



# **BM Connected Ltd Terms & Conditions of Service**

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## **Quotations, Bookings & Cancellations**

- 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. Failure to cancel a booking within this time frame will result in a 50% flat fee of the labour time.
- Diagnostic charges are £95.00 including VAT per hour. There is a minimum charge of £95.00 including 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.
- Workshop appointments are subject to a deposit in advance – this will be requested on booking.
- Quotations are based on the information provided by the customer. 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.

## **Diagnosis and Parts**

- 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 result in an invoice for time spent. Note that agreement to source own parts must always be agreed in advance with management.
- Parts supplied by BM Connected Ltd are non-refundable. If second-hand parts are requested to be sourced by BM Connected, please note that should they be found to be faulty upon fitment. The labour time will remain chargeable.
- 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 customer has the choice as to whether they wish to proceed further.
- Parts sourced to a high value in advance of job being completed will need to be paid upfront in the form of a deposit. The labour charge will follow on completion.

## **Payment Terms**

- Invoices are to be paid within 48 hours of receipt. In some circumstances payment will be required before the vehicle can leave the workshop.
- If payment is required before vehicle leaves the workshop this will need to be processed within the allocated time slot for the appointment.
- 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.

## **Software**

- BM Connected are registered with BMW UK and therefore when service updates are added to the vehicle, if there are any non-genuine entries, these will be lost.

## **Security**

- BM Connected cannot accept liability for vehicles damaged or stolen while parked in the shared car park awaiting works to be carried out or completed. Vehicles are left at the client's own risk, and clients are advised to ensure adequate insurance coverage for their vehicles.