome to Smart Wheels. These terms and conditions ("Terms") govern the sale of our SMART paint repair and car alloy wheel refurbishment services ("Services"). By booking our Services, you agree to these Terms. Please read them carefully before making a booking.

Booking and Payment

1.1 Booking Confirmation

All bookings for our Services must be confirmed in advance. Upon booking, you will receive a confirmation via telephone, email or SMS, detailing the time, date, location, registration number and the works booked to be completed during the appointment.

1.2 Payment

Payment for the Services must be made in full at the time of booking. We accept various forms of payment, including electronic bank transfers. Your booking will only be confirmed once payment has been received in full.

2 Appointment and Scheduling

2.1 Punctuality

We strive to commence all appointments at the scheduled time. However, if you arrive late to your appointment, we may need to rebook your job for another day to avoid delaying subsequent appointments. We will do our best to accommodate your schedule, but rescheduling is subject to availability.

2.2 Rescheduling by Us

In the event we need to reschedule your appointment due to unforeseen circumstances, we will notify you as soon as possible and arrange a new appointment at a mutually convenient time.

3 Service Limitations

3.1 Environmental Factors

Please be aware that it is not always possible to provide a flawless finish to all vehicles due to external environmental factors. While we strive for the highest quality, variations in weather conditions, lighting, and location can impact the final result.

3.2 Pre-existing Conditions

We will do our utmost to repair your vehicle to the best possible standard. However, pre-existing marks, such as stone chips, dents, and deep scratches, may affect the final outcome. We cannot guarantee that all pre-existing damage will be completely eradicated.

3.3 Requirements for the Working Environment

To ensure the quality and safety of our Services, the following conditions must be met at the work site:

- A safe, clean, and empty flat space, such as a driveway, is required for the duration of the work.
- There must be clear space to work around the vehicle, allowing for full access to all areas that need repair.
- We cannot complete works at the roadside due to safety concerns.
- We will need direct access to park our van near the work site.

- Two power sockets must be available to run our equipment.

4 Customer Responsibilities

4.1 Vehicle Condition

You must ensure that your vehicle is in a suitable condition for the Services to be performed. This includes cleaning the area to be repaired and providing access to the vehicle at the agreed time and location.

4.2 Accurate Information

You are responsible for providing accurate information regarding your vehicle and the required Services. Any misinformation may lead to delays or the need for additional work, which may incur extra costs.

5 Liability

5.1 Limitation of Liability

To the maximum extent permitted by law, Smart Wheels shall not be liable for any indirect, incidental, or consequential damages arising out of or in connection with the Services provided.

5.2 Responsibility for Nearby Surfaces

While we take every precaution to perform our work responsibly and with care, we cannot be held responsible for any paint splashes or incidental damage to nearby surfaces (such as walls, driveways, or other vehicles) that may occur during the course of our work. We advise customers to remove or cover any items in the vicinity that could be affected.

5.3 Warranty

Our Services come with a limited warranty, details of which will be provided at the time of booking. This warranty covers specific defects in workmanship but does not cover any damage resulting from misuse, accidents, or normal wear and tear. Any warranty claims will be appraised by one of our technicians and a solution offered. If the proposed issue is not deemed the fault of works undertaken by Smart Wheels a appraisal fee of £50 will be payable.

6 Cancellation and Refunds

6.1 Cancellation by You

If you need to cancel your appointment, please provide at least 24 hours' notice. Cancellations made less than 24 hours before the scheduled appointment may incur a cancellation fee.

6.2 Refunds

Refunds for cancellations or dissatisfaction with the Services will be handled on a case-by-case basis. Please contact our customer service team to discuss any issues.

7 Complaints

Please forward any concerns or complaints via the Contact details below as soon as possible with photos if applicable. One of our technicians will then assess and respond to your report within 3 working days.

8 Governing Law

These Terms shall be governed by and construed in accordance with the laws of England and Wales. Any disputes arising from these Terms or the Services shall be subject to the exclusive jurisdiction of the courts of England and Wales.

9 Contact Information

If you have any questions or concerns about these Terms or our Services, please contact us at:

Smart Wheels
128 City Road, London, England, EC1V 2NX
info@smartwheelsltd.co.uk
[07441906456](tel:07441906456)

By booking our Services, you acknowledge that you have read, understood, and agree to these Terms and Conditions of Sale. Thank you for choosing Smart Wheels for your vehicle repair needs.