



Service Plan Contract and Documentation

Terms and Conditions

We encourage you to read and understand our terms and conditions. By purchasing one of our service plan bundles, you are agreeing to the following terms and conditions in their entirety. Please do not purchase a service plan bundle until you have read and agreed to our terms

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A. INTRODUCTION

Thank you for considering the purchase of our service plan. Our domestic, commercial and fleet service plans are managed, maintained and executed in house under the Collectmywheels.com Ltd umbrella. With almost 20 years of experience in the repair, service and maintenance industry you will surely not be disappointed.

We are different

Most service plans sold in the UK are sold by companies that sell products. Once the product (service plan) is sold, the actual physical work is then typically instructed to many other third parties.

We are pleased to inform you that Service plans online, fleet service plans and fixed price bookings are all managed and executed in house by our Collectmywheels.com team. The only difference in our services is the way you pay.

The same great service will be offered in house for all of the services. Let us be clear, when you purchase one of our service options, the same team of people administrate, plan, book and carry out the work your vehicle needs. All of our affiliated garages operate under the CMW branding and format. We are very proud of this.

HERE WE HAVE LISTED ALL OF THE KEY INCLUSIONS AND EXCLUSIONS SO THAT YOU HAVE A CLEAR IMAGE OF WHATS INCLUDED AND WHAT IS NOT. PLEASE NOTE. THERE MAY BE CIRCUMSTANCES WHEREBY WE MAY NEED TO CANCEL YOUR SERVICE PLAN. SHOULD THIS ARRISE. WE APPOLOGISE IN ADVANCE AND YOU WILL BE FULLY REFUNDED.

PLEASE BE AWARE THAT THIS SERVICE PLAN PURCHASE IS A TWELVE MONTH LEGALLY BINDING CONTRACT AND THE WHOLE CONTRACT COST MUST BE PAID IN FULL WITHIN THE ALLOCATED TWELVE-MONTH TERM.

B. The following items are included with all our service plan bundles:

- * Services to be performed in line with the manufacturer's operations.
- * Periodic inspections may be carried out by the instruction of the contract provider.
- * Reminders and pre-scheduled repairs will be arranged and managed by the contract provider.
- * Where required, a vehicle condition report will be carried out at set intervals during the term of the contract.
- * Free collection and delivery of your vehicle is included in your service plan. Where we cannot offer collection and delivery, we default your booking to our team of mobile service technicians. Appointed by the service provider a mobile team will visit your home or place of work and perform the service with no mess or stress. If you choose not to accept this service, we have while you wait AM and PM appointments available as well as drop off appointments.

C. The Collection Process

Collection times are between – 8am-11am. Please ensure the vehicle is available between these times.

Return times are between 10am – 6pm. Please ensure we can return the vehicle and present the keys to a person on arrival.

If you have a specific collection or return time, please request this upon booking. Whilst we will do our best to accommodate these times, we cannot guarantee these requests can be fulfilled.

D. Collecting and returning the vehicle without a person present.

If the service plan user chooses to leave the keys for the vehicle to allow our driver to collect the vehicle without a person being present, this is done so at the users own risk. Any losses, damages, costs, penalties, legal implications or liabilities incurred as a result of this will not be the responsibility of the service plan required.

E. Preparing for collection.

Please request a specific collection and return time, our team will do their best to honour these requested times. However, please note that we do not guarantee these requested times and cannot commit to any times that our outside of our standard times.

Before collection you must ensure that the vehicle is presented in a condition that allows us to collect the vehicle on arrival.

On collection, our driver will leave our collection vehicle at the address we collect the vehicle from. Please ensure you allocate parking (at no cost) for our vehicle when we arrive.

You will be asked to complete and sign documentation on collection. Please ensure the person handing over the vehicle can read and understand English. Other languages are available on request.

Our drivers are allocated ten minutes from the time of arrival to the time of departure. We encourage you to read the following and use it as a check list to ensure you've correctly complied with our terms to collect.

1. You must ensure that your fuel level is above a quarter of a tank and there is no low fuel level warning light on.
2. You must ensure that your road tyres are not illegal (more than 1.6mm of tread depth) and are free from cuts, cracks and dangerous defects.
3. You must ensure that your vehicle has a valid MOT certificate.
4. You must ensure that your vehicle has valid road tax.

5. You must ensure that your vehicle is free from frost/ice (defrosted)
6. You must ensure that any ancillaries attached to your vehicle, such as roof ladders, roof bars etc are correctly secured to the vehicle. Any damage caused as a result of incompliance with the above, will be the responsibility of the service plan user. The service plan provider has no responsibility regarding these matters.
7. Your vehicle must be in a roadworthy condition on arrival to collect. If you are unsure about the condition of your car, you will need to contact us in advance to talk you through some very basic checks.

F. Failure to comply with any of the above will result in a cancellation and or service charge of £40.00

If you require any additional assistance with these points above. Please call our team and we will be happy to help. Please note: These rigid collection conditions are in place to ensure the safety of our staff when collecting your vehicle.

