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RMI Membership no. 6003973

REPAIRS / SERVICING & MAINTENANCE / MECHANICAL & ELECTRONIC DIAGNOSTICS, OF MOTOR VEHICLES

STANDARD TERMS & CONDITIONS OF SALES

A.) GUARANTEE

1. All Mechanical work carries a 6 month / 10 000 km guarantee from date of initial repair, whichever comes first.
2. All Parts are strictly guaranteed as per parts suppliers' standard terms and conditions of sales.
3. All Electrical work carries a 1 month or 1 000 km guarantee from date of initial repair, whichever comes first.
4. Century Auto Clinic guarantees all parts and accessories replaced under normal wear and tear, to be free of defects in material.
5. Only new parts installed, and labour carried out to do so carries a guarantee as listed above, No. 1 & 2. above.
6. The Guarantee will be void in the event of incorrect driving technique or driver abuse.
7. There is no Guarantee on Free Issued & Second-Hand Parts. A 10% handling fee will be charged on Free-issued Parts.
8. The guarantee will be void if the vehicle exchange ownership.
9. If a vehicle is returned for a guarantee claim where the parts were free issued, an assessment fee will be levied towards the labour before stripping. If the failure is caused by defective free-issues parts, the client will be liable for the parts and labour to repair.
10. When repairing oil leaks on a vehicle; there may be several oil leaks and they are difficult to identify at once. Repairing a specific oil leak does not guarantee that all oil leaks on the vehicle have been identified and repaired. The guarantee is only issued for a specific oil leak repaired.
11. The Guarantee will be void if the repairs have been tampered with by a third party, other than the original repairer or without the original repairer's written authorization.

12. Losses suffered because of consequential damage are not covered by the guarantee.
13. The guarantee will be null and void if warning devices such as cooling system temperature gauges, oil level warning lights, oil pressure warning lights/gauges, speedometer and other warning lights are not functional, or the vehicle is not serviced per the manufacturer's specifications and service schedule.
14. The guarantee will be null and void if the vehicle is driven whilst such warning lights are on. IF ANY WARNING LIGHTS COME ON - STOP IMMEDIATELY!
15. The replacement of the cylinder head gasket does not guarantee that the bottom half of the engine will operate satisfactorily, especially if the vehicle has overheated. Overheating can cause premature bearing and piston rings failure, which for example can cause smoking and oil pressure related problems.
16. No guarantee on brake pads will be given if the brake discs have not been machined or replaced after being reported below specification by the workshop.

B.) QUOTATIONS

1. Quotations are subject to stripping.
2. Stripping costs will be for the clients account and is payable up-front. If the vehicle needs to be re-assembled (eg. the client can't afford to repair the vehicle) the labour cost and materials require doing so will be for the clients account.
3. Quotations are valid for 30 days from quotation date.
4. Quotations are based on the repairs & parts as listed on the quotation only. If for whatever reason further faults are found on stripping, the pricing will be adjusted accordingly.
5. On acceptance of a quotation, a minimum deposit of 50% is payable before work commence or as agreed by parties.

C.) STORAGE

1. Should a quotation not be accepted the vehicle must be collected within 5 working days from the date of the quotation. Should the vehicle not be collected within 5 working days from the date of the quotation a storage fee of R350.00 per day will apply for everyday thereafter.
2. Should a vehicle not be collected within 5 working days from completion notification, a storage fee of R350.00 per day will apply for everyday thereafter.
3. Should a dispute arise for any reason between Century Auto Clinic and a client, Century Auto Clinic will submit a detailed failure report which will include photos, and a quotation for the repairs. If the client does not accept liability for the repairs and don't collect the vehicle within 5 working days from the date of submitting the report, a storage fee of R250.00 per day will apply for everyday thereafter.
4. Storage of vehicles is at owner's risk and Century Auto Clinic will not accept any liability for accidental damage or stolen goods.

5. Century Auto Clinic is entitled to advertise and sell vehicles not collected within 3 months to defray costs; (1.) if not collected after completion of work, or (2.) if a written quotation and/or report have been issued.

D.) CONDITIONS

1. In the event of failure where the vehicle must be recovered or stored, it will be for the owners account.
2. Loan cars, hire cars and towing will not be entertained and will be for the customer's account.
3. Liability is limited as stated on invoice and consequential loss or incidental loss is not covered.
4. No claim will be entertained without original invoice and service history presented at date of claim.

E.) DISCLAIMER

1. If any work affected by Century Auto Clinic is defective because of defective parts or workmanship, Century Auto Clinic shall remedy such defects by adjusting, repairing, or replacing such defective parts or rectifying such defective parts or rectifying such defective workmanship, provided that the foregoing shall not extend to goods that have been misused, abused or used contrary to specifications or instructions, and provided that the repairs have not been tampered with by a third party without the original repairer's written authorization.
 2. If any work on the cooling system has been done it is the responsibility of the driver to monitor the operating temperature of the vehicle.
 3. Driving the vehicle whilst any warning lights are on will null and void the guarantees. IF ANY WARNING LIGHTS COME ON - STOP IMMEDIATELY!
 4. If for whatever reason the client requires the replacement parts, it needs to be requested on the job card. As a standard, all replacement parts are dispersed of daily.
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