

Mission Statement

Our commitment to you lies in our company core values which are:

- **Our customers are the focus of everything we do** - We will always strive to ensure our customers are met with exceptional service while meeting all of their needs and requirements. What our customers want is what is important, not what we want.
- **Integrity is never compromised** - We will keep our customers informed throughout, carrying out our services with the utmost honesty, thoughtfulness and respect at all times
- **Passion and excellence** - For us, passion means working from your heart as well as your head. We work both smartly and passionately with a keen eye for detail, working with enthusiasm to achieve excellence; customer satisfaction is paramount.
- **Quality comes first** - Jobs will be undertaken to the highest standard of quality. Meeting quality standards will always take precedence over time taken.
- **We make things happen** - No matter what the challenges are we use our experience and expertise to solve them efficiently and to the highest possible standards.
- **We do it together** - Delivering excellent operations needs all our commitment, contribution and communication. We believe that this makes all the difference and is what allows Beetlelink to achieve absolute customer satisfaction.
- **The way in which we work** - Classic Volkswagens are complex pieces of precision machinery which we are privileged to have in our care. They require expert knowledge and skill that cannot be provided by general garages, or indeed even by general classic car garages. That's where Beetlelink comes in; we have all of the right knowledge, experience, tools, parts and most importantly, attitude to care for your vehicle in the manner it deserves. Our expert technicians are passionate, enthusiastic and dedicated individuals who are themselves owners of classic Volkswagens.

From basic 6 monthly / 3000 mile (whichever comes first) servicing to more complex maintenance tasks such as suspension, braking and engine replacement to full restorations, you can be assured that Beetlelink will do the job right the first time.

A well-maintained car is a reliable car and reliable cars get used with confidence. After all, what use is a car that doesn't get used for fear it might break down?

We are constantly searching for and sourcing the best quality parts we can find as we are often disappointed by some of the cheap, readily available reproduction parts. We are sure you will agree that it is better to pay a little bit more for a top quality part / product that will last much, much longer. However, please be aware that on occasion, the poorer quality part is the only one available and we have no choice but to use it.

Beetlelink Ltd Terms & Conditions

By allowing Beetlelink to work on your vehicle you hereby agree to the following Terms and Conditions:

Please read these Terms and Conditions carefully prior to booking in.

This Agreement sets forth the legally binding terms and conditions governing contracts entered into with Beetlelink Ltd ('Beetlelink'), a company registered in England and Wales (company number 11979255).

The Agreement is made between Beetlelink Ltd of: Unit D2, Preymead Farm, Badshot Lea, GU9 9LR and the person/persons signing the agreement or agreeing to it online / in writing via email or any other written form (the "Customer").

This written contract sets out the full intentions of the parties and supersedes any previous written or oral agreements made between the parties.

1. Booking In:

1.1 Due to the nature and volume of the work we do in our workshop, we have had to adopt a slightly unorthodox booking in arrangement. Old cars, not just old Volkswagens, can be unpredictable with regards to the actual work required and even the length of time a specific job will take. For example, a dynamo may come off for changing the inlet manifold and go back on without problems, the whole job taking about 3 hours. However, when doing the same job on a different vehicle, some of the nuts may be too badly rusted for a socket or spanner to grip them. Rusty studs may break and have to be drilled out and replaced. If one or more of the rear manifold studs on the cylinder head breaks, the cylinder head has to come off to gain access to repair it. This is a worst-case scenario, but you can see how the same job can take anywhere from 3 hours to 2 days or more!

1.2 While we will endeavour to keep to booked in start dates and completion dates, due to the nature of our projects / work, at times these dates may overrun. We will inform you of any overruns that are beyond our control as soon as we can.

2. Estimates:

2.1 An estimate is a considered approximation of the likely cost involved. All estimates are valid for 14 days from their dispatch by Beetlelink to the Customer.

2.2 Prices of goods and work are based on prices current at the time of preparation of the estimate and Beetlelink reserves the right to increase such prices if the price to Beetlelink is increased between preparing the estimate and obtaining the goods / completing the work.

2.3 Unless otherwise agreed in writing if it appears during progress of any work that the estimate will be exceeded by a significant amount Beetlelink will not continue the work without further express permission from the Customer. Such permission may be given in writing or orally

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- so long as the permission is thereon recorded in writing which shall form part of this Agreement.

2.4 The Customer acknowledges that motor vehicles are complex pieces of machinery, that to repair defects it is appropriate to try the least complex solution first and that further chargeable work may be necessary if the work does not cure the fault.

