

# Mobile Mechanic Terms and Conditions

**Sydney Mobile Technician – Sydney, NSW**

**ABN: 512529651076**

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## 1. Definitions

"Company", "We", "Us" refers to Sydney Mobile Technician, the mobile mechanic service provider.

"Customer", "You" refers to the individual or business requesting services.

"Vehicle" refers to the motor vehicle serviced or inspected.

"Services" means any diagnostics, repairs, or maintenance carried out by us at the customer's location.

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## 2. Scope of Services

Sydney Mobile Technician provides mobile automotive services across Sydney, including but not limited to:

- Mechanical diagnostics
- Battery replacements
- Logbook servicing
- Brake and suspension repairs
- General maintenance and minor repairs

Note: Complex mechanical work (e.g. engine rebuilds or transmission replacements) may not be feasible in a mobile setting and may be referred to a suitable workshop.

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## 3. Bookings & Call-Outs

Services must be booked in advance via phone, email, or our website.

A call-out fee may apply, especially for diagnostics, emergency assistance, or unsuccessful service attempts due to access or safety issues.

While we strive for punctuality, delays can occur due to traffic, job overruns, or weather.

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## 4. Payments

Payment is due immediately upon completion of services unless otherwise arranged.

Accepted payment methods:

- Cash
- EFTPOS
- Account Transfer
- Secure Payment Link

All prices are in Australian Dollars (AUD) and include GST where applicable.

Invoices not paid on time may incur late fees or be referred to a debt collection agency.

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## 5. Cancellations & Rescheduling

Cancellations within 24 hours of the scheduled appointment may incur a cancellation fee.

We reserve the right to reschedule jobs due to weather, unsafe working conditions, or unforeseen circumstances.

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## 6. Customer Responsibilities

You agree to:

- Ensure the vehicle is accessible and legally parked
- Provide a safe, level, and secure workspace
- Disclose any relevant issues, history, or modifications to the vehicle
- Provide accurate contact and location information

We may decline service if working conditions are unsafe or illegal.

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## 7. Parts, Warranty & Australian Consumer Law

We use quality OEM or aftermarket parts depending on availability and customer preference.

**Warranty terms:**

Labour: 30 days or 1,000 km (whichever occurs first)

Parts: As per manufacturer/supplier warranty

No warranty applies to customer-supplied parts or work interfered with post-service.

We comply fully with Australian Consumer Law, which guarantees your rights to remedies for faulty goods or services.

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## **8. Liability**

We are not liable for:

- Pre-existing faults or unrelated mechanical issues
- Damage due to improper use or poor vehicle maintenance
- Delays caused by suppliers, traffic, parts availability, or third-party actions

We take all reasonable care but accept no responsibility for indirect or consequential loss.

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## **9. Roadside & Emergency Services**

Roadside service is subject to availability and safety.

Unsafe or unsuitable locations (e.g. motorways, steep inclines, dangerous roads) may result in declined service or rescheduling.

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## **10. Right to Refuse Service**

We reserve the right to refuse or cancel a service if:

- The environment is unsafe
  - There is abusive, threatening, or inappropriate behaviour
  - The issue is beyond our mobile repair capabilities
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## **11. Privacy Policy**

We collect personal information to process bookings, perform services, and manage invoicing.

Your data is handled in accordance with the Privacy Act 1988 (Cth) and is never shared without your consent unless required by law.

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## 12. Governing Law

These terms are governed by the laws of New South Wales, Australia.

Any disputes will be handled under NSW courts and Australian Consumer Law.

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## 13. Contact Information

### Sydney Mobile Technician

- Phone: 0415 880 668
  - Email: [info@sydneymobtech.com.au](mailto:info@sydneymobtech.com.au)
  - Website: <https://sydneymobtech.com.au>
  - ABN: 51252965107
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## Customer Acknowledgement

By requesting or accepting our services, you confirm that you have read, understood, and agreed to these Terms and Conditions.