



BUSINESS & CUSTOMER POLICY PACK

OUR POLICIES | OUR COMMITMENT | A SAFER, STRONGER BUSINESS



VEHICLE
SERVICING



DIAGNOSTICS
& REPAIRS



TYRES &
EXHAUSTS



BRAKES



BATTERIES



AIR CONDITIONING



**RM Auto Repairs Ltd
TA NRP Autocentre**

Unit 4 Wallend Farm
Lower Road
Minster
ME12 3RR



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Keeping You on the Move

BUSINESS & CUSTOMER POLICY PACK

RM Auto Repairs Ltd TA NRP Autocentre

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Purpose of this pack

This pack sets out the principal business and customer policies used by NRP Autocentre. It is intended to provide clear information about how customer vehicles, bookings, repairs, communications, keys, storage, courtesy vehicles and related matters are managed.

These policies should be read alongside the NRP Autocentre Customer Terms & Conditions, Customer Complaints Policy, Privacy Notice, Cookie Policy and Website Terms & Conditions where applicable.

Important: Nothing in this pack removes or restricts any statutory rights. Where a policy conflicts with applicable legislation or a customer's contractual or statutory rights, the law will take precedence.

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1. Vehicle Storage & Collection Policy

NRP Autocentre operates a busy workshop with limited space. Customers are expected to collect vehicles promptly once work has been completed or the vehicle has been made available for collection.

Customer responsibility

Customers are responsible for arranging collection as soon as reasonably practicable after being notified that a vehicle is ready, or where diagnostic/repair work has been completed and the vehicle is awaiting the customer's decision.

Storage charges

Where a vehicle remains at NRP Autocentre overnight after the customer has been notified that it is ready for collection, or where the customer has been asked to collect the vehicle following completion of diagnostic or repair work, a storage charge of £10 plus VAT per day will apply. The charge will continue for each day the vehicle remains stored, subject to any different written agreement.

Uncollected vehicles

Where a vehicle remains on the premises for an unreasonable period despite reasonable attempts to contact the customer, NRP Autocentre may take further steps to recover outstanding storage costs or deal with the vehicle in accordance with the law and the agreed customer terms.

Contact attempts

NRP Autocentre may use the contact details supplied by the customer to request collection and may keep a record of contact attempts.

Customer disputes

A dispute with a finance company, insurer or other third party does not automatically remove the customer's responsibility for the vehicle while it remains at NRP Autocentre, subject to the circumstances and applicable law.

2. Estimate & Repair Authorisation Policy

Estimates are provided to help customers understand the likely cost of work. An estimate is not necessarily a fixed price.

Guide prices

An estimate is based on information reasonably available at the time it is prepared. The final price may change if additional faults, damage, seized components, corrosion or other issues are discovered once work begins.

Additional work

Where practical, NRP Autocentre will contact the customer before carrying out significant additional chargeable work. Customers should provide accurate contact details and remain available during the repair.

Authorisation

Customers are responsible for ensuring that NRP Autocentre has the appropriate authority to carry out requested work. Authorisation may be recorded by telephone, email, text message, online booking systems or other agreed methods.

Diagnostics

A diagnostic test may identify fault codes or symptoms without establishing the complete underlying cause. Further testing may be required.

Diagnostic charges

Diagnostic work is chargeable where applicable. Payment for a diagnostic investigation does not guarantee that a particular repair will resolve every fault or symptom.

Customer-supplied information

Customers should provide accurate information about symptoms, previous repairs, warning lights, modifications and known faults.

3. Warranty Policy

Where NRP Autocentre provides a warranty or warranty period on parts or workmanship, it is subject to the specific terms applicable to the repair.

Warranty claims

Customers should contact NRP Autocentre as soon as a potential warranty issue is identified and, where reasonably possible, allow NRP Autocentre to inspect the vehicle before repairs are carried out elsewhere.

Exclusions

- Normal wear and tear.
- Misuse, neglect or continued use after a warning or fault becomes apparent.
- Accident or external damage.
- Unauthorised modification or alteration.
- Repairs or parts fitted by a third party where relevant.
- Faults unrelated to the original repair.
- Failure to maintain or operate the vehicle in accordance with reasonable manufacturer requirements.
- Customer-supplied parts where the issue arises from the part itself.
- Damage or failure caused by circumstances outside NRP Autocentre's reasonable control.

