



Terms and Conditions for Turbo & Service Centre

These Terms and Conditions ("Terms") govern your use of the Turbo & Service Centre website (turboandservicecentre.co.za) and the services and products provided by Turbo & Service Centre. By accessing our website or engaging with our services, you agree to comply with and be bound by these terms.

1. Definitions

- "Company", "We", "Us", and "Our" refer to Turbo & Service Centre.
- "Client", "You", and "Your" refer to the user of our website or services.
- "Website" refers to turboandservicecentre.co.za.
- "Services" refers to all automotive repair, maintenance, turbocharger services, and related offerings provided by us.
- "Products" refers to all parts, components, and accessories supplied or sold by us.

2. Website Use

- Acceptable Use: You agree to use the Website only for lawful purposes and in a way that does not infringe the rights of, restrict, or inhibit anyone else's use and enjoyment of the Website. Prohibited behaviour includes harassing or causing distress or inconvenience to any person, transmitting obscene or offensive content, or disrupting the normal flow of dialogue within our website.
- Intellectual Property: All content on the Website, including text, graphics, logos, images, and software, is the property of Turbo & Service Centre or its content suppliers and is protected by intellectual property laws. You may not reproduce, distribute, modify, or create derivative works from any part of the website content without our express written permission.
- Accuracy of Information: While we strive to ensure the accuracy of information on our website, we do not warrant its completeness or accuracy, nor do we commit to ensuring the website remains available or that the material on the website is kept up-to-date.

3. Services and Bookings

- Service Estimates/Quotes: All estimates for services are based on the information available at the time and may be subject to change upon a full inspection of the vehicle. A detailed quote will be provided before work commences, and any additional work required will be quoted for approval.
- Booking Appointments: Appointments can be made via our website, phone, or in person. While we strive to adhere to scheduled times, unforeseen circumstances may cause delays. We will inform you of any significant delays.
- Vehicle Handover: Vehicles must be delivered to our premises at the agreed time. Clients are responsible for removing all valuables from their vehicles prior to service.
- Payment Terms: Payment for services and products is due upon completion of work or collection of the vehicle, unless otherwise agreed in writing. We accept EFT,



debit/credit cards, cash]. Interest may be charged on overdue accounts. Vehicles will not be released unless full payment is made.

- **Workmanship Warranty:** We offer a warranty on our workmanship for a specified period or mileage, as detailed on your invoice. This warranty covers faults arising directly from our work and does not cover normal wear and tear, abuse, or damage caused by external factors. Our warranty on services and repairs is six months or 10 00 kms and our turbo warranty is one year but clients must ensure they do regular oil services and check the oil in their vehicles regularly as oil starvation is one of the major causes of turbo failure.
- **Customer Supplied Parts:** If a client supplies their own parts for installation, Turbo & Service Centre cannot offer any warranty or guarantee on the parts themselves. Our warranty will only apply to our labour for the installation, provided the part is suitable for installation.

4. Product Sales (e.g., Turbochargers, Parts)

- **Product Descriptions:** We endeavour to be as accurate as possible in descriptions of products on our website or in-store. However, we do not warrant that product descriptions or other content are entirely accurate, complete, reliable, current, or error-free.
- **Pricing:** All prices are subject to change without prior notice.
- **Returns and Refunds:**
 - **Faulty Products:** Products found to be faulty within the manufacturer's warranty period will be subject to the manufacturer's warranty terms and conditions. We will assist with the warranty claim process.
 - **Non-Faulty Products:** Returns of non-faulty products may be accepted within [e.g., 7 days] of purchase, provided they are in their original packaging, unused, and in resalable condition, subject to a potential restocking fee. Proof of purchase is required.
- **Product Warranty:** Products sold are typically covered by the manufacturer's warranty. Turbo & Service Centre will facilitate warranty claims but is not the warrantor of the product itself unless explicitly stated.

5. Limitation of Liability

- Turbo & Service Centre shall not be liable for any direct, indirect, incidental, consequential, or punitive damages arising from the use of, or inability to use, our website, services, or products, even if advised of the possibility of such damages.
- Our total liability for any claim arising out of or in connection with our services or products shall not exceed the amount paid by you for the specific service or product in question.
- We are not responsible for any pre-existing conditions of your vehicle not explicitly related to the services performed. A full visual vehicle inspection will be conducted on receiving the vehicle and any dents, scrapes etc will be noted. We will not be held liable for any claims arising from previous damage.



6. Privacy Policy

- Your use of our website and services is also governed by our privacy policy, which details how we collect, use, and protect your personal information. Please review our Privacy Policy [[link to Privacy Policy](#)] for more information.

7. Dispute Resolution

- Any dispute arising from these terms or our services will first be attempted to be resolved amicably through good faith discussions between the parties. If an amicable resolution cannot be reached, the dispute may be referred to [e.g., an independent mediator, small claims court].

8. Governing Law and Jurisdiction

- These Terms shall be governed by and construed in accordance with the laws of South Africa. Any disputes arising in connection with these terms shall be subject to the exclusive jurisdiction of the courts of South Africa.

9. Changes to Terms and Conditions

- We reserve the right to amend these terms at any time. Any changes will be posted on this page, and your continued use of the website or our services after such changes constitutes your acceptance of the new terms.

Yours sincerely,

Turbo and Service Centre Team.

