

# Terms & Conditions

## Mobile Tyre Fitting & Emergency Call-Out

### 1. Company Services

SAFEX SERVICES provides mobile tyre fitting, tyre replacement, puncture repair, wheel balancing and related roadside services across the city. All services are subject to availability, location coverage, and safe working conditions.

### 2. Bookings and Service Requests

2.1 Bookings may be made via telephone, website, or other approved communication channels.

2.2 All bookings are subject to confirmation.

2.3 Estimated arrival times are provided in good faith but are not guaranteed due to traffic, weather, or circumstances beyond our control.

2.4 We reserve the right to refuse or cancel a booking where:

- The location is unsafe or illegal to operate in
- Incorrect information has been provided
- The vehicle condition presents a safety risk

### 3. Customer Obligations

The Customer agrees to:

- Provide accurate tyre size, vehicle details, and location information
- Ensure the vehicle is safely and legally parked
- Provide access to locking wheel nut keys where applicable
- Ensure adequate space for safe completion of the service
- Remove personal belongings from the working area

Failure to meet these obligations may result in additional charges or cancellation of service.

### 4. Pricing and Payment

4.1 Prices are confirmed at the time of booking based on the information provided.

4.2 Additional charges may apply where:

- Incorrect tyre specifications were supplied
- Additional work is required

- The vehicle presents unforeseen complications
- The service location falls outside standard coverage

4.3 Full payment is due immediately upon completion of service.

4.4 We accept approved debit/credit cards and other authorised payment methods.

4.5 We reserve the right to withhold completion of service until payment is secured.

## **5. Cancellations**

5.1 Cancellations must be made at least 2 hours before the agreed appointment time.

5.2 Late cancellations shall incur a call-out charge.

5.3 If our technician has already been dispatched, a call-out fee will apply.

## **6. Returns and Refunds**

6.1 Once a tyre has been fitted and driven upon, it cannot be returned unless proven defective under manufacturer warranty.

6.2 Refunds, where applicable, will comply with the Consumer Rights Act 2015.

6.3 Labour charges are non-refundable once service has been completed.

## **7. Warranty**

7.1 New tyres are covered by the manufacturer's warranty.

7.2 Our workmanship is guaranteed for a reasonable period following installation.

7.3 Warranty does not cover:

- Accidental damage
- Road hazards
- Misuse or neglect
- Incorrect vehicle alignment or suspension faults

## **8. Limitation of Liability**

8.1 We shall not be liable for any pre-existing damage to the vehicle.

8.2 We shall not be liable for delays caused by circumstances beyond our reasonable control.

8.3 Our total liability shall not exceed the total amount paid for the specific service provided.

8.4 Nothing in these Terms excludes liability for death or personal injury caused by negligence where required by law.

## **9. Roadside & Emergency Services**

9.1 We reserve the right to decline roadside work if conditions are unsafe for our technician.

9.2 The Customer is responsible for complying with all highway and safety regulations.

9.3 We are not responsible for traffic management or recovery services unless separately agreed.

## **10. Data Protection**

We collect and process personal data in accordance with UK data protection legislation. Personal information is used solely for booking, service delivery, invoicing, and customer communication purposes.

## **11. Force Majeure**

We shall not be liable for failure to perform our obligations where such failure results from events beyond our reasonable control, including but not limited to extreme weather, accidents, road closures, mechanical breakdown, or government restrictions.

## **12. Amendments**

We reserve the right to amend these Terms at any time. Updated Terms will be published on our website and will apply to future bookings.

## **13. Governing Law**

These Terms are governed by and construed in accordance with the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.