Warranty and complaints procedure

MLH Vehicle Repair LTD
Mobile mechanic covering Inverclyde and surrounding areas.

This procedure explains how to report a concern about our work or parts and how we investigate and resolve it. Read it alongside the terms supplied with your booking and any written warranty for your job. It does not reduce your statutory consumer rights.

1 Contact us first

Please contact MLH Vehicle Repair LTD promptly if you believe there is a fault with our work or a part we supplied. Telephone 07359 970633 or email mlhvehiclerepair@gmail.com. You can raise a concern verbally or in writing. Include your name, vehicle registration, invoice or booking reference, the work date, current mileage, symptoms and any photographs or reports available. Tell us what outcome you are seeking. A missing invoice does not automatically prevent a claim if the work can otherwise be identified.

2 Keep the vehicle safe

Stop using the vehicle if it may be unsafe or continued use could worsen the damage. Do not drive it to an inspection if unsafe. Tell us whether it is immobilised so we can discuss a safe inspection or recovery arrangement. Take reasonable steps to prevent further damage and keep relevant evidence.

3 Our first opportunity to inspect

Any warranty claim must first be referred to MLH Vehicle Repair LTD. You must give us the first reasonable opportunity to inspect the affected vehicle, work or part and, where appropriate, put the fault right. The initial warranty inspection is to be carried out by MLH rather than another mechanic or company, unless we agree an alternative in writing or the exceptions below apply.

Before another business dismantles, repairs or replaces the affected components, contact us to agree the next step. We will arrange inspection within a reasonable time and without significant inconvenience. We will explain the proposed checks, any need for specialist testing and the next steps following inspection.

4 Independent advice and urgent action

This procedure does not prevent independent advice or inspection, the exercise of statutory rights, or reasonable urgent action needed for safety or where we cannot act within a reasonable time. Another business becoming involved does not automatically void a claim. Any restriction under an additional warranty must be justified by damage caused or evidence materially affected by that intervention; statutory rights remain unaffected.

Where urgent action is needed, contact us as soon as reasonably possible. Retain photographs, written findings, invoices and removed parts where practicable. We assess requests for third party expenses under your legal rights and any applicable warranty; reimbursement is not automatic.

Investigation and resolution

5 Assessing the concern

We review the job records, information you provide and inspection findings. We will explain whether the issue relates to our workmanship, a supplied part, a customer supplied part, wear, misuse or an unrelated fault. If more investigation is needed, we will explain why and keep you informed. We will not impose an inspection or diagnostic charge for a valid statutory remedy. Any proposed charge for investigating an unrelated issue must be explained and agreed before chargeable work begins.

6 Warranty cover

Any additional warranty period, mileage limit, coverage and exclusions must be confirmed in writing for the relevant job. This procedure does not create a fixed warranty duration or replace a warranty already agreed. Normal wear, misuse, unrelated faults and customer supplied parts are outside an additional warranty unless expressly included. We remain responsible for carrying out fitting and other services with reasonable care and skill. Where we supplied a part, a manufacturer warranty does not replace our own legal responsibilities to you.

7 Putting matters right

Where we are legally responsible for faulty services, we will provide the remedy required by law. Repeat performance, where applicable, must be within a reasonable time, without significant inconvenience and at no necessary cost to you. Where it is impossible or is not provided as required, a price reduction or refund may apply. Faulty supplied goods may carry repair, replacement, rejection or refund rights, depending on the circumstances. Any other legal remedies remain available.

8 Complaints and written outcome

Complaints are reviewed by the Director, Mr Michael Lee Hoyle. We will acknowledge the concern promptly, explain what information or inspection is needed and give an expected update date. We will keep you informed if further investigation delays the outcome. Our written response will set out the findings, reasons and proposed resolution, including any work, refund or other action and its expected timing.

9 If you remain dissatisfied

Reply with the points you disagree with and any further evidence so we can review our response. If the complaint remains unresolved, our final response will explain any available alternative dispute resolution or other arrangement, identify the relevant provider and state whether we are required or prepared to participate, as applicable. We will not imply membership of a scheme we have not joined. You remain free to obtain independent advice and pursue available court remedies.

10 Records and personal information

We keep relevant correspondence, photographs, inspection findings and the outcome securely, with access limited to those who need it. Personal information is handled under our privacy notice and retained only as needed for legitimate business and legal purposes.