

Meaning of Words

- We / Our / Us Means Quick Car Fix Ltd registered at Unit 58 Culley Court, Peterborough
- You / Your Means the named person who has purchased the plan
- The Plan Means the Bodywork Repair Plan
- Plan Period Means the period as shown on your plan documents between the start date and the expiry date
- Plan Term Means your selected period of cover

Product Terms and Conditions

1. The Bodywork plan is an agreement between You and Quick Car Fix Ltd registered in England and Wales (number 12518217) at Unit 58 Culley Court, Orton Southgate, Peterborough, PE2 6WA.
2. **This plan is NOT an Insurance product and does not replace your mandatory legal requirement to have a valid insurance policy in place for any roadworthy vehicle.**
3. In the event of ANY accidental damage you are advised to notify your Insurance Company, as this may still be a requirement under their terms and conditions.
4. The plan is provided by Quick Car Fix Ltd also trading as Quick Wheels Accident Repair Centre and is not covered by any dedicated financial backing.
5. The plan is not available to Modified Vehicles. A modified vehicle is defined as any vehicle that has been altered, whether for cosmetic or performance reasons, from the Manufacturer's standard settings.
6. The plan is not available to any vehicle older than 10 years at the time of purchase (mileage irrelevant).
7. The plan covers privately owned, financed, and leased vehicles (Personal or Business) **without inspection** providing the point of sale is an authorised representative of Quick Car Fix.
8. Any plan purchased directly from Quick Car Fix will be subject to an initial vehicle inspection prior to your order being completed, which will take place either at the Bodyshop or an agreed collection point, if available in your area. Once the vehicle has been inspected, then your order will be processed.
9. Plans are available to purchase for either 1, 2 or 3 Years, with an option to purchase further Years 4 and 5 if required at a discounted rate. The maximum term for any plan selected is 5 Years.
10. The plan will commence upon full payment of the relevant amount for the term selected.
11. The plan covers all Cosmetic and Minor Accidental Bodywork damage to the vehicle detailed on the plan with no limits to the amount of times or value of repairs needed throughout the plan term. *Cosmetic damage for these purposes is defined as any superficial damage incurred to the vehicle which does not affect the structural integrity of the vehicle. Accidental Body Damage for these purposes is defined as damage that occurs suddenly and as result of an unexpected and non-deliberate incident outside of your control.*
12. The plan specifically excludes the following -
 - A. Accident Damage to an extent that would ordinarily be covered and claimed under a Policy of Insurance, whether Fully Comprehensive, Third Party Fire and Theft or Third Party Only.
 - B. Damage that has occurred as result of a Road Traffic Accident. *A Road Traffic Accident is defined for these purposes as a collision involving a vehicle on the road or in a public area that has caused damage or injury to a person, animal, another vehicle, or property.*

- C. Any Cosmetic damage or Accidental Body Damage whereby another party has admitted liability and as such, costs can be recovered on that party's policy of Insurance.
- D. General Wear and Tear. *General Wear and Tear for these purposes is defined as the natural deterioration that occurs to a vehicle as result of normal use, over a period of time, and that is not caused by abuse or neglect.*

All services provided under the plan for Cosmetic and Accidental Body Damage are provided at our discretion.

- 13. Only damage that has occurred from the start date of the plan to the end date as specified on your documents is covered – therefore any pre-existing damage to a vehicle noted at the initial inspection will not be covered.
- 14. The plan does not cover any Glass (including mirror) Tyres, Aftermarket Parts or Accessories.
- 15. The plan only covers the exterior of the vehicle.
- 16. The plan does not cover any external vehicle graphics or decals that may need to be replaced after work has been completed.
- 17. The plan does not cover any mechanical faults either pre-existing or as result of any impact, and does not cover the cost of any manufacturer reset that may be required in order to reset any error codes.
- 18. The plan will cover wheel refurbishment with no limit on times used over the course of the plan, but this will be limited to Standard Alloy Refurbishment, it does not cover any cracked or bent alloys, powder coating or Diamond Finish Wheels.
- 19. In respect of Diamond Finish Wheels, they may be suitable for hand refurbishment in the same finish – however this will depend on the wheel and if it is unsuitable then the decision of Quick Car Fix is final and the plan will only cover standard refurbishment as detailed above.
- 20. Every effort will be made to repair parts, however we work to Manufacturer standards, so if a part cannot be repaired to a safe and satisfactory standard then it will not be done, and the decision of Quick Car Fix is final.
- 21. If a manufacturer repair method states that a part should be replaced after impact even if repairable then repair methods will always be followed, and the decision of Quick Car Fix is Final.
- 22. The cost of new parts is not covered under the plan, however all labour and material cost relating to fitting that part are covered.
- 23. Payment for any required parts will be taken at the point of order and will be required to be paid in full including applicable VAT at the standard rate.
- 24. Damaged parts will be available for inspection by the customer until the vehicle is collected.
- 25. It is the customers responsibility to deliver the vehicle to either the Bodyshop or to an agreed collection point if one is available in your area.
- 26. It is the customers responsibility to collect the vehicle upon completion of the work from either the body shop or an agreed collection point if one is available in your area.
- 27. Courtesy cars may be provided depending on availability.
- 28. We will endeavour to book vehicles in at the earliest available opportunity and at the plan holder's convenience, however this will be entirely dependent on current body shop workload.
- 29. If a vehicle has not been collected by a customer within 7 days of being advised of the completed work, then daily storage rates of £15 per day, will apply each day until such time the vehicle is collected, which will be payable upon collection.
- 30. Work shall be deemed to have been completed for the purpose of these conditions when we have notified a customer either in writing or verbally that it has been completed.

