



**MOTORCYCLE WARRANTY AND SERVICE TERMS AND CONDITIONS
REVISED 21st APRIL 2022 COVERING:**

WORKSHOP REPAIRS; MOT TESTS AND REMEDIAL WORK; MODIFICATIONS AND INSURANCE WORK TO MACHINES INCLUDING PARTS & ACCESSORIES; STORAGE AND COLLECTION PROCEDURES.

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Covering any motorcycle or similar product brought in to Completely Motoring T/A Woods of Abergele for any repair, service, warranty work, modification, MOT or evaluation etc, will be subject to the following terms and conditions. Revised 21st April 2022.

QUOTATIONS AND ESTIMATES

We cannot and do not supply quotations – we can however (if requested) provide written estimates – which if during the course of a repair we find that the written estimate could possibly exceed the original estimated costs, we will always then endeavour to and try our hardest to contact you or leave a message for you to gain your permission to carry on with any further repairs.

If you are not available and if it is a matter of crucial safety we will under our terms and conditions, repair the motorcycles without your authority to a legal and safe standard as a matter of course. We will keep any parts for your inspection and keep any extra charges as reasonable as possible. If its not safety related we will await your authority to proceed, and stop work on the vehicle.

WORK CARRIED OUT

We will always undertake to follow the full manufacturers annual or mileage (whichever is specified sooner) based schedules and recommendations, **unless you inform us not to do so in writing on the job sheet, which you must sign for.** On very low mileage vehicles we may advise a different schedule as a cost effective solution to your requirements and enter any further recommendations in to the service book for future reference.

Head bearings, swing arm/rear hub bearings and fork maintenance are important even at low mileage and we can price their service requirements separately from general service costs if necessary.

If you choose not to follow our recommendations on safety related and component wear (e.g. tyre type & fitment, illegal tread depth/worn brake components and system), for remedial work needed etc, and ignore safety related advised work, you will be asked to sign, that you are aware that we advised you of our safety recommendations, on the job sheet, advisory sheet or Motorcycle Visual Health Check sheet by our Service department and you have chosen not to take the advice.



MOT SCHEME.

Vehicles and components that fail the MOT test under the 'dangerous category' (which is stated clearly on the failure certificate) are prohibited to be driven away from the MOT test centre for repair. The vehicle may be repaired either on site or transported away for repair. It must not be used on the public highway.

RECALL WORK AND SERVICE BULLETINS

It is the owner's responsibility to ensure that procedures required by the manufacturer for recall work and service bulletins are performed and corrected within a reasonable time (up to 1 month) from the notification by the manufacturer – this is for the customer's safety and the safety of other road users. For recalls and service bulletins the customer must present their machine at the shop themselves, we do not operate a collection and delivery service for service bulletins or recalls for manufacturers, unless the manufacturer ask us to recover a vehicle on their behalf and cost.

SERVICE TIMES & LABOUR COSTS

Service times, adjustments, parts needed, oils, lubricants, consumables etc these can vary and are often dependent on the way (and the environment) in which the vehicle has been used, and the care/maintenance taken by the owner or previous owners, and are subject to variation in time and cost.

Our present labour charge is £80 per hour, subject to VAT at the current rate. We charge you only the actual time we work on the vehicle so usually your bill will show fractions of the hour or hours worked.

STORAGE TERMS – MOTORCYCLES AND PARTS REMOVED, OR SIMILAR PRODUCTS MOTORCYCLE RELATED

1. We can store your motorcycle if you are on holiday etc, for a limited period of up to 2 weeks, but if a machine is not **collected by a designated date and left without prior consent by us**, a storage charge of £10 per day + VAT (including insurance) on a pro-rata basis will be added to your bill. If you fail to pick up your motorcycle within 3 months of notification by ourselves, we will have the right and title to cease the storage policy, and add £600 + VAT for the further handling & charges to your bill and dispose of the vehicle via an auction site in the open market.
2. Stored removed parts, uncollected ordered parts, clothing or accessories kept on behalf of the customer will be stored for a period of 1 month, after which we will have the right and title to cease the storage policy, and sell the items via an auction site in the open market.

After the vehicle/parts have been disposed of (via retail or salvage as legally necessary) any surplus funds (minus our full costs) will be returned to you. If the sale price of the vehicle/parts does not cover the costs you will still be liable for the outstanding monies.

