



Servicing, restoration and repairs agreement

- The Suffolk Classic Services team will look after your classic and cherished vehicle as if it is their own.
- Our hourly rate is £90 +VAT for general work. Fabrication/restoration work and any specialist services will be charged at £120+VAT per hour. Our technicians keep an accurate log of all hours spent on all cars and all time spent on your car will be invoiced for. You will receive a detailed job card with each invoice.
- In most circumstances we will endeavour to carry out an estimate for work prior to carrying out any work itself. However it is often the case with classic and older vehicles that parts of an estimate require hands-on investigation and dismantling of components in order to evaluate parts & labour costs, so we may charge for carrying out this estimation service.
- Estimates can only be carried out on what we can see and may be subject to change once components and/or panels are removed. Estimates are subject to change as work starts on your vehicle. We kindly ask that you set some budgetary levels to which you wish us to work before contacting you for approval to continue.
- We will keep in touch with you throughout the work period, updating as often as possible, regarding the cost of parts, additional labour required and any other advisory work. This will also be done via our workshop system, which you will receive an invitation to join. Details of work performed, with photos and/or videos, will be shared with you via this system.
- If a vehicle is in our care but cannot be worked on for reasons beyond our control, storage charges may apply. We will advise you about this at the time.
- Work can be 'paused' at any time should finances dictate and with work paid up to date. The vehicle can be collected or delivered back to you, to return at a later date or kept in storage here. Delivery and storage charges will apply depending on length of time.
- We take photos of cars for use on our own website, social media platforms and marketing. Registration plates are faded out along with any other disguised features. If you prefer us not to use photos of your car, please advise in writing.
- New parts supplied by us will have the manufacturer's warranty. However on occasions where you provide parts for us to fit, their warranty is through you directly and any time spent fitting them or rectifying issues caused by them cannot be covered by our labour warranty.
- Issues after work is carried out must be brought to our attention in a timely manner, and certainly within 4 weeks of you receiving your vehicle back, so that they can be rectified. You are responsible for the return of a vehicle to us for work carried out under warranty or for any other reason.
- We carry out repairs to accident damaged classic and cherished cars but we do not deal directly with insurance companies due to excessive time required to deal with estimates and their delays with payouts, usually not meeting our standard payment terms. You will be responsible for contacting your insurance company to establish a direct link between yourself and them in terms of handling insurance repair payouts independently. We invoice vehicle owners in our standard way as above. It is the owners responsibility to get payments from their insurer.
- Electrical/electronic fault diagnosis - Electrical/electronic systems operate using principles that are not visible to the naked eye, such as current flow, voltage, and resistance. Modern electrical systems are often highly integrated and a fault in one area can cause symptoms in a completely different area. For example, a bad ground connection in a vehicle could affect multiple circuits in unrelated systems, making it difficult to pinpoint the root cause. These can make electrical fault diagnosis very time consuming and often impossible to estimate for. We will discuss any electrical fault diagnostic issues with you and set timed parameters accordingly to keep you informed of progress.
- Please aim to have between ¼ and ½ tank of fuel in your car as this will reduce risk of running out while we are working on your car. Also, if applicable, make sure your locking wheel nut key and valve key are left accessible to the technicians.
- Please remove any bulky personal effects from your car to help us save time loading and unloading to get to the parts of the vehicle we need to access.
- We are committed to creating an inclusive and respectful environment for all our customers and employees. We believe that every individual deserves to be treated with dignity and respect. We understand that, in times of distress, people may act out of character and, in a very small number of cases, may behave in an unacceptable way despite our best efforts to help. We do not tolerate aggressive, abusive or unreasonable behaviour. This includes but is not limited to written, verbal and physical behaviour.
- Payment terms:
 - a. 50% of estimate totals may be invoiced as an up-front deposit prior to commencing work;
 - b. For longer term projects, we invoice at monthly intervals, commencing at the end of the month that work begins;
 - c. Payments to be made within 7 days of receiving an invoice, unless alternative arrangements have been agreed. Please contact us if there are any problems regarding your payments, things happen - we're humans too!;
 - d. We reserve the right to apply additional charges on late payments. Failure to pay an invoice after 14 days of the issue date will result in additional charges of 5% of the total invoice value, for each week thereafter;
 - e. Full payment must be received prior to collection/delivery of vehicles;
 - f. Title of goods and services will be retained until payment is received in full;

Thank you for your cooperation.
For more advice, please contact us:
Suffolk Classic Services Ltd

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