

## MR 4X4 AND MORE: Terms and Conditions

### I. General Terms & Authorization

**Acceptance of Terms:** By signing the Job Card, dropping off a vehicle, or purchasing goods, the **Customer accepts and agrees** to be bound by these Terms and Conditions.

**Job Card/Work Authorization:** The Customer's signature on the Job Card authorizes MR 4X4 AND MORE to perform the specified service, repair, or fitment.

**Quotation Signature:** The Customer's signature on a Quotation confirms acceptance of the estimated costs.

**Permission to Drive:** The Customer grants **licensed staff** of MR 4X4 AND MORE permission to drive the vehicle at their discretion for diagnostic testing, quality checks, road testing after repairs/fitment, or moving the vehicle on the premises.

**Customer Insurance Responsibility:** The **Customer is responsible for maintaining their own comprehensive insurance coverage** for the vehicle while it is in the possession of MR 4X4 AND MORE, including cover for theft and damage.

### II. Pricing, Estimates, and Payment

**Estimates and Quotes:** All official quotes or estimates are valid for **seven (7) calendar days** and are based on a preliminary inspection.

**Additional Work Authorization:** If the required work (parts or labor) is anticipated to exceed the original quoted amount by **more than 15%**, MR 4X4 AND MORE will cease work and seek the Customer's express written or verbal authorization before proceeding.

**Diagnostic/Strip-and-Quote Fee:** A standard fee will be charged for diagnostic testing or the stripping of components to provide a quote, even if the Customer elects not to proceed with the repair.

#### **Payment & Retention of Title:**

- **Full payment is due upon completion** of the work and prior to the release of the vehicle or goods.
- **No payment, no vehicle released**
- **Goods and Parts Fitted Remain the Property of MR 4X4 AND MORE** until all outstanding amounts have been paid in full.

#### Storage Fee & Lien:

- **R150.00 per day storage fee** will be charged for any vehicle not collected within **three (3) calendar days** of the Customer being notified that the work is complete.
- The daily storage fee will be calculated from the day the vehicle was notified as complete.
- MR 4X4 AND MORE retains a **possessory lien** over the vehicle until all costs are settled.

**Sale of Uncollected Vehicles:** Vehicles remaining uncollected for a period exceeding **three (3) months** (90 days) will be sold to recover outstanding repair and storage costs, in accordance with applicable legal processes.

### III. Workshop and Vehicle Liability

**Risk:** The Customer's vehicle, including all contents, is left on the premises **entirely at the Customer's own risk**.

#### Loss or Damage (Theft/Damage):

- MR 4X4 AND MORE and its staff are **not liable for any damage or theft** of, in, or of the vehicle, unless proven to be caused by the gross negligence or willful misconduct of the staff.
- **Reporting Damages:** Any claims of damage to the vehicle must be **reported to MR 4X4 AND MORE staff immediately upon collection and before the vehicle leaves the premises**.

#### Existing and Related Faults:

- We guarantee the **work done** as per the Job Card instructions. Any other faults found during or after the work are for the Customer's account.
- If parts break during servicing due to being **brittle, rusted, or aged**, they will be replaced at the **Customer's expense**.
- MR 4X4 AND MORE is **not liable** for fitment issues arising from previous unprofessional repairs ("**Maak Pas**") or modifications done by another party, especially concerning body panels, such as **bumper slides/clips** on older vehicles. Worn clips will be replaced at the Customer's expense.

## IV. Fitment and Warranty Limitations

**Product/Accessory Warranty:** All accessory warranties are those provided by the **original supplier or manufacturer** and only cover the **defective item itself**. Any associated labor costs for fault finding, removal, or re-fitment may be for the Customer's account.

**Warranty on Workmanship:** We guarantee our workmanship for a period of **six (6) months** from the date of completion, covering the labor performed on the Job Card. This warranty is void if the vehicle is abused, used in competitive racing, or if subsequent unauthorized modifications are made.

### **Electrical/Electronic Components:**

- There is **NO GUARANTEE** on electrical jobs/fitments, including the fitting of globes, lights, wiring harnesses, or accessories.
- **NO GUARANTEE** on sensitive electronic components such as **Computer Boxes or Body Control Modules (BCM)** against failure as a result of any kind of fitment or work done, due to the inherent sensitivity and complexity of modern vehicle electronics.

### **Oil Seal/Fluid Leakage:**

- **NO GUARANTEE** on oil/fluid leaks fixed. Oil seals can fail due to factors beyond our control, such as **damaged shafts** or **existing wear**.
- MR 4X4 AND MORE will not be held liable if an oil/fluid seal leaks after an existing component has been worked on (e.g., replacement of a clutch leading to a rear main seal leak).

**Customer-Supplied Parts:** Parts supplied by the Customer **carry no warranty** from MR 4X4 AND MORE. The Customer will be charged full labor rates if the part fails or is defective, requiring re-work.

**Drilling and Modification:** Fitments are done as per the manufacturer's instructions, which may involve **drilling or modification** of the vehicle structure or body panels. The Customer accepts that such modifications are necessary for fitment and **waives any claims** related to these necessary changes.

## V. Diagnostics and Troubleshooting

**Function of Diagnostic Tool:** The diagnostic tool **only indicates a problem/fault code**; it does not fix the underlying problem.

**Diagnostic Liability:** MR 4X4 AND MORE is **not liable** if the fault code or problem persists after the parts based on the diagnosis are replaced. The issue may be rooted in wiring or other systems.

**Free Re-Diagnostic:** The Customer is entitled to **one (1) free re-diagnostic** test within **one week** of collection to confirm if the original fault codes or related problems are persistent.

**Wiring Issues:** If a sensor fault is indicated, the problem may be a **wiring issue**, which may necessitate a specialized auto-electrician (potentially at the Customer's cost).

## VI. Specific Exclusions and Policy Sections

**Cancellation Policy:** The Customer must provide **24 hours' notice** for any service booking cancellation. Failure to do so may result in a cancellation fee of **7%**. If special order parts have been ordered, the deposit may be forfeited.

**Limitation of Liability:** MR 4X4 AND MORE's total liability for any claim (including negligence) is strictly limited to the **cost of the parts and labor supplied by the Center**. We shall not be liable for any indirect, special, or consequential damages, including loss of income or loss of vehicle use.

**Data Protection:** The Center will collect and process Customer and vehicle data solely for the purpose of providing services and maintaining warranty records, in compliance with applicable data protection laws.

**Photography and Filming:** The Customer grants MR 4X4 AND MORE permission to photograph or film the vehicle or installed accessories for promotional purposes, training, or documentation, provided no personally identifiable information (e.g., number plates) is prominently displayed or is obscured.

**Disability/Medical Conditions:** The Customer must inform staff of any disability or medical condition that may require special assistance or accommodation during the booking or drop-off process.

## VII. Final Acceptance

The Customer confirms acceptance of all the above Terms and Conditions by **signing the official Job Card**