

MOBILE SERVICING & MAINTENANCE AGREEMENT

These Terms and Conditions apply to all routine mobile mechanics services provided by J.S Vehicle Solutions, including oil servicing, filter replacements, brake inspections & replacements, battery testing/fitting, spark plug changes, and general repairs.

1. SITE ACCESS & WORKING ENVIRONMENT

- **Location Requirements:** Mobile servicing must take place on a hard, flat, level surface (e.g., tarmac, concrete, or block paving) that safely supports jack stands and vehicle weight. Work cannot be performed on steep inclines, loose gravel, soft ground, or restricted public highways.
- **Access & Clearances:** The Customer must ensure clear perimeter access around the vehicle (minimum 1 metre clearance on all sides) and provide access to locking wheel nut keys, key fobs, and service booklets prior to commencement.
- **Parking Permits & Charges:** Any parking fees, permit costs, or toll charges incurred at the work location are the responsibility of the Customer.

2. SERVICE SCOPE, QUOTES & ADDITIONAL REPAIRS

- **Quoted Work:** All servicing is carried out in accordance with manufacturer specifications or agreed service schedules using high-quality parts and lubricants matching OEM standards.
- **Additional Defects Discovered:** If additional worn components or safety hazards (e.g., severely worn brake pads, corroded lines, leaking seals) are identified during routine servicing, the Customer will be notified immediately. No additional work will be undertaken without prior Customer authorization and price agreement.
- **Customer-Supplied Parts:** Unless agreed in writing prior to booking, J.S Vehicle Solutions installs trade-sourced parts. Where a customer requests fitment of customer-supplied parts, no warranty is provided on part failure, fitment suitability, or labor required for re-work due to incorrect components.

3. ENVIRONMENTAL & WASTE DISPOSAL

- **Fluids & Waste Management:** Waste oils, fluids, used filters, and old mechanical components are responsibly collected and disposed of in strict compliance with UK environmental regulations. An environmental disposal fee may be included in the service invoice.

4. WARRANTIES & GUARANTEE

- **Parts & Workmanship Warranty:** All new parts supplied and fitted by J.S Vehicle Solutions carry the relevant manufacturer warranty (typically 12 months or 12,000 miles, whichever comes first). Labor is guaranteed against defective workmanship for 12 months.
- **Warranty Exclusions:** Warranty excludes fair wear and tear, vehicle misuse, track use, unauthorized post-service modifications, or failure to address secondary advisory items highlighted on the job sheet.

5. PAYMENT TERMS & CANCELLATION

- **Payment Terms:** Full payment is due immediately upon completion of the service prior to key return. Accepted payment methods include cash, debit/credit card, or direct bank transfer.

- **Cancellation Policy:** Notice of cancellation or rescheduling must be provided at least 24 hours prior to the booked slot. Cancellations under 24 hours or failure to provide vehicle access upon technician arrival may incur a call-out fee.

Wheel Nut Torque Reminder: Following wheel removal during brake or routine servicing, wheel nuts/bolts are torqued to manufacturer specifications. For safety, customers are advised to have wheel nut torque re-checked after 50 miles of driving.

CUSTOMER SERVICE AUTHORIZATION SIGN-OFF

I confirm that I have read, understood, and accept the Terms and Conditions for routine mobile servicing and repairs provided by J.S Vehicle Solutions.

Vehicle Reg: _____

Date: 12th September 2026

Customer Name: _____

Signature: _____