

Cancellations, Deposits and Special-Order Parts Policy

1. Purpose

This policy sets out the terms relating to appointment cancellations, booking deposits, and special-order parts for all work undertaken by JD Garage and Performance Centre LTD.

2. Deposits for Special Ordered Parts

2.1 Deposit Requirement

A 50% deposit is required on all parts that are specially ordered and not held in stock.

2.2 Non-Returnable Parts

Special order parts are sourced specifically for the customer's vehicle and are non-returnable and non-refundable once ordered.

2.3 Booking Confirmation

If the required 50% deposit is not received, no booking will be created, and no parts will be ordered

2.4 Balance Payment

The remaining balance for parts and labour is due upon completion of the work, prior to vehicle release.

3. Remapping Sessions

3.1 Slot Payment Requirement

All vehicle remapping sessions require a 50% non-refundable payment at the time of booking. This covers the remapping slot, a vehicle health check and diagnostics prior to mapping.

3.2 Failed Vehicle Health Checks

Remapping slot payments are non-refundable if the vehicle fails the VHC and remapping cannot be completed.

3.2 Booking Confirmation

A remapping appointment will only be secured once the payment has been received.

4. Cancellations & Notice Period

4.1 Minimum Notice Requirement

A minimum of 72 hours' notice is required for cancellation or rescheduling of any appointment or booking.

4.2 Late Cancellation Charge

Failure to provide at least 72 hours' notice will result in a £65 + VAT cancellation charge. If this cancellation charge is not paid. The customers account will be placed on stop and no further bookings will be made until this cancellation charge is settled.

4.3 No-Shows

Customers who fail to attend a scheduled appointment without notice will be subject to the £65 + VAT charge and will forfeit any deposit paid.

5. Non-Collection of Vehicles

5.1 Completion of Work

Customers who fail to collect their vehicle within 7 days of work being completed are subject to a non-collection charge at £15 + VAT per day.

5.2 Discretion

JD Garage and Performance Centre reserve the right to apply or waive non-collection charges at the discretion of the business directors.

5. General Terms

- Deposits are non-transferable without prior agreement.
- JD Garage and Performance Centre LTD reserves the right to amend this policy at any time.
- By booking an appointment, the customer agrees to the terms outlined in this policy.