

# RACE BIKE SERVICES

## TERMS AND CONDITIONS OF MINOR, MAJOR and SUSPENSION SERVICE AND REPAIRS

### AUTHORISATION

You, the undersigned ('The Customer') certifies that they have the legal right to authorize repairs for this vehicle, either through legal ownership, lease rights or written authorization from the Vehicle's owners. The Customer authorizes Race Bike Services to take the steps necessary to perform the repairs as quoted or advised including any necessary on-road vehicle testing.

### QUOTES

All quotations are based on a visual inspection of item(s) and can be amended (with prior consent from the customer before work is carried out/finalised). No service or repairs outside of those described in the quote by Race Bike Services will be performed without prior written or verbal approval from The Customer.

### PAYMENTS

The Customer agrees to pay in full for the services as quoted or advised including payment of all parts, labour, fees, taxes and other charges incurred during the repairs authorized by them. Race Bike Services will provide an invoice upon completion of repairs detailing all fees and listing a final outstanding balance for payment. Payment is to be made in full (no accounts) prior to or at time of vehicle pick up. Full payment is your acceptance of the repairs to a satisfactory standard. Once repairs have been paid for and vehicle has left Race Bike Services premises, we will not be responsible for any further damage incurred.

### COLLECTION

Once notified that your vehicle repairs have been completed, you have **five (5) working days** to arrange **collection/pick up** your vehicle. **If no collection/pick up after five (5) working days, a storage fee of \$10.00 per day will be added to your account.**

If after six (6) months your vehicle has not been collected, Race Bike Services reserves the right to dismantle and sell the parts to recover the costs incurred performing the prior approved vehicle repair services and subsequent storage fees.

### GUARANTEE

All work carried out is covered by manufacturers products guarantee's/warranties as long as manufacturers guidelines are followed for the after care of product. Some vehicle manufacturers require that all repairs be made using only OEM parts and that the use of aftermarket parts may void vehicle warranties.

Race Bike Services reserves the right to exercise professional judgement and refuse to make repairs using parts supplied by Customer that they deem inferior, inadequate or unsafe. If The Customer supplies parts for repair, these parts are **not** covered by any of Race Bike Services warranties/guarantees.

### THIRD PARTY PRODUCTS

Race Bike Services itself will not be held liable or accountable for any 3<sup>rd</sup> party product failing etc but will take all care and necessary steps to resolve any issues that may arise.

### LABOUR WARRANTY

Race Bike Services shall provide a limited warranty covering the work performed under the terms of this repair contract. This warranty shall last for a period of three (3) months from the completion of authorized repairs. During the warranty period, Race Bike Services will, at its sole cost and expense, correct any defects in workmanship related to the repairs performed. This warranty covers labour only, and does not extend to any parts used for repairs. The vehicle **must** be returned to Race Bike Services **as soon as any issues are noticed.**

### OUT OF OUR CONTROL – FORCE MAJEUR

Race Bike Services will not be held liable for any failure or delay in supply or delivery of products/services where such a failure or delay is wholly or partly due to any cause or circumstances whatsoever outside the reasonable control of Race Bike Services. This includes but is not limited to war, strikes, lockouts, industrial disputes or unrest, government restrictions or transport delays, fire, power outages, failure attributable to third party suppliers, breakdown of plant, theft, vandalism, riots, civil commotions, and accidents of any kind or act of terrorism. Any party affected by such an event shall forthwith inform the other Party of the same and shall use all reasonable endeavours to comply with the terms and conditions of any Agreement contained therein.

### ALL CARE – NO RESPONSIBILITY

Whilst we take the best possible care with customer's vehicles and personal belongings we cannot and will not accept any responsibility due to theft, fire and storm damage or anything else beyond our control. Our premises are secure, locked and alarmed but we recommend you have your own insurance to cover such eventualities.

I ..... accept these terms and conditions.

Signed.....

Dated.....