



## BM Connected Ltd Terms & Conditions of service

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- Bookings are subject to a 48-hour cancellation charge from the time the booking confirmation is received via email or any other electronic or verbal communication.
- Diagnostic charges are £60+VAT per hour. There is a minimum charge of £60+VAT which covers up to an hours' labour. Continuation of the service beyond the initial hour is agreed with the client on site on the day of the booking.
- The client is responsible for ensuring that there is a suitable flat space for BM Connected to work safely on their vehicle, ideally this would be a driveway.
- Payment terms – Invoices are to be paid within 48 hours of receipt. In some circumstance's payment will be required before the technician leaves site – this will be stipulated in advance.
- Payment terms – if payment required before the technician leaves site this will need to be processed within the allocated time slot for the appointment. Should a client need to visit a cash point / have issues with making the payment a waiting time fee may be applied.
- Payment terms – a late payment fee of 10% of the total invoice amount will be added to the total amount due for each week (7 days) of the payment being overdue.
- If the client sources their own parts they are liable for the quality and accuracy of fitment on the day. Failure to supply correct parts may resort in invoice for time spent.
- Parts supplied by BM Connected Ltd are non-refundable.
- Ongoing diagnosis is often a matter of elimination. BM Connected Ltd will always seek the clients' approval to go ahead and source parts and book labour time. Please be aware that should the issue remain, and further investigation is required, the parts and labour fees accrued to such point will be invoiced accordingly. At this stage the client has the choice as to whether they wish to proceed further.
- Quotations are based on the information provided by the client. Should the requirement change on the day of booking (once the car has been inspected by a BM Connected technician) the quote will be amended as appropriate and updates communicated with the client.