G. Our Garages

Firstly, it's important you know that when a garage is appointed by another member of the motor trade, the format of operation may change somewhat. As we know the procedures and operations inside out, we strive to ensure the appointed garage don't experience any challenges during your visit.

We have a preferred and selected network of garages that operate and undertake instructions from our team. Our garage network is continuously expanding and we may from time to time use different garages for different work. If you'd like to know the garage appointed to your service or repair. Please do so in writing to our team. We would ask for an explanation of why you would like to know the garage. Please email these enquires to info@collectmywheels.com

We reserve the right to withhold the garage identity from you. Once the service plan has been purchased, the identity of the garage on our network at the time of your purchase may change. For this reason, a refund will not be issued if you are unhappy with the appointed garage.

H. Trained Staff

Trained Staff – All our drivers and technicians have been trained to operate under the terms of Collectmywheels.com Ltd.

I. Cancellation

If the user chooses to cancel their service plan, they may do so with a full refund if all of the following criteria has been met:

1. The cancellation is served in writing within fourteen days of the deposit payment date.
2. No services or MOTs have been performed within the service plan.
3. No appointment has not been arranged to MOT or Service a vehicle under the service plan

conditions.

If you do not comply with all of the points above, your cancellation will not result in a full refund.

Upon written request, we will cancel your service plan without despatch. You will not be charged any further costs from the date you've cancelled.

Any payments made before the cancellation date will not be refunded.

J. Why we have our cancellation policy

From the moment you purchase a service plan from us, we suffer administrative and protection costs. This is the reason why we cannot refund under the conditions set out above. We apologise for any inconvenience caused.

K. Payments and your direct debits

Payments and Direct Debits

Your Direct Debit payments are managed by our registered and regulated Stripe team.

Should your allocated deposit or monthly Direct Debit payment fail to reach the service plan provider by the due date, the service plan user has seven working days to pay to clear the overdue payment(s).

Failure to comply with point G.2. will result in a charge to the service plan user's debit/credit card of £100.00. This charge is a penalty charge for the failure to keep up with the agreed payments.

Failure to keep up with the payments and or pay any fees owed to the service plan provider as a result of missed payments will result in the instruction of a third party recovery company. Any fees incurred from this point will be the responsibility of the contract user.

The service plan must be paid in full.

L. Parts and Consumables

All of the parts, oils and consumables used on your vehicle are compliant to the manufacturer's specifications and guidelines. Our servicing and the products we use will not invalidate your manufacturer's warranty.

M. Technical Data

Scheduling and technical data provided by manufacturer' approved AUTODATA. Autodata are the leading automotive data platform.

N. GDPR and Documents

Job cards, damage reports and other documentation used in conjunction with GDPR guidelines. When your vehicle is collected, our trained driver or technician will perform a damage report of your vehicle. Once complete you will be asked to sign the job-card. You are signing to provide approval for our team to collect your vehicle and return it in the same if not better condition that it was collected in. We advise you point out any damage to your vehicle on completion of the damage report.

O. Level Correction

Level correction includes the correction of brake fluid, screen wash, expansion tank, cooling reservoir and power steering fluid.

P. Service Light Reset

Service light reset – This operation will be performed/attempted with up to date aftermarket hard and software. We can reset the service light on more than 90% of the UK's car market. In some very rare cases where manufacturer's operations have not been released to the aftermarket, we would need to reset the light within six months of the service performed date.

Q. Service Book Stamped (Digital Service Book Updated)

Service Book Stamped. If your vehicle has a service book it will be marked by our technicians to prove the vehicle has had a service. In some cases, some manufacturers have online digital service books. These are not always available for the aftermarket. In this case you would need to keep your invoice as proof of service. You can at any time take your invoice into a main dealer and request they update the online service history.

R. Service Inspection

Service Inspection. The service inspection is a general 65 point inspection performed by a trained technician. The inspection includes a visual inspection and in some cases a physical inspection to the vehicles critical safety related components. In some cases, trims or covers will not be removed to perform these checks.

S. Oil Filter Replacement

Oil and filter change. The engine oil and oil filter will be removed, replaced and refitted by a trained technician. The correct specification oil and oil filter will be used. The oil quantity will be determined by Autodata and the level will be checked manually. In some cases. The used engine oil will be removed with a vacuum unit. If an oil filter or sump plug cannot be removed by way of the manufacturer's operations due to incorrect past fitment an additional charge may apply to remove and rectify this.

P. All other inclusions that have not been listed can be requested verbally by our team. Please note. Our terms and conditions can be updated at any point. A copy of our updated terms and conditions can be emailed to you upon request.

T. Safety and Condition Inspections

An extensive 90 or 120 point safety inspection will be performed. B. Additional Service operations - In conjunction with the manufacturer's commendations and Autodata guidelines, the following will be replaced: Air filter, Cabin filter, Fuel filter and spark plugs.

