



Terms & Conditions for Working with a Customer-Provided Extended Warranty & Diagnostic assessments.

1. Diagnostics

- Diagnostic work is required in nearly all warranty claims. This may include road tests, visual inspections, ramp checks, scan-tool plug-ins, and tracing of faults.
- Diagnostics will begin with your approval, without warranty authorisation.
- The diagnostic labour rate is **£120 + VAT per hour**. The **first hour is always charged in full**, with additional time billed in hour segments (e.g. 1 hr = £90 + VAT).
- If the fault is found to relate to a part or issue not covered by the warranty, you are liable for the full diagnostic cost.
- Some warranty policies do not cover diagnostics at all, or only cover a limited amount. In such cases, you are responsible for any shortfall.

2. Repairs

- No repair work will begin until authorisation is received from the warranty company.
- If the warranty company does not authorise the work, you will need to authorise it yourself before we proceed.
- If you instruct Gent's Garage to begin repairs without authorisation, you accept full liability for all costs if the warranty company refuses payment.

3. Labour Rates & Times

- Gent's Garage's **minimum standard labour rate for repairs is £90 + VAT per hour**. This applies to most makes and models.
- Rates do vary depending on the vehicle's make, model, age, and complexity. For example: EV & Hybrid vehicles (all subject to VAT).
- Warranty companies often set lower rates and unrealistic repair times based on guide data (e.g. Autodata, Haynes).
- You are responsible for any difference between warranty allowances and actual labour charges.
- All estimates are valid for 30 days from the date produced. After this time a new estimate will be produced and prices may vary.

Unit 7a, Technology Centre, Castle Road,
Eurolink Trading Estate,
Sittingbourne, Kent, ME10 3RG

Gent's Garage Limited is registered in England and Wales | Registered No. 04766184
Registered Office: Unit 7a, Technology Centre, Castle Road, Sittingbourne, Kent, ME10 3RG
VAT Registration Number: 815729121

Gent's Garage

4. Parts, Standards & Sundries

- Gent's Garage will always recommend the best possible solution for replacement parts, whether genuine manufacturer parts or high-quality equivalents.
- Some warranty companies may insist on cheaper alternatives. Gent's Garage will not compromise on quality or standards to meet those requirements.
- If the warranty company refuses to cover the cost of suitable parts, the customer will be responsible for paying the difference.
- Workshop sundries, lubricants, oils, consumables, and environmental disposal charges (e.g. waste oil, filters, tyres, batteries) are often required to carry out authorised claims. Where these items are not covered by the warranty company, the customer must pay for them directly.
- All repairs are guaranteed only when carried out using parts and consumables that meet Gent's Garage's standards.

5. Administration Fee

- **An administration fee of £45 + VAT is charge**
- This fee also applies where the warranty company requires additional procedures that significantly extend the process, such as sending an independent engineer for inspection, during which the vehicle must be held.

6. Delays

- Gent's Garage is not responsible for delays caused by warranty companies, including waiting for email replies, authorisation, or independent engineer inspections.

7. Customer Agreement

- These Terms & Conditions have been provided to you before your vehicle is delivered to Gent's Garage and must be agreed before the booking can be confirmed.
- By signing this document, you acknowledge that you have read, understood, and agree to them.
- No repairs will proceed without this agreement.

Name of customer: _____

Vehicle Registration Number : _____

Signed by Customer: _____

Date: _____

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