

Terms and Conditions

A contract will be binding between MD Engineering and the customer upon the booking of “car service”.

 If you place an order via the phone or internet you warrant that you are legally capable of entering into a contract of sale and you are at least 18 years old and reside in the UK.

MD Engineering will provide details of the cost of each car service and the work required before the work is done if requested by the customer – Please refer to our Estimates Terms and Conditions below. All work and costs, including additional work must be approved by the customer before any work is carried out.

Estimates

Estimates are valid for 28 days from the date given. If instructions are not received from a customer (in response to an estimate rendered) within 28 days, the estimate will no longer be valid.

All estimates by the company are subject to change caused by variations to the company of labour, material and spare parts at the date of estimate. In the event of any variation occurring before, or after acceptance of the estimate, the company may, it if thinks fit, require the Customer to pay on completion of the work any increase due to such variation.

 If no estimate is provided, or if part only of the work covered by the estimate is carried out by the company, MD Engineering shall be entitled to charge a reasonable and proper price for the work done (including any stripping down leading to determination as to the practicability or otherwise of any work and reassembly) and for materials and spare parts supplied. The Company may refuse to carry out all, or part, of any work, for any reason, whether or not an estimate has been provided.

The Company may demand a deposit before commencing any work. The customer shall co-operate with the company in all matters relating to the services.

Vehicles on site - If instructions are not received from a customer (in response to an estimate rendered) within 28 days, the company may invoice for reasonable storage charges from the date the vehicle was received until its collection. (Note:- The company does not as a general rule make any such charge for garaging pending instructions, if the repairs are ultimately carried out by the company and duly paid for).

Servicing

If the car service cannot be done within 1 day due to circumstances beyond MD Engineering ‘s control, an advisor will contact the customer and inform them accordingly – this may sometimes be due to parts not being delivered or the work required may take longer to complete.

Special oils or spark plugs may be required for your vehicle service. These may have an additional charge and an MD Engineering advisor will inform you of the costs on the day of your service.

The customer has the right to cancel his car service at any time, as long as any of the agreed work to date has been paid for up to the point of cancellation.

MD Engineering will not be responsible or liable for any unforeseeable losses; losses that were not caused by MD Engineering employees, agents or representatives' negligence or for any business losses. This does not affect any claim that the customer may have for death or personal injury. Nothing in this condition will affect the customer’s statutory rights that the works are performed with due skill and care, that the goods supplied are of satisfactory quality and are fit for their purpose and that the products and services correspond with their description.

MD Engineering will not be responsible for any loss of valuable items left by the customer and are not connected to the vehicle or damage to such items.

MD Engineering will not be liable for any damage or delay in the services provided if the reasons are down to “an act of God”, “industrial action such as strikes”, “government disputes” or factors to be deemed out of control of MD Engineering

Health & Safety laws will apply where applicable when each customer’s vehicle is serviced.

MD Engineering will endeavour to resolve all disputes amicably and professionally normally within 28 days. If the dispute should take longer, MD Engineering will notify the customer accordingly.

The company may invoice for reasonable storage charges from the date the vehicle was completed until its collection.

MD Engineering does not accept any liability for any damage, or losses suffered by the Customer from the storage of its vehicle at the garage.

Payment

Payment for all Goods and/or Services, repairs and/or spare parts supplied is due on completion of work. The Goods and/or Services shall remain the absolute and unencumbered property of the Company until such time as the Company has received cleared payment in full from the Customer in respect of such Goods and/or Services.

The Company shall have a general lien on all of the Customer’s vehicles and all their contents for all monies owing to the Company by the Customer on any account whatsoever. The Company shall be entitled to reasonable storage charges during any period in which the vehicle is retained by virtue of the Lien.