31. All work is carried out by the Quick Car Fix Ltd Bodyshop which also trades as Quick Wheels Accident Repairs.
32. All work completed is to BSI (Kitemark) and Manufacturer Standards.
33. The body shop is approved by the National Body Repair Association (NBRA) and Trading Standards (TSI).
34. If you change your mind, you may cancel the plan within the first 14 days and receive a full refund, providing no work has taken place on your vehicle. If any work has been completed, then no refund shall apply.
35. You may cancel the plan at any time after 14 days, although no refund shall apply.
36. Any plan can be transferred to another eligible vehicle, for the same term as the original purchase, subject to a further vehicle inspection, and an admin fee of £10 (including VAT).
37. If the plan holder sells the vehicle before the end of the agreement without transferring the plan to another vehicle then the plan is automatically terminated.
38. The plan will not automatically renew at the end of the term. We will contact you prior to the end of the plan by either phone or email, to see if you would like to renew the policy at a discounted rate. You will not be contacted for any other reason unless you have specifically given permission.
39. If the plan holder wishes to renew the plan at the discounted rate offered, this must be done prior to expiry.
40. If the plan holder wishes, then financed / leased vehicles can be inspected prior to their return to ensure that fair wear and tear guidelines are met, and that any work needed that is covered by the plan can be completed to ensure there are no finance / lease company recharges to the plan holder. Adequate notice of vehicle return would need to be provided to Quick Car Fix in order to complete any work needed based on body shop availability. An inspection of the vehicle should take place at the body shop, or an agreed collection point if one is available in your area no later than 2 months before the vehicle is due to be returned.

General Terms and Conditions

1. Customers are advised to ensure they have removed all personal items, and any items of value prior to leaving it on site.
2. Quick Car Fix will only be responsible for the loss or damage to any vehicle and any of its contents or accessories caused by the negligence of the company or any of its employees.
3. We will endeavour to match all new paintwork to the existing paintwork including paint blending where needed to ensure a good colour match, but customers should be advised that painted plastics and already worn but undamaged paintwork can sometimes produce a slight colour variation.
4. In respect of paint work , the customer will benefit from a lifetime warranty on the quality of our paint and workmanship for as long as they own the vehicle, even if it is no longer covered under a current bodywork plan, specifically excluding rust and/or corrosion
5. The lifetime warranty is not transferrable to any subsequent owner should the vehicle ownership change at any point during the plan term.
6. The lifetime warranty only applies to work we have completed, therefore if a plan has ended and a further repair has been completed elsewhere for any reason (for example a repair completed under an insurance policy) then it will cease to be covered. We know and have great pride in the standard of our work and the decision of Quick Car Fix will be final.
7. In respect of any parts or accessories fitted then the customer will benefit from any applicable manufacturer warranty.

8. In the event of any dispute please refer to the complaint procedure as detailed in the welcome pack.
9. If the case of any dispute that cannot be settled in the usual manner, then please contact the National Conciliation Service on 01788 538317 (www.nationalconciliationservice.co.uk)

Data Protection in relation to your plan

- You are required to provide some information without which we would be unable to provide our service to you.
- Your vehicle details will be stored securely and used only for purposes of providing and maintaining the bodywork plan for your vehicle.
- Your personal details will be stored securely and used only for the purposes of keeping in contact with you for the duration of any repair, providing an efficient after sales services to you, or to contact you prior to the plan end, with regard to renewing the plan if required.
- When you place your order, we shall also ask your permission to keep in contact with you for general marketing purposes. If you agree, your email address will also be added to our internal database and we may contact you from time to time with special offers that may be of interest to you.
- We will not pass on your details to any third party for any marketing reason.
- For full and further details then please see our privacy policy.