Terms and conditions

Mobile mechanic covering Inverclyde and surrounding areas.

These terms apply to our servicing, repairs, diagnostics and inspections. Please read them before booking. We will provide them before you agree to the work; your booking confirmation and agreed quotation form part of our agreement.

1 Work and authorisation

We carry out work with reasonable care and skill and in accordance with applicable industry standards. We agree the scope and price with you before starting. Additional work or costs require your approval before we proceed. Estimates may change if inspection reveals further issues, but we will explain and agree any revised cost first.

2 Prices and payment

Payment is due on completion unless we agree otherwise in writing. We accept cash and all major credit and debit cards. We will disclose the total price, including applicable taxes, parts, labour and any call out or travel charges, before you authorise the work. Any deposit and its purpose will be agreed in advance.

3 Access and safe working

Please provide accurate vehicle details, the keys and a safe, accessible place to work, with permission from the landowner where needed. Tell us about known faults, modifications and relevant previous repairs. We may decline or stop work where conditions are unsafe or the job cannot reasonably be completed on site. We will explain the reason and discuss alternatives and any properly agreed charges.

4 Appointments and cancellation

Please contact us as soon as possible if you need to cancel or rearrange. If there is no answer within 15 minutes of the arrival time, a cancellation charge will apply, subject to your statutory cancellation rights. Its amount or calculation must have been disclosed before booking and must be fair, reflecting only our actual net loss after reasonable steps to reduce it. No arbitrary penalty applies. If we cancel without providing the service, we will refund any payment for work not supplied.

5 Cooling off rights

Where a statutory right to cancel applies to a distance or off premises booking, we will give you the required cancellation information and model cancellation form separately before you are bound. For a service contract, the usual cancellation period is 14 days from the day after the contract is made. You can cancel by a clear statement to our email or phone below; you do not have to use the form.

Warranty claims and customer rights

6 Work during the cancellation period

If you want work to start within an applicable cancellation period, we will obtain your express request separately and, for off premises contracts, on a durable medium. If you then cancel, you may have to pay a proportionate amount for services properly supplied, where the law permits. You lose the service cancellation right only once the service is fully performed with your prior express consent and acknowledgement of that consequence. The exception for specifically requested urgent repairs covers only the urgent work and necessary replacement parts; additional work may retain cancellation rights.

7 Warranty claims and our first inspection

For any warranty claim concerning our work or parts supplied by us, you must contact MLH Vehicle Repair LTD promptly and give us the first reasonable opportunity to inspect the vehicle and, where appropriate, put the fault right. The initial warranty inspection must be carried out by MLH Vehicle Repair LTD, rather than another mechanic or company, unless we authorise an alternative in writing or the exceptions below apply. Please provide your invoice or booking details, vehicle registration, mileage and a description of the problem.

Before another business dismantles, repairs or replaces the affected components, contact us and agree the next step. We will arrange inspection within a reasonable time and without significant inconvenience. This does not prevent you obtaining independent advice or an inspection, exercising statutory remedies, or taking reasonable urgent action where safety requires it or we cannot act within a reasonable time. Third party involvement does not automatically void a claim. Any restriction under an additional warranty applies only to the extent justified by damage caused or evidence materially affected by that intervention, and cannot reduce statutory rights.

Do not drive a vehicle that may be unsafe or continue using it if that could cause further damage. Where urgent action is needed, contact us as soon as reasonably possible and retain photographs, reports, receipts and removed parts where practicable. We will assess any request for third party costs under the applicable warranty and your legal rights; reimbursement is not automatic.

8 Warranty cover and remedies

Any additional parts or workmanship warranty, including its duration and exclusions, will be confirmed in writing for the relevant job. It is additional to your legal rights. Normal wear, misuse, unrelated faults and customer supplied parts are not covered by an additional warranty unless expressly included. We remain responsible for fitting customer supplied parts with reasonable care and skill. Where we are legally responsible for faulty work or parts, we will provide the remedy required by law, including repeat performance, repair, replacement, a price reduction or refund as applicable, without charging for a valid remedy.

9 Existing faults and liability

We are not responsible for pre existing or unrelated faults merely because we work on the vehicle. We remain responsible for loss or damage caused by our failure to use reasonable care and skill. Nothing in these terms excludes liability for death or personal injury caused by negligence, fraud or any other liability that cannot lawfully be excluded, or limits your statutory consumer rights.

10 Complaints and changes to these terms

Contact us using the details below with any complaint or warranty concern so we can investigate and respond. The version supplied when you book applies to that booking. Updates apply to future bookings only, unless a change to an existing agreement is expressly agreed with you. If a term is unenforceable, the remaining terms continue where legally possible.