

ARO Dent Repair – Terms & Conditions of Service

Effective Date: June 2025 Onwards

By proceeding with a booking with ARO Dent Repair (“we”, “us”, or “our”), you (“the customer”) agree to be bound by the following Terms & Conditions. These terms are governed by and shall be interpreted in accordance with the laws of England and Wales.

1. Booking and Availability

1.1. All bookings are subject to technician availability. While we make every reasonable effort to accommodate customer preferences, we operate on fixed working days and times.

1.2. Repair time slots will be confirmed no earlier than 48 hours prior to the agreed booking date unless otherwise requested by the customer and agreed by the technician.

2. Vehicle Access and Repair Conditions

2.1. The vehicle must be made available for the full day of the booking. While we aim to meet specific time requests, we do not guarantee appointment times.

2.2. The technician may require access to mains electricity. It is the customer’s responsibility to ensure the vehicle is parked within 50 metres of an accessible plug socket.

2.3. Repairs must be carried out in a safe, suitable location such as a driveway, allocated parking space, or a quiet side street. We will not carry out repairs on or adjacent to main highways for safety and legal reasons.

2.4. Where parking permits are required, the customer is responsible for providing a valid permit. Any parking fines incurred due to failure to provide a permit will be passed onto the customer or added to the total cost of repair.

3. Call-Out and Non-Completion Charges

3.1. If the technician is unable to complete the repair due to reasons beyond our control (e.g., unsuitable parking, lack of access, unsafe conditions), a non-refundable call-out charge will apply:

- £65 for locations within 50 miles of our base
- £75 for locations beyond 50 miles

4. Quotations and Hidden Damage

4.1. All quotations are provided based on photographic and/or video evidence. While we strive for accuracy, certain damage may not be visible in advance.

4.2. If upon inspection the repair proves more extensive than originally quoted, the technician will inform the customer and seek approval before proceeding. If agreement cannot be reached, clause 3.1 (call-out charge) will apply.

5. Quotations and Site Visits

5.1. We do not provide in-person quotations unless the customer is located in close proximity to our base. All standard assessments are made remotely via images or videos supplied by the customer.

6. Cancellations

6.1. Cancellations must be made in writing via WhatsApp or email with a minimum of 48 hours' notice prior to the agreed booking time.

6.2. Cancellations made less than 48 hours before the scheduled repair will incur a cancellation fee of £35.

7. Payment Terms

7.1. Full payment is due immediately upon completion of the repair. Payment may be made via cash or bank transfer only.

7.2. We do not accept deferred or late payments. The technician will remain onsite until payment is received in full.

7.3. If an invoice is required, this must be requested in advance of the repair date to avoid delays in payment processing.

8. Price Match Guarantee

8.1. We offer a price match guarantee for like-for-like services or written quotes from reputable competitors. This must be discussed and agreed prior to booking.

8.2. Price match requests made after a booking has been confirmed will not be accepted.

9. Complaints and Refunds Policy

9.1. We are committed to providing a high standard of service. If you are not satisfied with the repair, please contact us within 7 days of the service date to raise a concern.

9.2. Complaints must be submitted in writing via WhatsApp or email, along with photographic evidence if applicable.

9.3. Where a complaint is deemed valid, we may offer a rework or partial refund at our discretion.

9.4. Refunds will only be issued where we are satisfied that the service delivered did not meet reasonable expectations for the agreed work.

9.5. Refunds will not be offered for:

- Issues caused by unrelated or subsequent damage
- Non-compliance with these Terms & Conditions
- Repairs which were declined or altered by the customer on the day of service

9.6. Any repair that wasn't completed through no fault of our technician, will not be applicable for a refund.

10. Data Protection and GDPR Compliance

10.1. We take the privacy and protection of your personal data seriously and comply with the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018.

10.2. The personal information we collect (e.g., name, address, contact details, images or videos of your vehicle) is used solely to provide our repair services and communicate with you regarding bookings, quotes, and aftercare.

10.3. We do not share your data with third parties, except where

legally required or necessary for fulfilling our service (e.g., processing payments).

10.4. We retain your data for as long as necessary to fulfil the purposes we collected it for, including for the purposes of satisfying legal, accounting, or reporting requirements.

10.5. You have the right to request access to the personal data we hold about you, to request corrections, or to request that your data be deleted.

10.6. For any data protection queries or to exercise your rights, please contact us at arodentrepair@gmail.com

11. Governing Law

11.1. These Terms & Conditions shall be governed by the laws of England and Wales. Any disputes arising in connection with these terms shall be subject to the exclusive jurisdiction of the English courts.

Contact Information:

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