

BeltTech Yorkshire LTD – Terms & Conditions of Business

Estimates & Additional Work

All estimates provided by BeltTech Yorkshire LTD are based solely on the visible condition of the vehicle at the time of inspection. The customer acknowledges that further faults, defects, or issues may become apparent during the course of diagnostic or repair work. Where reasonably practicable, BeltTech Yorkshire LTD will seek authorisation prior to undertaking additional work; however, the customer accepts that additional labour and/or parts may be required to complete the repair safely and correctly.

Authorisation & Acceptance

Verbal, written, or electronic approval authorises BeltTech Yorkshire LTD to proceed with the agreed work and constitutes full acceptance of these Terms and Conditions. Approval may be evidenced by written confirmation, electronic communication, booking, delivery of the vehicle, or instruction to proceed.

Diagnostics

Diagnostic time is chargeable in all circumstances, regardless of whether a repair is subsequently authorised or resolves the issue. The customer acknowledges that fault diagnosis identifies likely causes but does not guarantee resolution until repairs are completed and verified.

Parts Supply & Customer Parts

Parts supplied by BeltTech Yorkshire LTD may be OEM, aftermarket, or reconditioned depending on availability and agreement. Under no circumstances will BeltTech Yorkshire LTD fit customer-supplied parts, and no liability shall be accepted for any issue arising from parts not supplied by BeltTech Yorkshire LTD.

Warranty

A 12-month warranty applies to labour unless otherwise stated in writing. All parts supplied remain subject to the manufacturer's warranty terms. Any warranty is conditional upon full payment having been made and the customer complying with all Terms and Conditions. Warranty shall be void where unauthorised third-party work is undertaken or where the vehicle is removed without payment.

Timing Components & Engine Work

Where timing belts, chains, or internal engine components are replaced, BeltTech Yorkshire LTD shall not be held liable for pre-existing internal wear, damage, or failure that becomes apparent following repair. The customer acknowledges the inherent risks associated with such repairs on used engines.

Seized & Corroded Components

Additional labour, parts, or repair work may be required where components are seized, corroded, or previously damaged. The customer accepts that such conditions are outside the control of BeltTech Yorkshire LTD and may increase the final cost of repair.

Electronic Systems & Programming

Programming, coding, and electronic repairs are dependent on vehicle condition, manufacturer systems, and third-party software. BeltTech Yorkshire LTD does not guarantee successful completion in all cases and shall not be liable for limitations beyond its control.

Road Testing & Vehicle Movement

Vehicles may be driven or moved on public roads or within the premises for the purposes of diagnosis, testing, or repair. The customer consents to such use where reasonably required.

Mobile & Off-Site Work

Where work is carried out away from workshop premises, the customer acknowledges limitations due to environment, access, weather conditions, and equipment availability, and accepts that such limitations may affect diagnosis or repair outcomes.

Vehicle Custody, Risk & Fire Liability

All vehicles are accepted on the premises of BeltTech Yorkshire LTD on the basis that the customer retains ownership and responsibility for the vehicle at all times. BeltTech Yorkshire LTD shall take all reasonable care whilst the vehicle is in its custody; however, we shall not be liable for any loss, damage, or destruction of the vehicle or its contents, including by fire, theft, or mechanical failure, unless such loss is proven to have arisen directly as a result of negligence or breach of duty by BeltTech Yorkshire LTD. This includes incidents arising from pre-existing defects such as electrical faults, fuel leaks, battery failures, or inherent mechanical issues present prior to or independent of any work carried out.

Right to Repair & Third Party Work

BeltTech Yorkshire LTD must be given a minimum of five (5) working days from written notification to inspect and rectify any alleged issue. No liability shall be accepted where third-party work has been carried out without prior written agreement, and any such work shall void any related claim.

Complaints Procedure

All complaints must be submitted in writing via email or other agreed written format. Complaints made via telephone calls, verbal communication, or social media shall not be considered formal notification of a dispute. Upon receipt of a written complaint, BeltTech Yorkshire LTD shall be allowed a reasonable period to investigate and respond before any further action is taken.

Refunds & Remedies

BeltTech Yorkshire LTD reserves the right to inspect, repair, or rectify any alleged defect before any refund is considered. Full refunds will not be issued where the issue is minor, capable of rectification, unrelated to the work carried out, or where the customer has failed to allow a reasonable opportunity for inspection and repair. Any remedy provided shall be in line with the Consumer Rights Act 2015 and limited to repair, replacement, or partial refund where appropriate.

Payment, Lien & Vehicle Release

Payment for all work carried out by BeltTech Yorkshire LTD is due in full immediately upon completion of the agreed works unless otherwise agreed in writing. BeltTech Yorkshire LTD reserves the right to retain possession of the vehicle until full payment has been received and cleared in full. This right shall constitute a lawful lien over the vehicle for any unpaid invoices or outstanding balances.

Unauthorised Removal

In the event that a vehicle is removed from the premises without full payment being made, whether with or without consent, BeltTech Yorkshire LTD reserves the right to pursue the outstanding balance in full and recover all associated costs, including administrative, legal, and recovery fees. Any warranty or guarantee provided shall be immediately void. BeltTech Yorkshire LTD shall not accept liability for any subsequent damage, fault, or claim relating to the vehicle, except where required by law.

Late Payment & Debt Recovery

Any outstanding invoices not settled when due may be subject to interest in accordance with the Late Payment of Commercial Debts (Interest) Act 1998 at a rate of 8% above the Bank of England base rate, together with any applicable statutory compensation. BeltTech Yorkshire LTD reserves the right to recover all reasonable costs incurred in the recovery of outstanding debts, including but not limited to debt collection fees, legal costs, and administrative charges.

Data & Customer Information

BeltTech Yorkshire LTD reserves the right to obtain, verify, and use customer details for the purpose of debt recovery and enforcement. This may include accessing information from relevant third parties, including the Driver and Vehicle Licensing Agency (DVLA), where legally permitted and in accordance with applicable data protection legislation.

Storage & Abandonment

Storage charges of £30 per day apply from the day after completion unless agreed otherwise. Vehicles not collected within 30 days may be considered abandoned and disposed of to recover outstanding costs.

Personal Property

The customer is responsible for removing all personal belongings from the vehicle. BeltTech Yorkshire LTD accepts no responsibility for loss or damage to any items left within the vehicle.

Health & Safety

All persons entering the premises must comply with all applicable health and safety requirements. BeltTech Yorkshire LTD reserves the right to refuse access where such requirements are not adhered to.

Governing Law

These Terms and Conditions shall be governed by and construed in accordance with the laws of England and Wales.

Electronic Acceptance of Terms

By instructing BeltTech Yorkshire LTD to carry out any inspection, diagnosis, or repair, the customer agrees to be bound by these Terms and Conditions. Where these Terms are provided electronically, including via email, text message, or digital communication, any approval to proceed whether given verbally, electronically, or by conduct shall constitute full acceptance.