

SEA TO SHORE LIMITED

WORKSHOP TERMS AND CONDITIONS



These Terms and Conditions apply to repair, servicing, inspection, diagnostic and associated work undertaken by Sea to Shore Limited ("Sea to Shore", "we", "us" or "our").

1. AUTHORITY TO UNDERTAKE WORK

By accepting an estimate, booking work, signing the Terms of Engagement or otherwise instructing us to proceed, you authorise Sea to Shore Limited to carry out the work agreed with you. You confirm that you are the owner of the caravan, campervan, motorhome, vehicle or equipment, or that you have authority from the owner to authorise the work.

2. ESTIMATES

An estimate is an indication of the anticipated cost based on the information reasonably available at the time. It is not a fixed price. Additional faults or work that could not reasonably have been identified before inspection, testing or dismantling are not included unless specifically stated. Where additional work is required, we will seek your approval before proceeding where that work is outside the agreed scope or authorised expenditure.

3. DIAGNOSTIC AND INVESTIGATION TIME

Time spent inspecting, testing, dismantling, fault-finding and diagnosing faults is chargeable at our labour rate. Diagnostic charges are payable regardless of whether a repair is subsequently authorised, the customer decides not to proceed with the repair, replacement of a component is recommended, or a fault is intermittent or cannot be conclusively identified within the authorised diagnostic time. Where further investigation is required, we may contact you for authority to continue.

4. ADDITIONAL OR HIDDEN FAULTS

Caravans and campervans may contain faults or damage that cannot reasonably be identified until components, fittings, wall linings, cabinetry, appliances or other items are removed or dismantled. This may include water ingress, moisture damage, timber deterioration, corrosion, damaged wiring, plumbing faults, previous repairs or modifications and structural damage. If additional work is required outside the agreed scope, we will advise you and seek further authority where reasonably practicable before undertaking that work.

5. CUSTOMER AUTHORISATION

You may provide additional authority verbally, by telephone, text message, email or in writing. We may record the date, time, method and details of that authorisation on our job records.

6. PARTS AND MATERIALS

Parts and materials supplied will be suitable for the intended repair based on availability and the requirements of the item the part/material is related to. Where an original manufacturer's part is unavailable or impractical, we may recommend an appropriate alternative. We will discuss substitutions with you where they materially affect the repair, price, appearance or operation. Special-order parts may require an additional deposit and may not be returnable once ordered unless they are faulty or the supplier accepts their return. Freight, handling and supplier charges may be additional to the price of the part where applicable.

7. CUSTOMER-SUPPLIED PARTS

We may agree to install parts supplied by the customer. Unless required by law, Sea to Shore Limited does not accept responsibility for the quality, suitability, compatibility or failure of a customer-supplied component. Additional labour resulting from an incorrect, defective or incompatible customer-supplied component may be chargeable.

8. SUBCONTRACTORS AND SPECIALIST WORK

We may arrange for suitably qualified third parties to undertake specialist work where reasonably necessary. This may include but is not limited to electrical, auto electrical, gas and mechanical. We remain responsible for our obligations to you under applicable New Zealand law.

9. TESTING AND ROAD TESTING

You authorise us to reasonably operate, move and test the caravan/campervan as necessary to diagnose faults, complete repairs and verify operation. For motorised vehicles, this may include reasonable road testing. Installed appliances and systems may also be operated for testing purposes, including gas, mains electricity, 12V electrical systems, batteries, solar systems, refrigeration, heating, water systems, pumps and other equipment.

10. PERSONAL PROPERTY

Please remove money, valuables and unnecessary personal belongings before leaving your vehicle with us.

Please remove personal belongings from the direct area of work. If a significant number of items are required to be shifted before work can start, this will be charged in addition to the estimate for the work. If we are required to move items, we will undertake this with care and leave these as they were found.

