

## **CMS Mobile Terms and Conditions**

To enable to carry out servicing on your vehicle safely we require the following conditions at the servicing location.

1. Payment will be required on completion of the work carried out, unless prior arrangement is agreed
2. Payment to be made by Cash, Cheque (with cheque guarantee card) or Card
3. Cheque to be made payable to CMS Mobile. (a charge of £10 will be made in the event of us having to represent the cheque)
4. There is no extra charge for credit card or debit card under the cost of £250, there is a £3 charge for credit card transaction and £1 for a debit card transaction for cost over £250.
5. Prior to any work carried out a full visual inspection will be carried out, internally and externally with notes of any damage, stains etc being recorded and photographed as necessary to ensure the protection of both Owner and Engineer.
6. Servicing will be carried out to the highest standard, and in accordance with The National Caravan Councils "Approved Workshop Scheme" Service Schedule to ensure the safety of the Owner.
7. Where, during a service, a fault is found which is beyond the normal service schedule, i.e., Beyond Recommended serviceable life, we must by law inform the Owner and offer to replace the affected items. The Owners permission to repair or replace will be obtained prior to such work being carried out. An excess charge for time and parts will be made.
8. In the event of adverse weather conditions it may be necessary to reschedule your service. We shall endeavor to give as much notice as possible and rebook as soon as possible.
9. In case of the engineer being unable to gain access to the caravan and security devices due to unavailability of the correct keys or is unable to gain access to the vehicle for any reason. The Booked Service Charge **PLUS** Call out Fee will be billed for and invoiced to the Owner.
10. It is the owners responsibility to ensure that :
  - a) Access is available at the time and date which has been booked for servicing.
  - b) That there is sufficient exterior clearance to gain access the external equipment and wheels, A clear area of about 3 feet all around the unit.

c) The interior of the van is free from obstructions to the internal equipment and appliances which need to be serviced, i.e., lockers are empty and floor is free from obstructions. The toilet cassette **MUST** be empty and clean or the toilet will **NOT** be serviced.

d) Level Ground (a slope up to 1 in 15 is acceptable) Solid Ground (Grass and gravel is fine as long as it is not soft underfoot)

11. The results of the Damp check, gas pressure check and electrical safety check are an indication of their condition only at the time of the service.

**WE RESERVE THE RIGHT TO POSTPONE THE SERVICE DUE TO ADVERSE WEATHER CONDITIONS (High Winds, Snow, Or Heavy Rain.)**

**SPECIAL ORDER PARTS ARE NOT REFUNDABLE AND WILL INCLUDE CARRIAGE COSTS AS APPROPRIATE**