**Terms and Conditions for Vehicle Collection and Delivery**

These Terms and Conditions apply to all customers who use our vehicle collection and/or delivery service. All customers who sign up for this service agree to be bound by these terms.

**1. Service Overview**

Underwood Motor Company (hereinafter referred to as ‘we/us’) offer vehicle collection and delivery services to transport your vehicle to and from our premises for servicing, repair, or other agreed work.

**2. Booking and Availability**

* Collection and delivery must be pre-booked and confirmed by us in writing or over the phone.
* Prior to or on collection, every customer must sign our standard terms and conditions (also called a “Job Card”).
* Availability is subject to scheduling and geographic limits, which will be communicated at the time of booking.
* At the time of writing, the geographical catchment area includes:
  + Uckfield
  + East Grinstead
  + Haywards Heath
  + Crawley
  + Redhill
  + Reigate
  + Horley
  + Smallfield
  + Copthorne
  + Turners Hill
  + Nutley

**3. Customer Responsibilities**

* You must ensure the vehicle is accessible and available at the agreed location and time.
* The vehicle must be roadworthy, legal to drive, and insured.
* You must provide accurate information about the vehicle and its condition.
* Any valuables must be removed from the vehicle before collection.

**4. Vehicle Condition Report**

* A visual inspection will be conducted before collection and after delivery.
* Any existing damage will be recorded and acknowledged by both parties.
* The customer must ensure there is enough fuel in the tank (or enough charge if it is an electric vehicle). If there is insufficient fuel/charge to complete the journey to and from our repair centre, we reserve the right to add an additional charge to cover the cost of fuel or charging.
* We accept no liability for pre-existing damage or mechanical faults which we have not been instructed to diagnose/repair. The limits of our liability for work are further set out in the Job Card.

**5. Liability**

* We will take reasonable care while driving or transporting your vehicle.
* We are not liable for delays caused by traffic, weather, or circumstances beyond our control.
* Whilst we will endeavour to provide you with an estimated pick up and drop off time, this cannot be guaranteed, including (but not limited to) where parts availability causes delays outside of our control. We will communicate any delays to you and discuss the best course of action.
* We are not responsible for loss or damage to the vehicle unless it results from our negligence.

**6. Insurance**

* Vehicles driven by our staff are covered under our motor trade insurance policy.
* This does not replace your obligation to maintain valid insurance coverage on your vehicle.

**7. Cancellation and Rescheduling**

* At least 24 hours' notice is required to cancel or reschedule a collection or delivery.
* Late cancellations may be subject to a cancellation fee of up to £100.
* We reserve the right to cancel or reschedule a collection or drop-off at any time, including the right to terminate the offering of this service altogether.

**8. Charges**

* At the time of writing, collections and drop offs in our geographical area set out in clause 2 are free of charge, provided that the customer complies with our minimum spend requirements (set out below).
* Charges may apply for locations outside our standard service area or for delays caused by the customer.
* The minimum spend for free collection and drop off is £150.00

**9. Force Majeure**

We are not liable for failure or delay in performance due to events beyond our reasonable control, including but not limited to accidents, extreme weather, natural disasters, or public health emergencies.

**10. Agreement**

By agreeing to the collection and/or delivery of your vehicle, you accept these terms. These terms are subject to change without prior notice.