

## **Terms of Business**

### **Estimates**

Any verbal estimates provided by Revive! are indicative only and may be subject to review or revision.

The Customer's agreement to proceed with the repairs constitutes acceptance of that offer and forms a binding legal contract incorporating these Terms of Business.

A deposit may be required to confirm the booking date.

If you are not the vehicle owner, you categorically confirm that the owner of the vehicle has given their informed authority for the vehicle repair work to be carried out on the vehicle.

### **Booking Date**

Revive! will confirm the details for the work arrangements, including the cost, date, time and location for the work indicated on the estimate to take place. This will be the "booking date".

### **Cancellation rights**

You have the right to cancel this contract by calling or sending an email/message to the person named on the Estimate up to 48 hours before delivery of the service. After this time there may be cancellation charges as explained in your estimate.

### **Payment**

Payment is due in full upon completion of the repair. Payment may be made by debit or credit card, or any other method agreed with Revive!

Estimate costs are exclusive of VAT at the time of estimate unless otherwise specified.

### **Refunds**

Any refund must be made by the same means of payment as used to pay for the service. Refunds or liability are limited to the maximum of the value indicated for the repair on the estimate or Invoice.

### **Repairs – Change of scope**

Revive! undertakes to carry out the repair(s) indicated on the Estimate. If it becomes clear that, in the opinion of Revive! further work is necessary to complete the repair(s), the customer's authorisation and agreement will be obtained before any further work is carried out and any increase of price is agreed.

We are unable to permanently resolve corrosion on any vehicle. If corrosion is found work will stop and your options will be explained including temporary cosmetic improvements.

## **Repairs – Quality standards**

Revive! will provide high quality, consistent aftermarket cosmetic repairs. Whilst aftermarket cosmetic repairs will not be identical to an automotive manufacturer (OEM) finish, Revive! use professional industry recognised methods and products with innovative techniques to achieve the highest possible technical standards. Such repairs are unlikely to be detected by a casual examination of the vehicle by an untrained observer unaware of the previous damage location.

Stone chip touch-ins, machine polishing, and any other work identified as “improvement only” will not be guaranteed to be undetectable against the original finish.

Repairs may be identified as an "attempt to improve only" in which case Revive! do not guarantee any improvement.

Customers should advise the Revive! Technician if they are aware of any previous repairs or non-original finishes on the vehicle prior to work commencing.

## **Repairs – Additional Damage**

We exclude all liability for pre-existing damage, whether visible or not, not expressly identified as vehicle repair work to be undertaken by us.

If we damage the vehicle, we can arrange its repair at no cost to you. If you organise a repair yourself without our prior written approval, we do not guarantee to pay the costs you incur.

Our total liability is limited to the cost of repairing any damage we cause plus reasonable alternative transport or a replacement vehicle if the vehicle is unable for more than one day. We will not reimburse or compensate for stress, emotional upset, inconvenience or loss of income due to such damage.

Revive! are not liable for the replacement/rectification of the following:

1. Wheel nuts/bolts that have been previously overtightened, corroded, cross threaded, damaged or broken including locking wheel nuts/bolts and the locking wheel nut key
2. Replacement tyre valves and/or TPMS sensors if damaged or the replacement of “single use only” valves if required.
3. Tyre damage discovered during the repair that requires a replacement and/or is not deemed suitable to reinflate.
4. Stone chip touch-in repairs that are still partially visible after the repair is completed.
5. Any repair whereby the damage is deemed to have been repaired to a satisfactory quality for a SMART/cosmetic repair and is not visible from a 2-meter distance (excluding stone chip repairs)

## **Personal Information**

We retain and use information strictly under the Privacy Policy.

We may contact you by using email or other electronic communication methods and you expressly agree to this.

Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation with regards to your personal information.

## **Aftercare**

A minimum period of 7 days must be allowed immediately after completion of the work before applying any form of abrasive contact with the repaired area. This includes but is not limited to the use of any cleaning chemicals and automatic car washes. The repaired area must therefore not be handled, washed, or polished during this period. Any subsequent damage caused under these circumstances within this period is not covered by our Lifetime Ownership Guarantee.

After this period, the vehicle paintwork should be cared for in accordance with the guidelines provided in the vehicle manufacturers aftercare handbook.

The use of high-power jet washer or automated car washes can have an aggressive effect on refurbished finishes and can potentially remove the paint surface. Wheels should be cleaned using warm soapy water and a non-abrasive cloth or brush.

Further advice on the care of vehicle paintwork including products and methods can be supplied by the Revive! Technician.

## **Ownership Warranty**

Revive! will guarantee the quality of paint and body repairs only to the registered owner of the vehicle for whom the work has been carried out and only whilst ownership of the vehicle is retained by that individual or company. The Revive! Lifetime Ownership Guarantee is not transferable. Alloy wheel repairs will carry a 12-month warranty.

No guarantee of any sort is offered against any third party, including manufacturer's return standards as these standards can vary or change.

Revive! reserve the right, in the first instance, to rectify any valid claim under the Revive! Lifetime Ownership Guarantee. Any liability shall be limited to the area of the unsatisfactory repair.

Any refund shall be at Revive!'s discretion up to a maximum amount quoted on the estimate or invoice. Revive! will not be liable for any consequential loss incurred as the result of a repair.

Customers must keep a receipt as proof of the work carried out.

Claims under the Revive! Lifetime Ownership Guarantee will be logged and investigated only when proof of work and vehicle ownership can be verified. Images and full details of a claim may be requested in writing.

Any claim will be dealt with and resolved within a reasonable timescale.

Any claim made without a receipt shall be at Revive!'s discretion.