

## **General**

- **Non refundable callout fee range from R250 depending on the distance.  
(Distance may vary and a fee of R5 will be charged per kilometer). Which has to paid upfront or before work done.**
- **All electrical parts supplied are strictly non refundable.**
- **A full deposit is required upfront for parts that are ordered and to be supplied to clients, 30% cancelation fee will be charged if client is to cancel the order.**
- **Vehicle shouldn't remain in the workshop for more than a week awaiting parts due to delayed payment by the customer  
NB[This one week does not include**

dismantling and assembling the vehicle]

## **Additional**

- **Baleseng Auto will provide the technical advice, diagnostics, Services, and Parts with the degree of skill and workmanship that could reasonably be expected from an entity or person conducting the business of Fangio Auto Service.**
- **All Services will be rendered and Parts provided in accordance with the technical advice given by the Baleseng Auto Service or if specific instructions are given by the Customer, then in accordance with such instructions.**
- **Baleseng Auto Service does not warrant that any Parts purchased by the Customer, but not fitted by Baleseng Auto, will be fit for the**

purpose for which it is purchased.

- The Customer shall be entitled to return Parts purchased within 7 business days, subject to such Parts being unused, undamaged, in their original packaging and in a resaleable condition.
- If the supplier arranges the participation of such third party with the knowledge and consent of the Customer, the supplier shall not be liable for the Services and/or Parts of such third party or any damages arising therefrom.
- Should the Customer allege any of the Services rendered or Parts provided to be defective in any manner, the customer shall give the supplier a reasonable opportunity to inspect and assess the parts supplied.
- The Customer has the right to cancel

**the rendering of Services and/or provision of Parts at any time, it being understood that the Customer will be liable to the supplier for all costs incurred up to the time of cancellation.**

- The supplier shall render the Services and provide the Parts as soon as possible but within a reasonable time.**
- Any approximation of the time required to render the Services and/or provide the Parts and/or any dates are given for completion constitute estimates only and shall not be binding on the supplier.**
- Failure by the supplier to complete the Services and Parts on or before any given date will not entitle the Customer to cancel the agreement unless a reasonable time has been exceeded and then subject to the Customer paying the supplier for the costs of**

**Services and Parts provided up to date of cancellation.**

- The supplier shall not be liable for any damages and/or consequential damages and/or economic loss due to late completion and/or cancellation due to failure to complete at any given time.**
- The supplier will not be liable for any loss or damage arising due to any pre-existing latent defect in the Customer's property.**

## **RATES**

- All prices given by Baleseng Auto Service to the Customer shall constitute an estimate and not a binding quotation.**
- All Customers are entitled to receive**

**estimates from Baleseng Auto Service and a Customer choosing not to receive an estimate does so at its own risk and agrees to pay the Vendor the reasonable costs for the Services and/or Parts.**

- Should any dispute exist as to what would constitute the reasonable costs under the circumstances, the Customer will pay such costs pending resolution of the Dispute and will not be relieved from accumulating storage costs pending resolution of such Dispute.**
- Estimates are given subject to the Customer's acceptance that costs may fluctuate in accordance with the actual costs of Parts provided and Services rendered.**
- A deposit of 40–70% may be required depending on the service, repair, and**

scope of work. This is primarily to cover parts and services where credit lines are not available.

- Customer has to deposit 40% before work done, which is non refundable if they wish to cancel

## WARRANTIES

If any of the services or parts provided by Baleseng Auto services are covered by a warranty offered by Baleseng Auto Services, such warranty is subject to specific terms and conditions in addition to the ones stated here.

If a third party provides a warranty, it will run concurrently with any warranty provided by Baleseng Auto Service, as well

as any statutory warranty.

If the services to be rendered and/or parts to be provided are covered by an existing non-vendor warranty or other maintenance and/or service plan, it is the customer's responsibility to arrange for payment to Baleseng Auto Service and remain liable until the payment is made in full.

Unless specifically agreed otherwise in writing, any warranty provided by Baleseng Auto Service is valid for a maximum period of **six months** from the date of completion, unless stated otherwise in writing.

Baleseng Auto Service warranties do not cover abuse, excessive or abnormal use, use contrary to manufacturer's specifications, or normal wear and tear. In the event of a warranty claim, Baleseng Auto Service's liability is limited to



**reasonable costs associated with repairing or replacing defective services rendered and/or parts installed by the vendor.**

- Baleseng Auto Service's warranty becomes void if a third party works on or tampers with the car after the service/work has been carried out.**
- Electrical parts are not covered by warranties provided by Baleseng Auto Service – \*unless a specific warranty has been provided by the manufacturer (OEM).**
- Baleseng Auto Service does not provide warranties on parts (new or second-hand) supplied by the customer.**
- Baleseng Auto Service does not provide warranties on parts (second-hand) sourced on behalf of the customer.**

- If repairs need to be done twice due to second-hand parts or parts supplied by the customer, Baleseng Auto Service will not provide free labour or consumables. New labour rates and consumables will apply.
- Baleseng Auto Service's warranty covers repairs and services for new part defects and workmanship for a period of 10,000 kilometers or six months from the date of the invoice, whichever comes first unless otherwise stated in writing.
- The warranties for the parts and services are in effect at the same time as our warranty, and the one that expires first will be considered valid.
- For the duration of the warranty, Baleseng Auto Service will replace or repair any defective goods or

components supplied by Baleseng Auto Service free of charge. \*within limits.

- Normal wear and tear are excluded from this extended warranty (e.g. wear of brake pads or spark plugs).
- The warranty is void if the car is used in any sporting events.
- Liability for consequential loss or damages is excluded from this extended warranty.
- This warranty will only apply if all parts are supplied by Baleseng Auto Service and the vehicle is maintained and repaired as recommended by Baleseng Auto Service or the car manufacturer (OEM).