WARRANTY WORK – NEW & USED MOTORCYCLES

1. **Vehicles within the manufacturer's warranty period.** Any possible warranty parts and/or repairs, can only be carried out following the authorisation and acceptance of the manufacturer or importer of the vehicle. Motorcycles presented for warranty work must have had the recommended services at the applicable time or mileage schedule (whichever is sooner) completed by an agent of the manufacturer authorised to carry out that service work and record the schedule on their behalf. The fitment of non-authorised parts, exhausts etc, whilst within the warranty guarantee period will almost certainly render the guarantee void. Remedial work that needs to be performed to a vehicle that has had unauthorised pattern parts fitted by agents other than the manufacturer will be chargeable at the normal rate and “not deemed warranty”. Customers should not perform any fitment or modifications whatsoever during the warranty period without the authorisation of the manufacturer or importer. Manufacturer's warranty under goodwill or within the specified period will be by the authority of the manufacturer, **not the dealer** and that warranty not authorised by the importer/manufacturer will not be performed by the supplying dealer either. Warranty work on vehicles outside the manufacturer's normal period may in certain circumstances be covered by goodwill by the manufacturer. Any such



gesture will be guided by the use of the motorcycle by the customer or third party. Manufacturers will require proof of normal operation/use via downloads and data recording the engine and diagnostics that cover all the operating conditions the vehicle has been put to. Warranty work can only cover items that have failed under normal usage and not extreme external conditions or extreme riding conditions. For clarification of the above please contact service@woodsmotorcycles.co.uk (or the manufacturer's handbook and guidance). The machine must have been serviced by an authorised agent at the intervals specified in the agent's handbook and the service log, whether virtual or physical, completed accordingly. Defects caused by faulty adjustment or repairs or alterations by a non-authorised dealer are not covered by the manufacturer's warranty. Defects caused by the use of parts and accessories not authorised by the manufacturer or dealer are not covered by this warranty. Warranty does not cover cost of removal and replacement of parts and accessories unless supplied as original equipment by the manufacturer or dealer. Normal service and consumable items such as plugs, oil, air filters, fuel filters, tyres, bulbs, clutches, chains, belts and other components which have a service life are also excluded. Paintwork and corrosion damaged caused by either neglect or lack of maintenance will not be subject to warranty. Under new & used terms and conditions, mis-use includes any use not in accordance with the recommendations not included in the how to ride the motorcycle section of the owners handbook and any use contrary to the warnings given in the manufacturer's handbook. In addition, mis-use will include but will not be limited to any use of the motorcycle which does not constitute normal road use.

2. **Used vehicles under Completely Motoring T/A Woods of Abergele warranty.** The warranty period will have been specified at the point of purchase. Any warranty work requested during that period will be authorised only by Completely Motoring T/A Woods of Abergele and carried out by Completely Motoring T/A Woods of Abergele, subject to good care having been taken of the machine, and that abuse, trackdays, race or competition use of the vehicle has not taken place and no modifications to the machine having been made following purchase. Completely Motoring T/A Woods of Abergele' offer of remedial warranty work will only cover normal customer road usage. Any abuse or obvious damage caused by such operations outside of the normal road use of a motorcycle will be deemed to be a non-warranty item, if such failures result from abuse, track use, race use or extreme riding or general ignorance, whether wilful or accidental. Additionally, warranty cover is subject to certain exemptions, including those stated on the handover paperwork. These will include tyre pressure monitoring systems (over two years old), heated grips, alarm systems, gear indicator systems and others, which will not have any warranty cover. For clarification of the above please contact service@woodsmotorcycles.co.uk. Defects caused by faulty adjustment or service or repairs or alterations (by the owner or another party) are not covered by this warranty. Defects caused by the use of parts and accessories not authorised by the manufacturer or dealer are not covered by this warranty. Warranty does not cover cost of removal and replacement of parts and accessories unless supplied as original equipment by the manufacturer or dealer. Normal service and consumable items such as plugs, oil, air & fuel filters, tyres, bulbs, clutches, chains, belts and other components which have a service life are also excluded. **Paintwork and corrosion damaged caused by either neglect or poor maintenance will not be subject to warranty. Under new & used terms and conditions, mis-use includes any use not in accordance with the recommendations included in the how to ride the motorcycle section of the owners handbook and any use contrary to the warnings given in the manufacturer's handbook. In addition, mis-use will include but will not be limited to any use of the motorcycle which does not constitute normal road use.**

3. All new vehicles which require warranty work will have to be recovered or brought to Completely Motoring T/A Woods of Abergele for assessment and clarification of such work by the current owner at their cost (for collection or delivery) via a third party such as the AA/RAC or under the manufacturer procedures applicable at that time. Used motorcycles requiring any remedial warranty work must be returned to Completely Motoring T/A Woods of Abergele at the owner's expense for clarification and assessment. For recalls and service bulletins the customer must present their machine at the shop themselves, we do not operate a collection and delivery service for service bulletins or recalls for manufacturers unless they ask us to perform or recover a vehicle on their behalf and costs.