



SMART Repair Standards

Terms of Business and Lifetime Ownership Guarantee

About this document

This document explains the Revive! SMART repair standard, what customers can expect before and after repair, and the customer terms that apply when repair work proceeds.

SMART Repair Standard

At Revive!, our aim is to complete every SMART repair to a high professional standard, using IMI accredited technicians, approved repair methods and suitable mobile repair equipment.

SMART stands for Small Medium Area Repair Technology. It is designed for local cosmetic damage where the damaged area can be repaired without replacing or fully repainting large sections of the vehicle.

A SMART repair is a skilled, hand-completed repair carried out in a mobile environment. It is not the same as a factory-applied paint finish (OEM), which is completed during vehicle manufacture using automated equipment in a controlled environment. However, where a repair is suitable for SMART repair, the completed finish should restore the appearance of the damaged area to a high professional standard and should not be obvious from a normal viewing position under normal daylight conditions.

What customers can expect

When we attend an appointment, our technician will assess the vehicle, confirm the damage to be addressed and check that the work can be completed safely and effectively in the agreed location.

Where the work is suitable, the technician will prepare the damaged area, use appropriate materials and methods, and finish the area to a professional standard. The technician will also take the required images, provide aftercare advice, and customers are encouraged to inspect the completed work at the time and raise any concerns before signing to confirm completion.

Customer expectation

The completed repair should be assessed from a viewing position of approximately one (1) metre from the vehicle under normal daylight conditions. The repair should not be obvious when viewed from this distance and should not require specialist inspection equipment, magnification devices or artificial inspection lighting to assess. SMART repair is designed to return the damaged areas to a high professional standard, helping to restore the vehicle's overall appearance without the need for a larger-scale bodyshop repair. It is not intended to make a vehicle brand new or replicate a factory production-line finish.



Standard of finish

Area	Expected standard
Colour match	The colour should be matched as closely as possible to the surrounding panel. Vehicle age, colour type, paint fade, lighting conditions and previous repairs may affect the final appearance. Certain colours, including metallic, pearlescent and tri-coat finishes, may show minor variations when viewed from certain angles or under different lighting conditions.
Surface finish	The repaired area should be free from avoidable contamination, excessive texture, runs, or obvious finishing defects. Minor particles or surface variations may occasionally occur because of repairs being completed in a mobile environment. Examples may include a small dust particle within the paint finish, a slight variation in texture, or a minor polishing mark. These will not be considered a defect where they are not obvious from a normal viewing position under normal daylight conditions.
Damage repair	The original damage should be repaired so that it is not obvious from a normal viewing position, unless a repair limitation or conditional repair agreement has been discussed and agreed before work commences.
Blending	Where paint is blended, the transition should be controlled and should not leave a clear repair edge during normal viewing.
Final appearance	The repaired area should be left free from dust, polishing residue, masking materials, and other repair-related contamination. The completed repair should be presented in a clean and professional condition.
Age and condition of vehicle	SMART repair restores the damaged area only. Existing wear, stone chips or age-related deterioration outside of the repaired area will remain visible.
Environmental conditions	Repairs carried out in a mobile environment are dependent upon suitable weather and site conditions. In some cases, repairs may need to be postponed or reallocated to ensure quality and safety standards can be maintained.
Conditional repairs	In some cases, the technician may identify factors that could affect the final result, such as previous poor-quality repairs, paint deterioration, corrosion, damage severity, or panel condition. Where this occurs, the technician will explain these limitations before work begins and obtain agreement before proceeding.
Exclusions	SMART repair may not be suitable for structural damage, corrosion requiring panel or wheel replacement, severe paint deterioration, deep damage affecting multiple panels, or damage requiring a conventional Bodyshop repair. Where damage falls outside of SMART repair parameters, alternative recommendations may be provided.

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 confirm that the owner of the vehicle has given informed authority for the 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 is the booking date.

Cancellation rights

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

Payment

- Payment is due in full upon completion of the repair. Payment may be made by debit card, 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 value indicated for the repair on the estimate or invoice.

Repairs and change of scope

- Revive! undertakes to carry out the repair or repairs indicated on the estimate.
- If it becomes clear, in Revive!'s opinion, that further work is necessary to complete the repair, the customer's authorisation and agreement will be obtained before any further work is carried out and before any increase in 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 where appropriate.

Quality standards and improvement-only work

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.

Stone chip touch-ins, machine polishing and any other work identified as improvement only are intended to enhance the vehicle's appearance but may remain visible against the original finish. Where work is agreed on this basis, Revive! cannot guarantee that the result will be undetectable or that a visible improvement will always be achieved.

Customers should advise the Revive! technician before work starts if they are aware of any previous repairs or non-original finishes on the vehicle.

Additional damage and exclusions

We exclude all liability for pre-existing damage, whether visible or not, which has not been 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 to be used 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! is not liable for the replacement or rectification of the following:

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

Personal information

Revive! will collect, use and retain personal information in accordance with applicable data protection laws, including the UK General Data Protection Regulation. We may use your contact details to communicate with you about your estimate, booking, repair work, payment, aftercare or any related service matter. Further information about how we handle personal information, including your rights, is set out in the Revive! Privacy Policy, which is available on our website.

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 cleaning chemicals and automatic car washes. The repaired area must 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 guidance provided in the vehicle manufacturer's aftercare handbook.

The use of high-power jet washers 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 suitable products and methods, can be supplied by the Revive! technician.

Lifetime Ownership Guarantee

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 while ownership of the vehicle is retained by that individual or company. The Revive! Lifetime Ownership Guarantee is not transferable.

Alloy wheel repairs 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! reserves the right, in the first instance, to rectify any valid claim under the Revive! Lifetime Ownership Guarantee. Any liability is limited to the area of unsatisfactory repair.

Any refund will 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.

Making a claim under the guarantee

- 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 will be handled at Revive!'s discretion.