Customer-supplied parts

Where a customer supplies a part, the customer remains responsible for ensuring that the part is suitable and correct. Any warranty on NRP Autocentre's workmanship does not automatically extend to the supplied part.

Warranty remedy

Where a warranty claim is accepted, NRP Autocentre will determine the appropriate reasonable remedy in accordance with the applicable warranty terms and the customer's statutory rights.

4. Courtesy Car Policy

Courtesy vehicles are offered subject to availability and are not guaranteed unless specifically agreed in writing.

Eligibility

Drivers must meet NRP Autocentre's insurance and licence requirements. Additional information or checks may be required before a vehicle is released.

Authorised drivers

Only authorised drivers may use a courtesy vehicle. The vehicle must not be lent to another person without permission.

Use and care

Courtesy vehicles must be driven responsibly, kept secure and used in accordance with road traffic law and any instructions provided.

Fuel

The vehicle should normally be returned with the agreed level of fuel. NRP Autocentre may charge for fuel used where the agreed return level is not met.

Damage and incidents

Any accident, damage, warning light, breakdown or other incident must be reported to NRP Autocentre as soon as possible.

Smoking and vaping

Smoking and vaping are not permitted in courtesy vehicles.

Return

Courtesy vehicles must be returned when requested or when the customer's vehicle is ready for collection, unless another arrangement has been agreed.

5. Vehicle Collection Policy

NRP Autocentre aims to ensure that vehicles are released safely and only to an authorised person.

Collection by customer

The customer should attend with any information or documentation reasonably required for collection.

Third-party collection

If another person is collecting a vehicle, NRP Autocentre may require confirmation from the customer before releasing it.

Payment

Unless an alternative arrangement has been agreed, outstanding invoices are payable before or at collection.

Keys

Keys will normally be released with the vehicle to the customer or authorised collector.

Condition concerns

Customers should raise any concerns about the vehicle's condition promptly and before leaving the premises where possible.

Uncollected vehicles

Where a vehicle is not collected within a reasonable period, the Vehicle Storage & Collection Policy may apply.

6. Customer Communication Policy

NRP Autocentre may communicate with customers by telephone, email, text message or other agreed communication channels.

Contact details

Customers are responsible for providing accurate and up-to-date contact information.

Updates

Where reasonably practicable, NRP Autocentre will provide updates about significant changes to repair work, delays, additional faults, parts availability, costs and vehicle readiness.

Response times

NRP Autocentre is a busy working workshop and cannot guarantee an immediate response to every message. Urgent matters should be communicated by telephone.

Written records

Where appropriate, important approvals, estimates, changes or customer instructions may be confirmed in writing.

Respectful communication

NRP Autocentre expects customers and staff to communicate respectfully. Abusive, threatening, discriminatory or intimidating behaviour will not be accepted. Where necessary, NRP Autocentre may end a call or request that further communication is made in writing.

7. Key Handling Policy

Customer keys are treated as items requiring reasonable security and controlled access.

Security

Keys will normally be stored securely when not in use.

Access

Only authorised employees should access customer keys for legitimate business purposes.

Vehicle movement

Keys may be used for workshop movements, parking, inspection, road testing, collection/delivery or other legitimate business purposes.

Customer property

Customers should not leave spare house keys, security fobs or other unrelated keys with a vehicle.

Lost or damaged keys

Any known loss or damage involving a customer key should be reported to management promptly.

Collection

Keys will normally be returned with the vehicle to the customer or authorised collector.

8. Customer Vehicle Security & Personal Property Policy

Customers should remove valuables and personal belongings from vehicles before leaving them at NRP Autocentre.

Personal belongings

NRP Autocentre recommends that customers remove cash, electronic devices, documents, tools, jewellery and other valuables before handing over a vehicle.

Reasonable care

NRP Autocentre will take reasonable care of vehicles while they are in its possession, subject to the circumstances and applicable customer terms.

Vehicle condition photographs

Photographs may be taken to record the condition of a vehicle, document damage, support estimates or diagnostics, evidence repair work, assist with insurance matters or resolve disputes.

