Customer supplied parts agreement

This agreement applies where you provide parts for MLH Vehicle Repair LTD to fit. Read it with the terms supplied for your booking. It records responsibility for the parts and any agreed charges; it does not remove your statutory rights.

Customer name _____ Date _____
Vehicle registration _____ Job reference _____
Parts supplied and part numbers _____
_____
Supplier and condition of parts _____
Agreed fitting price or quotation reference _____

1 Parts and suitability

Please provide accurate vehicle and part details, any fitting instructions and proof of purchase where available. Tell us whether parts are new, used or reconditioned. We will use reasonable care and skill to assess suitability before and during fitting. We may decline parts that appear unsafe, unsuitable, damaged or of uncertain specification. Acceptance for fitting is not a guarantee against hidden manufacturing defects.

2 Responsibility and warranty

We do not provide a parts warranty for items purchased by you unless expressly agreed in writing. A claim for an inherent defect in those parts would normally be made to your supplier under your purchase rights or applicable warranty. We remain responsible for our advice, checks and fitting to the extent required by law, including damage caused by our failure to use reasonable care and skill. Customer supplied parts do not remove your rights concerning our workmanship.

3 Incorrect or faulty parts and extra work

If a problem is discovered, we will stop the affected work, explain the issue and agree the next step. Properly completed, authorised work remains payable subject to your legal rights. Additional diagnosis, removal, refitting, consumables or a return visit may be chargeable where the issue is not our responsibility, but the work and its price or calculation must be agreed before proceeding. No extra charge applies for a valid statutory remedy relating to our own work. A replacement part does not automatically include free fitting.

4 Unfinished work and removed parts

If suitable parts are unavailable, we will discuss whether the vehicle can safely be reassembled or must remain out of use pending parts or recovery. We will explain any safety restriction. Tell us before work if the supplier requires old parts returned for a surcharge or warranty claim. We will agree whether removed parts are returned to you or handled through lawful disposal arrangements.

5 If a fault develops

Contact MLH promptly and give us the first reasonable opportunity to inspect any claimed fitting fault before another business dismantles or repairs the affected area. Independent advice, reasonable urgent safety action and statutory remedies remain available. Third party involvement does not automatically void a claim. Do not drive an unsafe vehicle or continue use that could worsen damage.

6 Customer acknowledgement

I confirm that I am supplying the parts identified above and authorise the agreed fitting work. I understand the distinction between a defect in a part I supplied and a fault in MLH workmanship. Any additional work or charges require my approval. Signing does not waive my statutory rights or excuse negligent or unsafe work.

Customer signature _____ Date _____
For MLH Vehicle Repair LTD _____ Date _____