



Teddington Hands, Evesham Road, Teddington, Gloucestershire, GL20 8NE
Telephone: 01242 509791 Email: workshop@wgilder.co.uk

William Gilder Ltd Terms & Conditions:

Labour Charges:

Our labour rate is £85.00 + VAT per hour for all bookings.

All bookings are subject to a quotation/estimate provided for the work you're wishing to have carried out on your vehicle.

Diagnostic/fault clearing by electronic plug-in with our Jaltest computer is charged separately at a fixed price of £85.00 + VAT.

We are an approved Stoneridge tacho centre providing tacho calibrations, tacho fitments/replacements and tacho fault diagnostics. Please see below our fixed tacho calibration costs:

Tacho Calibrations:

- 1B Digital = £90.00 + VAT
- 1C Digital = £120.00 + VAT
- Analogue = £120.00 + VAT

Vehicle Inspections, MOT's & Repairs:

Please be advised when you book your vehicle into our workshop for any repairs, inspections or MOT's, the vehicle must arrive with the following items removed:

- All none type approved modifications
- Wheel nut covers / indicators
- Any added body work that restricts access.

For MOT vehicles any additional lights that have been fitted which do not conform to the current legislation must be either disconnected or removed prior to the vehicle arriving for MOT preparation and test.

Whilst your vehicle is in our workshop any parts that your vehicle requires will be ordered and supplied by us and will be subject to a 20% uplift charge on the supplier's price. When parts and additional labour are required for your vehicle, we will inform you of this and it is at this stage you can state if you would like the work to continue and if you would like genuine or aftermarket parts for your vehicle.

If you decide to collect your vehicle without having the necessary work completed and our workshop have advised the vehicle is in an unroadworthy condition, you will be required to sign an indemnity form before taking the vehicle off the premises.

If you have any queries regarding the above, please don't hesitate to contact us by emailing workshop@wgilder.co.uk or calling our workshop office at 01242 509 791.

Cab Tilt Policy:

William Gilder Ltd will not accept any responsibility or claims for damage to your windscreen due to cab tilting operations. Please ensure the vehicle cab is left safe and secure, ready for the cab to be tilted when booked into our workshop, regardless of the booking reason.

Late Cancellations/No Show Policy:

Your service, defects and MOT bookings are important to us. Please note once you have booked your vehicle into our workshop, we have reserved time in our schedule exclusively for your vehicle. We understand that there can be unexpected delays or changes and you may need to reschedule your booking. If you need to cancel or reschedule your booking, we respectfully request at least 48 hours' notice of your booking via a phone call or an email.

If we do not receive 48 hours' notice for a cancellation or rescheduled booking, your booking will be subject to the below charges:

- Any cancellation or reschedule made with 48 hours' notice of your booking there will be no charge.
- Any cancellation or reschedule made with 24 hours' notice of your booking will be subject to a 50% charge.
- Any cancellation, reschedule or missed booking within 24 hours of your booking will be subject to a 100% charge.

If William Gilder Ltd requires to cancel or reschedule your booking, a new booking will be discussed and scheduled without any penalty, subject to availability.

You can cancel or reschedule your booking by emailing us at workshop@williamgilder.co.uk or calling our workshop office at 01242 509 791.

Safety:

William Gilder Ltd strive to ensure a safe working environment with safe working practices. Due to the nature of our industry, please be made aware we do not expect our technicians to remove any of their protective equipment (including overalls, boots & gloves) to enter or drive your vehicle whilst it is in our workshop. Our technicians use seat covers and floor mats in effort to keep your vehicle as clean and tidy as possible.

Due to the numerous risks our workshop may pose to untrained members of the public, if we deem there to be a risk to injuring either yourself or any of our team members. we therefore reserve the right to ask you to leave our workshop to allow our technicians to work.

Payment:

Non account customers, please note **ALL** invoices are required to be paid in **FULL** on or prior to the collection of your vehicle, with **NO** exceptions. We do not offer credit accounts to non-account holders. Payment will need to be made either via card payment or bank transfer to our details stated on the invoice.

If you wish to set up a credit account with us, please request a credit application form by emailing workshop@wgilder.co.uk.