

ChipsAway Abingdon Terms of Business

Estimates, Bookings and Repairs

The Estimate prepared by ChipsAway is an offer to conduct repairs to the damage indicated at the price stated. The customer's agreement however stated to proceed with repairs constitutes acceptance of that offer and forms a binding legal contract incorporating these Terms of Business. The Estimate is valid for a period of 90 days.

If for any reason ChipsAway is unable to carry out the repair or collection at the time date or location indicated on the Estimate, any and all liability incurred by ChipsAway as a result shall be discharged by ChipsAway making an offer to conduct the repair at the Estimate price at an alternative time date or location convenient to both parties, whether or not such time date and location is identified or such offer is accepted.

Carrying Out the Repairs

ChipsAway undertakes to carry out the repairs indicated on the Estimate. If it becomes clear during the work that, in the opinion of the repairer, further work is necessary to properly complete the repairs outlined on the Estimate, the customer's authorisation and agreement will be obtained before any further work is undertaken that would increase the price shown on the Estimate. If such authorisation is not forthcoming, ChipsAway reserves the right not to continue with the repairs that require the further work. In these circumstances the full Estimate price remains payable by the customer. Further work that does not increase the Estimate price may be proceeded with without the requirement for customer authorisation.

No repair will be identical to an automotive factory finish, which is machine-sprayed to tolerances beyond human capability. Hence no repair will ever be 'as good as new'. ChipsAway discharges its obligations under any repair agreement by providing a good quality, hand-completed aftermarket repair.

In normal circumstances, such a repair is unlikely to be detected by a casual examination of the vehicle by an untrained observer unaware of the previous damage location.

The ChipsAway repair system includes elements (including but not limited to factory paint reproduction recipe database) that are provided by third parties. Finish (including but not limited to colour) match may be approximate only when limitations of such third party supplied elements prevent a more precise finish match. In any such case, provision by ChipsAway of an approximate finish match will be considered supply of a good quality repair.

It is the absolute responsibility of the customer to advise ChipsAway of any non-original finish areas on the vehicle. In case of incompatibility with a non-original finish (whether or not notified by the customer) ChipsAway has the right to void this contract - in these circumstances, ChipsAway will not be obliged to complete or rectify any repair and the customer will not be obliged to make payment. Liability for mutual contractual mistake under this agreement rests with the customer.

ChipsAway are not responsible or liable for any onward charges levied by a lease company.

Extent of Guarantee

This is a formulation and application guarantee: that the finish will not degrade due to the paint being improperly mixed or applied by ChipsAway.

No guarantee of any sort is offered against damage to the finish by any corrosion or rust (whether or not evident before the repair was carried out) by failure of the surface to which the repair is applied (including but not limited to failure of a previous aftermarket paintwork repair), further accident or impact (including but not limited to stone chipping) or by inappropriate aftercare once the vehicle has been returned to the customer. Aftercare instructions will be supplied by ChipsAway with the customer invoice.

Chip repairs, 'touch-ins' and any other repairs identified as such to the customer by ChipsAway will be on an 'improve only' basis, and no representation is made and no guarantee offered that such a repair will be in any way undetectable against the original finish. Repairs may be identified as an "attempt to improve only" in which case ChipsAway do not guarantee any improvement. Claims under the ChipsAway guarantee are settled by free rectification or (at ChipsAway's discretion) a refund equal to the portion of the invoice price representing the unsatisfactory repair. Any refund or liability shall be limited to a maximum of the amount quoted upon the estimate or invoice. ChipsAway will not be liable for any consequential loss incurred as the result of a repair. It is incumbent on the customer to keep a receipt as proof of work carried out. Any claim made without a receipt shall be at ChipsAways discretion.

The guarantee is not transferable.

Payment

Unless other arrangements have been agreed beforehand, payment in full is due on completion of the repair and shall be by cash and credit or debit card (subject to the card processing fee in force at the time of payment). We regret we are unable to process payment by American Express. Cheques will only be accepted by prior agreement.

ChipsAway is entitled to exercise a lien over the repaired vehicle until satisfactory payment is made by the customer, which in the case of payment by cheque shall be deemed to have taken place when a cheque has cleared the banking process.

Guarantee

ChipsAway guarantee repairs to the owner of the vehicle for whom the work has been carried out whilst ownership of the vehicle is retained by that person. This is a formulation and application guarantee: that the finish will not degrade due to the paint being improperly mixed or applied by ChipsAway.

The Estimate given to the customer for the work and the invoice for the work must be retained by the customer and produced in the event of a claim on the guarantee. It is a condition precedent to the customer being able to claim on the guarantee that such paperwork is produced to ChipsAway. The customer's statutory rights are not affected by this.

No guarantee of any sort is offered against damage to the finish by any corrosion or rust (whether or not evident before the repair was carried out) by failure of the surface to which the repair is applied (including but not limited to failure of a previous aftermarket paintwork repair), further accident or impact (including but not limited to stone chipping) or by inappropriate aftercare once the vehicle has been returned to the customer. Aftercare instructions will be supplied by ChipsAway with the customer invoice.

Chip repairs, 'touch-ins' and any other repairs identified as such to the customer by ChipsAway will be on an 'improve only' basis (i.e. that we will do our best to improve the look of the vehicle), and no representation is made and no guarantee offered that such a repair will be in any way undetectable against the original finish. Repairs may be identified as an "attempt to improve only" in which case ChipsAway do not guarantee any improvement. Claims under the ChipsAway guarantee are settled by free rectification or (at ChipsAway's discretion) a refund equal to the portion of the invoice price representing the unsatisfactory repair. Any refund or liability shall be limited to a maximum of the amount quoted upon the estimate or invoice. ChipsAway will not be liable for any consequential loss incurred as the result of a repair. It is incumbent on the customer to keep a receipt as proof of work carried out. Any guarantee claim made without a receipt shall be at ChipsAways discretion.

This guarantee is not transferable.

Use of Promotional Codes

Unless otherwise stated, all valid promotional codes are subject to the following Terms and Conditions:

To redeem discount on ChipsAway repairs using a Promotional Code as a loyalty reward of membership for a particular body, Membership/Policy holders will require proof of membership to be shown at time of estimate, if required. Offers only apply to new bookings and cannot be used retrospectively or in conjunction with any other promotional offer or discount. All discounting is subject to availability and only valid on bookings over £100. Discounts only applicable to enquiries using approved codes on ChipsAway's webform and cannot be presented after estimate has been carried out. Discounts only valid on damage which can be repaired using the ChipsAway system; excluding bonnets, boot lids and roofs. For confirmation, further details or clarification about Promotional Codes, please email marketing@chipsaway.co.uk.

After Care Instructions

A minimum of 3 DAYS must be left before any contact with the repair - during this period even testing the feel of the repair by hand might damage the finish. The vehicle must therefore not be washed or polished during this period.

From this Period if the vehicle requires cleaning, it should be with a soft sponge and clean water with mild vehicle cleansing shampoo only. You must not apply any Polishes, waxes or sealants for UPTO 30 DAYS AFTER the repair process.

AFTER 30 DAYS, the repair will be fully set, and should be looked after in accordance with your vehicle handbook care guidelines.

The paint used is ChipsAway's proprietary paint system, and not the original paint used by the vehicle manufacturer. This means that harsh chemicals and processes that degrade a vehicle's finish (for example, cleaning with harsh bristles or automatic car washes, or using abrasive polishes or cutting compounds) will degrade the repair area at a different rate to the original finish on the vehicle. Damage to the finish in these circumstances is not covered by your guarantee.