U. MOT test

C - The MOT test will be performed within this bundle. The test will be carried out at an approved MOT testing station regulated by VOSA. The MOT test only will be included. Should your vehicle fail the MOT test, the failed items will be performed at an additional charge. You are not obligated to use the contract provider for the additional work. If you remove the vehicle from the testing station. There will be a re-test fee applied and it will be your responsibility to present the vehicle to the testing station for the re-test. The collection and delivery charge would be charged at £25.00 with no re-test fee. Should the additional work carried out not be performed to a pass standard additional charges will apply.

V. MOT and Service Reminders

The contract provider will send the MOT and Service reminders to you. These reminder will be text or emailed. Your service reminder will be sent 11 month after your last service performed by the contract provider.

W. Discounted Labour Rates

Discounted labour rates for additional work - A discount of 10% for bundle B and 20% for Bundle C will be added from the current retail charge per hour for works outside of the service plan. These costs will be discussed with you before any additional work is carried out. Discounts apply to the recommended Autodata suggested repair time only. This discount rate does not apply to any additional labour time taken to complete the work outside of the recommended Autodata time.

X. Vehicle component condition monitoring

(Bundle C only) – When a vehicle visits the workshop. The technician will perform a component condition report. This report will then be added to a system that will calculate a recommended replacement date. This is scored on mileage and driving conditions.

Y. Advice and Support - We have an experienced and dedicated team available to offer expert advice when it comes to questions relating to the plans we sell. We also offer free independent advice for items such as 'how to check your oil'. Our team are available from 9am -6pm weekdays.

Z. Warranty on Parts and Labour

All of the parts we supply, and install are warranty compliant. They are issued with a standard twelve-month, 10,000 mile warranty. Our Labour is protected by a lifetime warranty.

AA. Business Interruption

Should circumstances arise such as extreme weather, loss of essential supplies, loss of utilities, local, regional or world pandemics/epidemics. Stock shortages etc.. The plan provider has the right to delay any work such as servicing or MOT's until the situation improves.

BB. On Site Appointments - Our aim is always to ensure the users time and vehicle's time is valued. We are always mindful about the time we take any vehicle off the road for repairs and servicing. This in mind we offer appointments on site. This would include any work that would take under two hours. Work such as periodic inspections, first year servicing and diagnostic and initial fault finding are carried out onsite. The service plan provider will choose where the work will be carried out.

CC. Administration

DD. Change of address – You can change your address details at any time. This does not carry an administration charge.

EE. Change of vehicle – If you change your vehicle at any time once your service plan has been activated you must inform us immediately. There is a standard charge of £25 to change your vehicle once your plan has been activated. The elements and items of the service plan that have been consumed to date will be excluded from the new vehicle upon change for the vehicle. The remaining elements or items not consumed in the plan pre change of vehicle will transfer to the new vehicle.

FF. The Service Plan belongs to the owner and not the vehicle. You cannot sell your vehicle with service plan protection.

GG. Exclusions

Our service plans are designed to maintain a vehicle used for typical day to day use. If the vehicle covered is used outside of this remit, abused, misused or used in a manner other than typical driving styles. This could terminate, reduce or restrict the level of service you receive. Please pay attention to the following key points:

1. Incorrectly fuelled vehicles will not be repaired under the service plan inclusions. Additional labour reductions will not apply to this type of failure.
2. If an issue arises such as a strange noise or banging etc.. It is the responsibility of the service plan user to inform the provider with this information. Failure to communicate the issues in an acceptable timeframe may restrict your claim for repairs.
3. Self-inflicted or vandalised damage to any component throughout the term of the vehicle may restrict the claim on repairs.
4. Performing work on the vehicle outside of the service plan provider's network is discouraged without approval first.
5. Whilst every effort is made to accommodate appointments, the provider of the service plan can provide deadlines to workshop visits. Repeat cancellations are not acceptable and may carry a charge.
6. When your vehicle visits a workshop, please ensure there is more than a ¼ of a tank of fuel before the driver arrives.
7. We require a minimum of 24 hrs notice to cancel an appointment. Failure to provide notice within 24 hrs will carry a cancellation charge of £25.00
8. We do not collect from address A and return to address B. All collections will be returned to the same address.

HH. Please note that our terms and conditions are updated regularly to improve our customer experience. Our most recent terms and conditions are uploaded every 3 months on our website. To request our most current terms and conditions, please request a copy via email. Our contact emails are listed below.

PLEASE NOTE – If there is a point that we have not covered within these terms that you would like to discuss, please contact our team to address this point.

Contact us

Head Office Bookings – Unit 11A, New Kingsway buildings, Bridgend Industrial Estate, Bridgend,
South Wales, CF313HY

Registered Office – 3 Hafod Wen, Tonyrefail, Porth, RCT, South Wales CF398LB

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