

SERVICE TERMS AND CONDITIONS COVERING:

WORKSHOP REPAIRS; MOT TESTS AND REMEDIAL WORK; MODIFICATIONS AND INSURANCE WORK TO MACHINES INCLUDING PARTS & ACCESSORIES; STORAGE AND COLLECTION PROCEDURES.

Established January 1st 1981; under the name of Andrew Wood, sole proprietor. Trading as Woods Motorcycles of Abergele, A.D Wood and A.S Hardman, VAT No. 479 02 07 37.

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Covering any motorcycle or similar product brought in to Woods Motorcycles for any repair, service, warranty work, modification, MOT or evaluation etc, will be subject to the following terms and conditions. Revised 29th January 2018

QUOTATIONS AND ESTIMATES

We cannot and do not supply quotations – we can however (if requested) provide written estimates – which if during the course of a repair we find that the written estimate could possibly exceed the original estimated costs, we will always then endeavour to and try our hardest to contact you or leave a message for you to gain your permission to carry on with any further repairs.

If you are not available and if it is a matter of crucial safety we will under our terms and conditions, repair the motorcycles without your authority to a legal and safe standard as a matter of course. We will keep any parts for your inspection and keep any extra charges as reasonable as possible. If its not safety related we will await your authority to proceed, and stop work on the vehicle.

WORK CARRIED OUT

We will always undertake to follow the full manufacturers annual or mileage (whichever is specified sooner) based schedules and recommendations, **unless you inform us not to do so in writing on the job sheet, which you must sign for**. On very low mileage vehicles we may advise a different schedule as a cost effective solution to your requirements and enter any further recommendations in to the service book for future reference.

Head bearings, swing arm/rear hub bearings and fork maintenance are important even at low mileage and we can price their service requirements separately from general service costs if necessary.

If you choose not to follow our recommendations, e.g. tyre type & fitment, illegal tread depth/worn brake system, for work needed etc, and ignore safety related advised work, you will be asked to sign, that you are aware that our safety recommendations have been advised, on the job sheet or advisory sheet.

SERVICE & LABOUR COSTS

Some of our current Manufacturers prices (labour & parts) are available on our website, these are only a rough guide (due to VAT and exchange rate fluctuations) and should not be taken as an estimate or quotation. Vehicle service charges are often dependent on the way in which the vehicle has been used and the care taken by the owner or previous owners.

Our present labour charge is £62.50 per hour, subject to VAT at the current rate. We charge you only the actual time we work on the vehicle so usually your bill will show fractions of the hour or hours worked.

STORAGE – MOTORCYCLES OR SIMILAR

1. We can store your motorcycle if you are on holiday etc, for a limited period, but if a machine is not collected by a designated date and left without prior consent by us, a storage charge of £70 per week, £10 per day + VAT(including insurance) on a pro-rata basis will be added to the bill you will be informed.
2. Under these terms and conditions, storage of parts and motorcycles or non-collection of either or if you fail to pick up your motorcycle and any parts (new or used) within 3 months of notification by ourselves, or in the case of new & used parts off purchased vehicles, 3 months from the date of purchase. That the vehicle needs to be collected (whether repaired or not), we will have the right and title to cease the storage policy, and add £600 + VAT, plus further storage charges to your bill and sell the vehicle or parts via an auction site to the highest bidder.

After the vehicle/parts have been sold (for retail or salvage as necessary) any surplus funds (minus our full costs) will be returned to you. If the sale price of the vehicle does not cover the costs you will still be liable for the outstanding monies.

WARRANTY WORK

1. **Vehicles within the manufacturer's warranty period.** Any possible warranty parts and/or repairs, can only be carried out following the authorisation and acceptance of the manufacturer or importer of the vehicle. Motorcycles presented for warranty work must have had the recommended services at the applicable time or mileage schedule (whichever is sooner) completed by an agent of the manufacturer authorised to carry out that service work and record the schedule on their behalf. The fitment of non-authorised parts, exhausts etc, whilst within the warranty guarantee period will almost certainly render the guarantee void. Remedial work that needs to be performed to a vehicle that has had unauthorised pattern parts fitted by agents other than the manufacturer will be chargeable at the normal rate. Customers should not perform any fitment or modifications whatsoever during the warranty period without the authorisation of the manufacturer or importer.
2. **Used vehicles under Woods Motorcycles warranty.** The warranty period will have been specified at the point of purchase. Any warranty work requested during that period will be authorised only by Woods Motorcycles and carried out by Woods Motorcycles, subject to good care having been taken of the machine and no modifications to the machine having been made following purchase. Warranty cover is subject to certain exemptions, including those stated on the handover paperwork.

Please note:

Any parts or accessory removed from a new or used machine when for example fitting accessories or aftermarket exhausts etc, will be stored free of charge for 3 months, after that period if we have not had notification of collection by the customer the title of the goods passes from the customer's non-intent to collect, back to Woods Motorcycles. We then have the right to: dispose of the parts by selling them on an auction site (the proceeds going to Woods Motorcycles); or disposing of them through scrap or salvage means. Any queries about this policy should be addressed to me, Andrew Wood, in writing to the address above, giving a contact phone number and the address at which you wish to be contacted. Fortunately in 99% of cases we never have to apply any conditions, but occasionally some customers don't help their own cause.

Our best wishes from Woods,

A handwritten signature in black ink, appearing to read 'Andrew Wood', with a stylized flourish at the end.