



If you have your car repaired or serviced, it must be done:

- WITH REASONABLE CARE AND SKILL
- WITHIN A REASONABLE TIME
- FOR A REASONABLE CHARGE

When the work carried out doesn't meet any of these three rules:

- If the fault is due to poor quality work and can easily be put right, it is reasonable to expect a **repair**.
- If the trader cannot repair the fault properly, you are entitled to **compensation**. This could be the cost of getting somebody else to do the repair.
- If the work takes longer than agreed, or more than a reasonable time, you are entitled to **compensation**. This could be the cost of getting somebody else to complete the job, or a sum of money for the inconvenience caused.

Any part fitted during the repair or service must be:

- OF SATISFACTORY QUALITY
- FIT FOR ITS PURPOSE
- AS DESCRIBED

When the part doesn't meet any of these three rules:

- ✦ If it has only been fitted a couple of weeks or you haven't had a reasonable opportunity to check it, you are probably entitled to a **refund** of the cost of the part and its fitting for a major fault or a serious misdescription.
- ✦ If the fault is only minor **and** can easily be put right, it is reasonable to accept a **repair**. This won't stop you claiming a **refund** if the repair turns out to be unsatisfactory.
- ✦ If the part has been fitted for longer than a couple of weeks or you have had a reasonable opportunity to check it, you are probably only entitled to have the fault put right. If a repair is not carried out within a reasonable time, you are probably entitled to **compensation**. This could be the cost of getting somebody else to complete the job.
- ✦ If the part is beyond repair you are entitled to a **refund** of its cost and the fitting. The trader may make a **reduction** from the price you paid to allow for wear and tear.
- ✦ If you are out of pocket in any other way, you may be entitled to **compensation** over and above the price of the part and its fitting.

**Remember**, if you are entitled to a **refund**, a **repair** or **compensation** it is the trader who supplied and fitted the part to your car who must sort out your problem.

## ADDITIONAL WORK

If the trader has carried out extra work without your permission, you don't have to accept it.

So, you can either:

- | Accept the extra work was necessary and the extra cost reasonable; **or**
- | Ask the trader to remove or undo the extra work where this is possible; **or**
- | Negotiate a more reasonable price or an acceptable solution.

## IMPORTANT

- | Your rights **cannot** be taken away by anything written into a notice, receipt, warranty or guarantee.
- | Fair wear and tear is **not** a fault.
- | You still have your rights where re-conditioned or secondhand parts are fitted, but these parts can't be expected to last as long as new ones.
- | If your car is off the road due to faulty repairs or servicing, you may be entitled to a loan car or the cost of a hire car.
- | These rights also cover motor bikes, vans or caravans.