11. EXISTING CONDITION

We may photograph or otherwise record the condition of the vehicle when it arrives at our premises. We are not responsible for pre-existing faults, deterioration, damage or defects that are unrelated to work undertaken by us. Where work involves aged, brittle, corroded, water-damaged, previously repaired or deteriorated components, we will take reasonable care. However, dismantling such components can reveal or cause further deterioration that could not reasonably have been avoided. Replacement or further repairs as a result will be the responsibility of the customer unless damage is due to an incident or negligence.

12. COMPLETION DATES

Any completion date provided is an estimate unless we expressly agree otherwise in writing. Completion may be affected by parts availability, freight, supplier delays, specialist availability, additional faults, customer approval delays or circumstances outside our reasonable control. We will make reasonable efforts to keep you informed of significant delays.

13. PAYMENT

13.1 Unless alternative arrangements have been agreed in writing, payment is due in full when the work is completed and before the vehicle is collected.

13.2 We require deposits for all work estimated to exceed \$1,500, special-order parts or other significant costs. Where the requirement for a special order part or significantly more work is identified following an initial estimate, a further deposit may be requested.

13.3 Payment may via bank transfer or EFTPOS onsite prior to collection.

14. COLLECTION OF VEHICLES

We will advise you when your caravan/campervan is ready for collection. Vehicles should be collected within a reasonable period after notification. Where a vehicle remains uncollected after we have made reasonable attempts to arrange collection, storage charges may apply. You will be notified prior to these charges commencing. Any caravan/campervan that remains uncollected without sufficient contact will be treated as an abandoned vehicle and the appropriate authorities will be contacted.

15. REPAIRS AND WARRANTY CONCERNS

If you believe there is an issue with work completed by Sea to Shore Limited, please contact us as soon as reasonably possible and give us the opportunity to inspect the vehicle and investigate the concern. Where the issue relates to our workmanship or a part supplied by us, we will address the matter as is required. Damage or faults resulting from unrelated components, misuse, accident, modification by another person, lack of maintenance, normal deterioration, incorrect storage or subsequent work undertaken by others may not be covered.

16. CONSUMER GUARANTEES

Nothing in these Terms and Conditions is intended to exclude, restrict or modify any right or remedy that cannot lawfully be excluded under the Consumer Guarantees Act 1993, Fair Trading Act 1986 or other applicable New Zealand legislation.

17. CUSTOMER INFORMATION AND PRIVACY

We may collect and retain information reasonably necessary to provide our services, communicate with you, maintain service and repair records, meet legal and accounting obligations and administer our business. This may include customer contact information, vehicle information, photographs, repair history and communications relating to authorisation of work. Information will be handled in accordance with applicable New Zealand privacy law.

18. PHOTOGRAPHS

We may photograph your vehicle, components and repairs for job records, diagnosis, warranty claims, communication with you, suppliers or insurers, and internal technical records.

Photographs taken by Sea to Shore Limited may be used for promotional purposes from time to time. These will not be used without prior approval. Photos that identify you or your vehicle will not be used for these purposes.

19. SAFETY-RELATED FAULTS

If we identify a condition that we reasonably consider unsafe, we will advise you. We may decline to carry out work that we consider unsafe, unlawful or outside our capability or authorisation. Where a vehicle remains unsafe after completion of the authorised work, we may recommend that it not be driven, towed or operated until the relevant fault has been rectified.

20. LIMITATION OF SCOPE

Unless specifically included in the work requested, our repair or inspection of one component or system does not constitute an inspection of the entire caravan/campervan. The completion of a repair should not be taken as confirmation that unrelated systems, components or areas of the vehicle are free from defects.

21. INSURANCES

While Sea to Shore Limited aims to act in the best interest of your caravan/campervan, accidents can happen. Sea to Shore Limited maintains liability insurance, however it is expected that the customer maintains their own insurance for the duration the caravan/camper is in our possession. This will be required to be claimed on in the event of an accident, incident or natural event.

22. QUESTIONS OR CONCERNS

If you have questions about work undertaken, an invoice or any aspect of our service, please contact Sea to Shore Limited as soon as possible to ensure we can assist or discuss.

Sea to Shore Limited

Phone: 09 445 0323 - Option 2

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Website: www.seatoshore.co.nz