



Terms and Conditions

1. Estimates

Any estimate provided by AK SMART Repairs prior to the inspection of the damage is indicative only and subject to revision. Once the vehicle has been inspected, you will be provided with a revised estimate (written, emailed or by post). The customer's agreement to proceed with the repairs constitutes acceptance of that estimate and forms a binding legal contract incorporating these Terms and Conditions. Estimates are valid for thirty (30) days of issues, unless otherwise agreed in writing by AK SMART Repairs.

2. Booking Date

Shall be the date on which AK SMART Repairs confirms the arrangements, including the cost, date, time and location for the work indicated on the Estimate to take place.

3. Booking Deposits and Cancellation rights

AK SMART Repairs require a twenty percent (20%) booking deposit for all bookings. You have the right to cancel your booking at any time, however, bookings cancelled within four (4) days or ninety-six (96) hours will be subject to a cancellation fee which are outlined below.

Cancellations within twenty-four (24) hours of the booking date are subject to a one-hundred percent (100%) cancellation fee of your booking deposit.

Cancellations within twenty-five (25) to forty-eight (48) hours of the booking date are subject to a seventy-five percent (75%) cancellation fee of your booking deposit.

Cancellations within forty-nine (49) to seventy-two (72) hours of the booking date are subject to a fifty percent (50%) cancellation fee of your booking deposit.

Cancellations within seventy-three (73) to ninety-six (96) hours of the booking date are subject to a twenty-five percent (25%) cancellation fee of your booking deposit.

4. Work starting before the end of cancellation period

If you authorise AK SMART Repairs to commence work within fourteen (14) days of the Booking Date, you still have the right to cancel this contract, but you must pay for the value of the service provided up to the point of cancellation, as above.

If the service has been completed, in full, within fourteen (14) days of the Booking Date, the right to cancel will be lost and the full payment must be made to AK SMART Repairs.

5. Repair Location

Repairs may be completed at a location agreed with the customer, or at AK SMART Repairs nominated location. AK SMART Repairs reserves the right to decide, in its sole discretion, upon the suitability of the location and will not be obliged to complete repairs if the location is not safe or suitable. This location may, therefore, be changed at any time including on the day of the booked repair as variable factors, including but not limited to, weather and available light affect this decision.

If AK SMART Repairs decide the repair should be completed at a location other than that originally envisaged, the customer authorises AK SMART Repairs to remove the vehicle to an alternative location. Removal and return of the vehicle in these circumstances will be free of charge.

If, for any reason, including but not limited to, inclement weather, AK SMART Repairs is unable to carry out the repair(s) at the time, date or location indicated on the Estimate or subsequently agreed at the time of booking, AK SMART Repairs will not accept any liability for costs or inconvenience incurred by the customer as a result. AK SMART Repairs will make an offer to conduct the repair(s) at the Estimate price at an alternative time, date or location convenient to both parties.

6. Repairs

AK SMART Repairs undertakes to carry out the Repair(s) indicated on the Estimate. If it becomes clear that, in the opinion of AK SMART Repairs, that further work is necessary to complete the Repair(s), the customer's authorisation and agreement will be obtained before any further work is carried out that would increase the price on the Estimate. If such authorisation is not given AK SMART Repairs reserves the right not to continue with the Repair(s). In these circumstances the full Estimate price remains payable by the customer. Further work that does not increase the Estimate price may be carried out without the requirement for customer authorisation.

No repairs will be identical to an automotive factory finish, which is machine sprayed to tolerances beyond human capability: no repair will be 'as good as new'. AK SMART Repairs discharges its obligations under any repair agreement by providing a good quality, hand completed aftermarket repair. In normal circumstances, such a repair is unlikely to be detected by a casual examination of the vehicle by an untrained observer unaware of the previous damage location.

End of lease inspectors, as trained observers may be able to identify repairs.

AK SMART Repairs system includes elements (including but not limited to factory paint reproduction information) that are provided by a third party. Finish, including but not limited to, colour match, may be approximate only when limitations of such third party elements prevent a more precise finish. In such a case, provision of by AK SMART Repairs of an approximate finish will be considered to constitute a good quality repair.

It is the absolute responsibility of the customer to advise AK SMART Repairs of any non-original finish to any areas on the vehicle, including but not limited to repairs to previous damage and re-sprays. In the case of incompatibility with a non-original finish (whether or not notified by the customer) AK SMART Repairs has the right to void this contract. In these circumstances, AK SMART Repairs will not be obliged to complete or rectify any Repair(s) and the customer will not be obliged to make payment. AK SMART Repairs has the right to void this contract, in the circumstances stated above, even if the Customer is not aware of any non-original finishes to the vehicle.

7. Improvements

Stone chips, touch-ins and any other work identified on the Estimate as an Improvement will not constitute a Repair and will not be undetectable against the original finish. The level of improvement is not guaranteed.

8. Payment

Unless other arrangements have been agreed before the Repair(s) is carried out, payment is due in full upon completion of the Repair. Payment may be made by cash, debit or credit card or any other method agreed with AK SMART Repairs.

Any refund must be made by the same means of payment as used to pay for the Service.

9. Repairs requiring parts to be ordered in

In the event that AK SMART Repairs require to order parts to complete repairs, AK SMART Repairs will only order insurance approved parts or OEM equipment if an insurance approved part is not available. In the event that you cancel your booking and parts have been ordered, you will be subject to a fee depending on the supplier used for the parts order.

In the event that the part(s) are non-returnable you will be required to pay the full price of the part(s).

In the event that the part(s) are returnable you may be charged a re-stocking fee, the amount of which varies between supplier.

