

VEHICLE TOWING & RECOVERY AGREEMENT

These Terms and Conditions govern all towing, vehicle recovery, and transportation services provided by J.S Vehicle Solutions. By requesting or authorizing recovery or towing services, the Customer agrees to be bound by these terms.

1. SERVICE SCOPE & CUSTOMER AUTHORIZATION

- Authority to Tow:** The Customer warrants that they are the registered keeper, owner, or legal representative authorized to consent to the towing and transportation of the vehicle.
- Vehicle Preparation:** The Customer must ensure the vehicle is in a condition safe for winch or tow hook connection, with steering unlocked and handbrake operational unless otherwise agreed prior to dispatch.
- Accurate Details:** The Customer must provide accurate location details, ground condition notices (e.g., mud, off-road, multi-story car park), and vehicle defect descriptions prior to dispatch.

2. VEHICLE TAX, INSURANCE & LEGAL COMPLIANCE

- Tax & Insurance Requirement:** The Customer confirms that the vehicle being towed/transported holds valid, current Road Tax (Vehicle Excise Duty) and appropriate motor insurance coverage, or meets the statutory exemption criteria for transport on public roads.
- Customer Indemnity:** J.S Vehicle Solutions accepts no liability for any statutory penalties, fines, or legal actions arising from the vehicle lacking valid tax, insurance, or legal roadworthiness prior to or during transit.

3. FEES, CANCELLATIONS & PAYMENT TERMS

- Call-Out Charge:** A non-refundable call-out fee applies upon dispatch of the recovery vehicle regardless of whether towing is subsequently completed.
- Additional Rates:** Service charges are calculated based on mileage, call-out time (standard vs. out-of-hours/24-hour call-out), waiting time, and complexity (e.g., winch recovery, missing keys, locked steering).
- Payment Terms:** Full payment is due immediately upon completion of the tow or prior to vehicle drop-off, unless prior credit terms have been arranged in writing. Accepted payment methods include cash, card, or direct transfer.
- Cancellation:** Cancellations made after the recovery vehicle has dispatched will incur the full call-out fee plus any mileage incurred up to the point of cancellation.

4. PRE-EXISTING VEHICLE CONDITION & PRE-TOW INSPECTION

- Initial Condition Inspection:** Before connecting or loading the vehicle, a visual inspection will be conducted. Existing body damage, mechanical faults, or structural weakness will be noted.
- Pre-Existing Faults:** J.S Vehicle Solutions is not liable for pre-existing mechanical, electrical, structural, or bodywork damage, including undercarriage or lower bumper scraping caused by modified/lowered ride height.
- Valuables & Personal Property:** All personal items and valuables must be removed from the vehicle prior to towing. J.S Vehicle Solutions accepts no liability for loss or damage to personal items left inside the vehicle.

5. LIABILITY & EXCLUSIONS

- **Limitations of Liability:** J.S Vehicle Solutions maintains appropriate trade insurance. However, liability for damage during recovery is strictly limited to damage proven to be directly caused by gross negligence or improper handling by our personnel.
- **Exclusions:** J.S Vehicle Solutions accepts no liability for delays caused by severe traffic congestion, road closures, extreme weather, or vehicle breakdown of the recovery unit.
- **Subordinated Towing Risks:** Damage occurring due to customer-requested towing methods that bypass recommended manufacturer towing procedures (e.g., missing recovery eye threads or seized brakes) is entirely at the Customer's risk.

6. UNATTENDED VEHICLES & DROP-OFF PROCEDURES

- **Unattended Drop-Offs:** If the vehicle is dropped off at a designated garage or private residence without the owner present, the vehicle will be secured, keys deposited as instructed, and photo proof taken. Our responsibility terminates upon key drop-off.

Important Notice for 4WD & Automatic Vehicles: Automatic, 4WD, and All-Wheel-Drive (AWD) vehicles require specific towing configurations (flatbed or dolly conversion). The owner must inform J.S Vehicle Solutions of drivetrain specifications prior to recovery dispatch.

CUSTOMER AUTHORIZATION SIGN-OFF

I confirm that I have read, understood, and accept the Terms and Conditions for vehicle towing and recovery services provided by J.S Vehicle Solutions, and confirm the vehicle holds valid tax and insurance.

Vehicle Reg:	_____	Date:	12th September 2026
Customer Name:	_____	Signature:	_____