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TERMS & CONDITIONS

1. QUOTATIONS & DIAGNOSIS

- 1.1. All quotations are based on an initial diagnosis and remain valid for 7 days from the date of issue.
- 1.2. A quotation does not constitute a final diagnosis. Additional faults may be discovered during dismantling and repair, potentially incurring extra costs. These will be communicated to the client for approval before proceeding.
- 1.3. No work will commence without the client's written or verbal approval.

2. PAYMENT TERMS

- 2.1. A minimum deposit of 50% may be required before work commences.
- 2.2. Full payment must be made before the vehicle is released.
- 2.3. Accepted payment methods: EFT, cash, or card payments. No cheques accepted.
- 2.4. All invoices must be settled within 7 days of completion unless otherwise agreed upon in writing. Late payments may incur additional charges.

3. WARRANTY POLICY

- 3.1. Repairs carried out by 8Matic include a 6-month / 10,000 km warranty (whichever occurs first) on parts and workmanship.
- 3.2. The warranty excludes the following:
 - Damage resulting from misuse, neglect, or improper driving.
 - Failures caused by tampering or repairs by unauthorized parties.
 - Wear-and-tear items such as brake pads, clutches, and filters.
 - Oil leaks if the client supplies their own parts or fluids.
- 3.3. Warranty claims are subject to assessment and approval by 8Matic.

4. STORAGE FEES

- 4.1. Clients must collect their vehicles within 7 days of repair completion.
- 4.2. A storage fee of R100 per day will be charged for vehicles not collected within the stipulated period.
- 4.3. Vehicles left uncollected for 30 days may be subject to legal action or disposal to recover costs.

5. CLIENT-SUPPLIED PARTS

- 5.1. No warranty is provided on parts supplied by the client.
- 5.2. If a failure occurs due to a client-supplied part, 8Matic is not liable for any damages or additional repairs.

6. LIABILITY & INDEMNITY

- 6.1. While every precaution is taken, 8Matic is not liable for any loss, theft, or damage to the vehicle while in our care.
- 6.2. The client agrees to indemnify 8Matic against any claims arising from work carried out, except in cases of proven negligence.

7. TOWING & ROAD TESTS

- 7.1. Vehicles may be road-tested before and after repairs. By leaving the vehicle with us, the client consents to these road tests.
- 7.2. Towing services, if required, will be charged separately, unless explicitly included in the quotation.

8. DISPUTES & LEGAL

- 8.1. Any disputes must be raised in writing within 7 days of vehicle collection.
- 8.2. Legal action to recover outstanding payments may result in additional costs for the client.
- 8.3. These terms are governed by South African law. By approving the repair work, the client acknowledges and agrees to these Terms & Conditions.