

Auto-Fix Hope Valley Terms of Business

Auto-Fix Hope Valley is the trading name of HVMB Group Limited, company registration number: 15304810. Vat number 457386062.

The main trading address is: Unit 6 & 8, Aston Industrial Estate, Parsons Lane, Hope, Hope Valley, S33 6RB.

Contact email: info@auto-fix.uk

Contact phone: 01433 230 999

By booking in your vehicle or authorising repairs you accept our terms of business.

Auto-Fix Hope Valley carries out a range of services and our terms vary depending on the service you require.

We reserve the right to charge storage at the current ABI rate for vehicles in our care that were not booked in 2 days prior. Vehicles are left at the owner's risk.

We act as a bailee and therefore have a right of bailment over your vehicle/property until all outstanding accounts have been settled.

Quality

Auto-Fix Hope Valley aims to match the OEM finish on your vehicle. In some instances, our level of paint finish may be greater (less texture, less orange peel, flatter or more glossy) than the OEM finish.

On classic vehicles where the OEM finish was very poor and dull originally, we offer different levels of finish and have listed them below.

Our paint finish will be in line with industry standard (even texture, no runs and largely free from defects like dust nibs (no more than 5 per panel and not in plain view areas).

In the instance you are not happy with the paint finish we have provided, please refer to our complaint's procedure below. Under the 2015 consumer rights act, we are entitled to the right to rectify any defects.

Colour Matching

Auto-Fix Hope Valley aims to provide an accurate colour match to the OEM colour of your vehicle. This may not be possible on older vehicles due to the pigments not being available or having nothing to match it against. Certain Xirallic® pigments that are mined from the

earth may not be available in pearlescent paint and a close replacement will be used. Where we cannot match faded/sun damaged paint, the original shade will be used.

In the instances listed above, we would follow industry standards to recreate a close match, this may include blending the adjacent panels where necessary.

Lifetime Warranty

Auto-Fix Hope Valley offers an in-house warranty on all products applied to your vehicle, covering:

- Paint cracking, crazing, delamination, blisters (excluding corrosion-related), and flaking
- Filler cracking or delamination
- Primer adhesion failures

This warranty applies only to work carried out by Auto-Fix Hope Valley and cannot be claimed at any other paint shop, repair centre, or bodyshop.

This warranty only covers the vehicle whilst you are the registered keeper and cannot be transferred.

This warranty does not cover product failure due to damage caused after the point of collection.

This warranty does not cover corrosion.

Any paint or repair work on top of, or after our repair work will void this warranty.

This warranty does not cover poor previous paintwork or repairs where it has not been possible or financially viable to remove previous work.

We offer a free yearly polish up on panels we have repaired. This can be claimed no more than once in a 12-month period. This includes a single stage polish to bring up gloss and clarity levels, but will not be to 'as new' standard.

Warranty claims should be made in writing to info@auto-fix.uk before any other rectification work is carried out.

Corrosion

Auto-Fix Hope Valley offers a 12-month warranty from the date of invoice against corrosion, unless otherwise stated at the point of quotation/booking in.

Parts

Auto-Fix Hope Valley offers a 12-month warranty on new parts we supplied, including OEM and non-genuine.

We always use new genuine parts for accident repairs, unless previously discussed with the insurer and the vehicle owner.

Non-genuine parts are not to the same quality as OEM. In accepting to use non-genuine parts, you accept the fit and finish and overall quality will not be the same as OEM.

We offer no warranty on second hand parts.

All parts are ordered on a non-refundable basis. Booking your vehicle in for the work detailed in your repair estimate or discussed verbally acts as acceptance to this term. Should you not wish to go ahead with the work, the parts need to be paid for at the retail rate and collected immediately. We will charge a storage fee we feel is suitable (no more than £25.00 per day) to store parts ordered and not collected.

Admin Charges

Auto-Fix Hope Valley may choose to apply an admin charge for tasks such as providing pictures, estimates and purchase receipts.

Any proof of purchase receipts provided may have information covered or removed where we feel this is commercially sensitive information.

Recovery Charge

Auto-Fix Hope Valley will apply a recovery charge in-line with the ABI. We may charge extra for special equipment (such as skates) needed to facilitate the recovery.

Second Person Charge

Auto-Fix Hope Valley may apply a second person charge when an operation is not possible or safe to be done alone. This will be a 50% increase to the standard recovery charge.