Property left in vehicles

NRP Autocentre cannot accept responsibility for loss of personal property left in a vehicle where the loss is not caused by NRP Autocentre's breach of duty or other legal responsibility.

9. Customer Vehicles & Road Testing Policy

Road testing may be necessary to diagnose faults, confirm repairs or verify vehicle operation.

Purpose

Road tests may be carried out where reasonably necessary for diagnosis, repair verification, safety checks or other legitimate workshop purposes.

Authorised drivers

Only appropriately licensed and authorised employees or other authorised drivers may drive customer vehicles for business purposes.

Legal compliance

Vehicles will be driven in accordance with applicable road traffic laws and reasonable safety requirements.

Customer restrictions

Customers should tell NRP Autocentre about any relevant driving restrictions, special instructions or known issues before the vehicle is driven.

Roadworthiness

If a vehicle is identified as potentially unsafe or unlawful to drive, NRP Autocentre may restrict or decline road testing and will discuss appropriate options with the customer.

10. Customer Vehicle Condition Policy

Accurate information about the condition of a vehicle helps NRP Autocentre diagnose faults, plan repairs and protect both the customer and the business.

Customer information

Customers should tell NRP Autocentre about known faults, warning lights, leaks, damage, modifications, previous repairs and other relevant issues.

Existing damage

Where appropriate, NRP Autocentre may record visible pre-existing damage by written notes or photographs.

Vehicle contents

Customers should remove unnecessary personal items before leaving a vehicle at the premises.

Special requirements

Customers should inform NRP Autocentre of immobilisers, trackers, alarms, unusual starting procedures or other relevant vehicle-specific information.

Changes in condition

Vehicles may be moved, inspected, lifted or road tested as reasonably necessary for the agreed work. Customers should understand that an existing defect may become more apparent as part of diagnosis or repair.

11. Policy Relationship, Complaints & Review

These policies form part of NRP Autocentre's wider customer and business procedures.

Relationship with other documents

These policies should be read alongside the NRP Autocentre Customer Terms & Conditions, Customer Complaints Policy, Privacy Notice, Cookie Policy and Website Terms & Conditions.

Customer Terms & Conditions

Where applicable, the agreed Customer Terms & Conditions will govern the contractual relationship, subject always to statutory rights and applicable law.

Complaints

Customers who wish to make a formal complaint should make it in writing to office@nrpautocentre.uk. NRP Autocentre is a member of The Motor Ombudsman, and where a complaint remains unresolved after NRP Autocentre's internal process, the customer may be able to escalate it through the applicable Motor Ombudsman process.

Legal rights

Nothing in these policies is intended to exclude or restrict rights that cannot lawfully be excluded or restricted.

Review

This policy pack will be reviewed periodically and updated where necessary to reflect changes in legislation, guidance, business operations or customer requirements.

12. Important Customer Information

Please read the following information before leaving your vehicle with NRP Autocentre.

Before your appointment

- Tell us all the work or concerns you want investigated when booking.
- Provide accurate contact details.
- Remove valuables and unnecessary personal belongings.
- Tell us about known faults, warning lights, modifications, immobilisers and previous repairs.
- Make sure you understand whether the work is an estimate, fixed price or subject to further diagnosis.

During the repair

- We may need to contact you if additional faults or work are identified.
- A diagnostic result may require further testing before the cause is confirmed.
- Additional work should normally be authorised before it is carried out where reasonably practicable.
- Repair times can change because of parts availability, unexpected faults, supplier delays or other circumstances outside our reasonable control.

Before collection

- Please ensure any outstanding balance is dealt with unless another arrangement has been agreed.
- Check the vehicle and raise any immediate concerns with us.
- Collect the vehicle promptly once notified that it is ready.
- Storage charges may apply where a vehicle remains at the premises after reasonable notice.

Contact details

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DOCUMENT CONTROL

This policy pack is intended for use by RM Auto Repairs Ltd TA NRP Autocentre and should be reviewed regularly to ensure it remains consistent with the business's current practices and applicable UK requirements.

Document	Business & Customer Policy Pack
Company	RM Auto Repairs Ltd TA NRP Autocentre
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End of Business & Customer Policy Pack