

MACRITES PANEL BEATERS & SPRAY PAINTERS CC

Repair Terms & Conditions:

Vehicle Book Ins:

Shuttle Service:

As a courtesy to our clients, Macrites offers a shuttle service within a 10 km radius under the following conditions:
Shuttle services are available Monday to Friday between 07:30am and 08:00am only.

Shuttle arrangements must be made in advance with our Bookings Clerk prior to your scheduled booking date. Shuttle bookings will only be confirmed via WhatsApp or email. Telephone confirmations will not be accepted.

Clients who have not made prior shuttle arrangements will unfortunately be responsible for arranging their own transportation.

Client's Vehicle Drop-Off Service:

Should you request that one of our drivers transport you in your own vehicle, a disclaimer form must be signed before departure.

This disclaimer confirms that you acknowledge and accept that neither the insurance company nor Macrites Panel Beaters shall be held liable for any damage or loss that may occur during the trip.

This service is provided entirely at the client's own risk.

Clients With Arranged Transport:

Clients who have arranged their own transport or who are making use of a hired vehicle services (arranged with their insurance company) are requested to deliver their vehicles between 08:30am and 09:30am, Monday to Friday.

Should you require an alternative drop-off time, this can be arranged in advance with our Bookings Clerk.

Vehicle Collection / Delivery (After Repairs):

We recommend that all clients inspect their vehicles at our premises before taking collection.

This allows our Quality Control representative to conduct a final walk-around with you, explain the repairs completed, and address any questions before the vehicle leaves our premises.

However, if you are unable to collect your vehicle, Macrites can arrange delivery within a 10 km radius, subject to the following cut-off times:

Monday to Thursday: Deliveries must be scheduled before 14:00pm | Latest delivery done at 15:00pm.

Friday: Deliveries must be scheduled before 11:00am | Latest delivery done at 12:00pm.

All collection, shuttle and delivery arrangements must be made in advance with the Bookings Clerk via WhatsApp or email with the address details. Telephonic confirmations will not be accepted.

Repair Timelines:

The repair duration is estimated based on the assessment done on your vehicle or the approved paperwork from the insurance.

Unseen damages found will affect lead times.

Parts delays or Backorder parts will affect repair completion.

>> Should this occur, our team will update you regularly to keep you informed on any changes.

NB: A backorder part is an item that is temporarily out of stock in the country but still available for purchase, with the commitment from the Supplier that it will be shipped to us once new stock arrives. Dates may move out or come in sooner.

Repair Updates:

Updates on repairs are sent on a Tuesday and Thursday via Email / WhatsApp.

You can send a message on our WhatsApp line for any queries in between 068 578 7320.

Excess:

Excess payments are due **before** the release of vehicle.

All Miway claims – Excess is due before we order parts or begin repairs.

Private Work:

All private work carried out are subject to a **50% deposit** as confirmation and balance due prior/upon collection.

Macrites Panel Beaters do not offer discounts or payment plans as per our company policy.

Tracker:

Depending on the extent of the repairs, we may need to disconnect your battery.

Should you have a tracker, this may cause them to notify you that the battery is low on your vehicle.

Please contact our offices should you have any concerns.

Post Repair Queries & Guarantee:

If you experience any concerns with your vehicle after collection, please notify us as soon as possible by emailing workshop@macrites.co.za and management@macrites.co.za with the below information:

>> A detailed description of the concern.

>> Clear photographs or videos, where applicable.

>> Any other relevant information to assist with our assessment.

If the reported concern is unrelated to the repairs carried out by Macrites Panel Beaters, the customer will be responsible for delivering the vehicle to our premises for inspection and collecting it thereafter.

If, upon inspection, the concern is found to be directly related to the repairs performed by Macrites Panel Beaters, our workmanship warranty will apply, and the necessary corrective repairs will be carried out in accordance with our warranty policy.

This process allows us to assess all concerns accurately and ensure the appropriate resolution is provided.

CUSTOMER WARRANTY SCHEDULE

WORKMANSHIP:

All work performed shall be free of defects in material and workmanship for a period equal to the outstanding new Manufacturers body warranty or for a period of 12 months if the new body warranty has lapsed.

PARTS:

12 months warranty as per parts supplier documentation.

PAINTWORK:

36 months warranty

The guarantees / warranties only cover repairs effected as per our quotation as agreed upon with the customer or as per the Insurance company's authorization for repairs.

The guarantees / warranties do not cover any items that may be defective as a result of normal wear and tear.

Disclaimer:

I, the undersigned, acknowledge that I have read, understood and accept the contents of this document.

Client Name: _____

Signature: _____

Date: _____

All clients booking vehicles in for repairs are required to sign and send back this Vehicle Terms and Conditions Form prior to arrival. This document confirms the vehicle has been officially booked in for repairs.