



6 2nd Avenue
Medipark
Tzaneen, 0850

Unit 4, 8 Antimony street
New Industrial
Tzaneen, 0850

Cell: 081 030 6695 Alt: 064 508 4782
8maticsolutions@gmail.com

TERMS AND CONDITIONS DISCLAIMER: CALL-OUT VISIT

These Terms and Conditions govern the provision of call-out mechanical services by 8Matic Diesel and Auto Solutions (the Company) to the Client's premises or Roadside assistance

1. Service Scope for initial visit

The first call-out is primarily for preliminary diagnosis and assessment of the issue. Due to the nature of breakdowns and limited equipment available on-site, full repairs may not be possible during the initial visit. Multiple Visits May Be Required. The Client acknowledges that more than one site visit may be necessary to: complete diagnosis, collect required tools or parts, perform step-by-step repairs Each visit will incur a separate call-out fee and must be authorised in advance.

2. Booking and Availability

An estimated arrival window will be provided; however, time delays may occur due to traffic, weather, or unforeseen workshop emergencies. The Client must ensure the vehicle is accessible in a safe, flat, and secure location. The mechanic must have sufficient space to work and access to the vehicle.

3. Call-Out Fee

A non-refundable call-out fee is payable before the visit, based on the distance from our workshop. This fee covers travel and inspection time only. Any further services, parts, or repairs will be quoted separately. All payments, including the call-out fee, must be settled before the visit. Additional work identified will be quoted and must be approved and paid for before any work is commenced. Diagnosing a vehicle may result in fixing the problem; the client is liable to pay for a repair if the case turns out this way.

4. Tow-in recommendation

If roadside repair is not feasible, the mechanic may recommend towing the vehicle to our workshop for full diagnosis and repair. Towing can be arranged at the Client's cost, upon request

5. Liability

The Company will not be held responsible for any pre-existing faults, undetected issues, or breakdowns that occur after a mobile inspection. No guarantees are provided for inspections done off-site, as mobile assessments are visual and preliminary in nature.

6. Acceptance

By replying "I AGREE" to this message, I confirm that I have read, understood, and agree to the terms and conditions stated in this Call-Out Disclaimer. I understand that additional visits and charges may be required to complete the diagnosis and/or repairs.