Yard Storage

Auto-Fix Hope Valley has access to a secure storage yard. Any vehicle left in our care will incur a storage charge of £25.00 per day. Heavily damaged vehicles may incur further charges relating to moving the vehicle from the yard to the workshop.

Oil/Fluid Clean-Up

Auto-Fix Hope Valley will clean up any and all fluid leakages immediately and will charge a fee we feel is appropriate.

Packaging and Old Parts Disposal

Auto-Fix Hope Valley has the appropriate waste contracts in place to dispose of packaging and old parts. We may charge a fee that we feel is appropriate for this service.

Electric Vehicles

Auto-Fix Hope Valley is qualified to carry out repairs on electric and hybrid vehicles. We do however prefer not to keep them inside at night. Overnight indoor storage will only be offered at our discretion.

Sub-Contractors

Auto-Fix Hope Valley may choose to use sub-contractors during the repair of a vehicle.

They will be of industry standard competence.

We may apply a mark-up on any sub-contracted work carried out

Outside of Accident Repair Work

Auto-Fix Hope Valley carries out many services outside of accident repair work, below are the definitions and customer expectations.

Welding Work

Auto-Fix Hope Valley will repair the vehicle to a safe and roadworthy standard, capable of passing a vehicle inspection (MOT) but the repairs may not be to an original appearance.

We will apply appropriate corrosion protection to all repaired areas—including seam sealer, wax-oil and underseal—to prevent immediate corrosion.

We cannot guarantee that all corrosion has been removed, but we will remove all that is possible and visible.

We will not paint any welding repairs with OEM standard paint (base and clearcoat) unless otherwise stated.

We offer no warranty on the fit and finish of non-genuine repair panels. In agreeing to use these, you agree to the fact they will not be to the original standard. We will always carry out due care and attention when fitting repair panels.

All repairs will be seam welded or plug welded (where needed) with an appropriate welding machine, by an experienced technician.

We may use metal bonding and rivets where it is stronger to do so.

Modification Work

Auto-Fix Hope Valley can carry out modifications to a vehicle where safe and possible to do so.

Any modifications are solely the vehicle owner's responsibility and we will not be held liable for damage or injury relating to modified vehicle use.

We aim to provide functional safe modifications, but as these are not in-line with OEM repair methods or standards, the vehicle owner needs to be specific regarding their expectations.

We offer a 12-month warranty on all modification services, but damage caused by their use or other modified parts on the vehicle will void this warranty.

Modifications are not to OEM standard and therefore it should be expected that the overall fit and finish will not be to OEM standard.

Classic Car Bodywork Restoration

Auto-Fix Hope Valley offers two main finishes of restoration; however, we can tailor a finish to your specific requirements if we have this in writing.

Presentable

We aim to produce an even paint finish in-line with the normal industry standards.

We would aim to provide the best possible panel gaps within the set budget (if applicable). All panel gaps will be functional (they won't catch when adjacent panel is opened/closed).

We aim to remove any panel defects (dents or welds) unless otherwise stated. However, original panel working lines and joints may be visible.

Concourse

We would aim to produce a 'piano key' finish (a flat gloss with no paint texture or dust nibs).

We would aim to produce set panel gaps, to original tolerance or to the customers specifications if we have it in writing.

We would aim to remove all panel defects unless the vehicle owner states otherwise in writing.

Bare-metal paint process

When carrying out bare-metal work, we will use an appropriate epoxy/etch primer to ensure the correct adhesion.

We will aim to remove any corrosion we come across unless discussed prior with the vehicle owner.

We will only use high quality products that are covered by our in-house lifetime warranty.

Payment Terms

As stated above, Auto-Fix Hope Valley will act as a bailee over your vehicle/property until all outstanding accounts are settled.

We reserve the right to apply further charges (such as late payment) where we feel appropriate.

We may allow a 30 day credit facility to certain business and insurance customers at our discretion. After which a £25.00 per day late payment fee will be applied.

Complaints

All complaints are to be made to info@auto-fix.uk where they will be reviewed within two business working days.

Under the 2015 Consumer Rights Act, we are entitled to the right to rectify any issues or defects in the services provided.

All complaints/claims against our in-house warranty cannot be rectified by any other company/repair centre and the warranty is only valid to be used at Auto-Fix Hope Valley.

We will aim to deal with your complaint quickly and professionally.

Our rectification process will be documented to ensure the issue is rectified, and we will provide evidence of rectification.

In the event that a part we have supplied has failed, we will provide a replacement and fit at no charge. Improper use or damage will void this warranty.

We will not tolerate any abusive behaviour in relation to any complaint.

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