

J & B COACHWORKS



COURTESY CAR RULES

The free of charge courtesy vehicle is leased. You will have been advised if the mileage restriction of 75 miles per day applies. Any excess mileage will be charged at the rate of 10 pence per mile, inclusive of VAT. No Smoking in vehicles. No Pets in vehicles. The car MUST be returned clean inside and out or charges will apply. General checking of engine oil, water and tyres/punctures are your responsibility. Lost or broken keys are your responsibility. Loss of personal effects from the vehicle are your responsibility. The car is not to be used outside the UK. Only the **POLICYHOLDER** or the **NAMED DRIVER** of the vehicle being repaired by J & B Coachworks is allowed to drive the courtesy car. Comprehensive insurance cover of the courtesy car is your responsibility. ANY damage to the courtesy car, whilst in your custody and control (fault, non-fault, theft, attempted theft, malicious damage, scratches) will result in a claim being made on your insurance policy, an additional excess charge will apply. You will be liable for the excess or the full amount if less than your excess. Parking / motoring offences, congestion charges and any resulting administration charges are your responsibility. **FUEL** – The vehicle must be returned with the same level of fuel as when issued. Any shortfall will be charged. Please check the level on accepting the vehicle as it may require filling.

UNDER NO CIRCUMSTANCES WILL REFUNDS BE MADE FOR VEHICLES RETURNED WITH A HIGHER LEVEL OF FUEL THAN WHEN ISSUED. IT IS RECOMMENDED THAT YOU ONLY PUT SMALL AMOUNTS OF FUEL IN THE COURTESY CAR IN CASE YOUR VEHICLE IS REPAIRED EARLY.

We reserve the right to charge and hold your vehicle until any charges for vehicles returned in an unacceptable condition are paid in full.

COMPLETION

Please note that due to the complicated nature of accident repairs that completion dates given are only an estimation. Whilst every effort will be made to have your vehicle repaired by the date provided, and to inform customers of any delays, we recommend that you contact us just prior to the completion date for a progress report:

EMAIL: repairs@jbcoachworks.co.uk TEL: 0191 385 2938 FAX: 0191 385 5285

You are required to collect or take collection of your repaired car and return our courtesy car within 24 hours of the repair being completed. You must provide contact telephone numbers in order to reach you during normal business hours. Failure to comply with either of these conditions will result in the courtesy car facility being withdrawn and our car hire charges will apply.

INSURANCE EXCESS

In the vast majority of cases most insurance policies carry an excess. This excess is the amount of money that you will have to contribute towards the cost of repairs whether the accident was your fault or not (usually if the accident was not your fault your insurer will refund your excess when the claim is finally settled). The amount of excess due under your policy should be made clear to you when you took out your policy by your broker or insurer direct, as applicable.

We are instructed to collect your excess contribution by your insurer and it will be deducted from our invoice to them. We therefore must insist that your excess is payable upon acceptance of the courtesy car or by prior agreement upon completion of the repairs to your vehicle.

Methods of payment – CASH, CREDIT /DEBIT CARD, CHEQUE WITH CARD TO GUARANTEE LIMIT.

It is company policy for us not to release a repaired vehicle until the excess has been paid. If you are unable to pay your excess, we reserve the right to hold the repaired vehicle and collect our courtesy car as applicable.

Betterment/Contribution – in a small number of cases the insurance company may ask you for a contribution or betterment payment to the repairs carried out. This usually happens only in cases where the repair or replacement of parts of the vehicle returns it to a better condition than before the accident. An example of this would be the replacements of a set of wheels and tyres on a vehicle. The amount payable should be agreed in advance between you and your insurer. We are again responsible for collecting this amount on behalf of your insurance company, which will be subject to VAT, and the requirements for payment will apply as above.

Company Users – if you or the owner of the vehicle are registered for VAT and the vehicle is used for business purposes, the VAT content of the repair account must be paid by you or your company, not your insurer when you collect your vehicle. **PAYMENT BY BUSINESS CHEQUE REQUIRES PRIOR APPROVAL BY OUR COMPANY, WE THEREFORE RESERVE THE RIGHT TO REFUSE PAYMENT BY THIS METHOD.**