2.5 Beetlelink reserves the right to request a deposit against anticipated charges before agreeing to proceed with any work.

2.6 All prices are exclusive of any applicable VAT which is shown separately.

3. Restoration Projects:

3.1 We require a deposit payment of £1,500 for large projects, payable upfront prior to the commencement of work on the vehicle. This deposit will be offset against the final stage payment upon completion of the project.

3.2 For any restoration works that have an estimated completion period of more than 15 working days, staged invoicing will be applied.

3.3 Staged invoices will be sent when the Customer's account reaches £5,000 up to and including a full day's labour on the date this occurs.

3.4 Each stage of work will be agreed upfront between yourself and Beetlelink.

3.5 Work performed during this period including parts and sundries will be invoiced at the completion of each agreed stage.

3.6 Payment of the staged invoice is due before work will commence on any further stages of restoration unless otherwise agreed.

3.7 If payments are not received as agreed then the vehicle may be removed from the workshop and storage charges will apply (see Storage Charges below).

3.8 Beetlelink does not operate a credit account system for customers; we require payment of each staged invoice within seven days of its receipt. We do however realise the importance to customers of having an opportunity to review work carried out and charges levied before making payment. It is therefore essential that you review your itemised invoice immediately on receipt so that, in the event you do have any queries either on the work we have done or the invoice itself, you can contact us within the seven day payment period, allowing us to respond appropriately.

3.9 Any queries on the invoice itself will be dealt with promptly and any adjustments made as appropriate. Any queries on work carried out will be investigated within timescales which we will

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agree with you. Please ensure that your invoice is settled within the terms above. In the event we are required to correspond with you about an outstanding account, we reserve the right to apply an administrative fee of £50 + VAT per letter to your account.

4. Diagnostic / Health Check:

4.1 The diagnostic / health check inspection of your vehicle will be our current hourly rate of £55 plus VAT. The health check can range from 30 min to 2 hours in duration.

4.2 Following the diagnostic / health check, we will produce a summary of our findings and recommendations on any remedial works.

4.3 Before any further works are undertaken beyond the initial inspection, we will communicate to you the recommended works and will require your written or oral consent to proceed with the work. This can be done via email communication if necessary.

5. Vehicle Parts:

5.1 Whilst Beetlelink will recommend the best available parts at the time of work being carried out, we cannot be held responsible for manufacturing defects that may arise after installation.

5.2 Customers responsible for due care and upkeep.

5.3 It is advisable to become familiar with your own vehicle / engine and should something not feel right, have it checked out immediately. Do not allow a small problem to become a large problem. Beetlelink will not be held responsible for any damages / faults to vehicles as a result of neglect by customers following works carried out by ourselves.

6. Payments:

6.1 Payments shall be paid in full upon completion of any work undertaken and prior to or upon collection of the vehicle.

6.2 Credit card, cash or bank transfer are the only methods of payment accepted.

6.3 Our hourly rate is £55 plus VAT.

6.4 Beetlelink reserves the right to retain a vehicle (or keys to a vehicle) until payment is made in full.

6.5 If a payment is not made within 60 days, Beetlelink can exercise its right to sell the vehicle in order to recover its owed debt.

7. Storage Costs:

7.1 Should the Customer put work on hold at any time or stage payments on restoration projects are not adhered to, the Customer's vehicle will be removed from the workshop and a daily storage fee of £15/day + VAT will apply.

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7.2 Beetlelink reserves the right to cap the number of storage days the Customer's vehicle is held as we deem necessary.

7.3 Beyond this date Beetlelink reserves the right to have the vehicle removed from the premises at the Customer's cost.

7.4 If the Customer shall fail to pay monies due to Beetlelink and collect the vehicle within 14 days of being notified that the work has been completed and of Beetlelink/s intention to proceed to sell it, Beetlelink may sell the vehicle and the Customer agrees that upon such sale title in the vehicle shall be transferred to the purchaser. Upon any such sale Beetlelink shall pay the balance of the proceeds of sale to the Customer after deducting all monies due to the Company and all costs of sale.

8. Sundries:

8.1 Beetlelink reserves the right to charge for sundries used during work on the Customer's vehicle; This can include amongst other things - paper towels, latex gloves, degreaser, brake cleaner, lubricants, electrical terminals, nuts and bolts, etc.

9. Limitation of Liability:

9.1 Although Beetlelink is covered by public liability insurance, we cannot be held responsible for the overall condition of your vehicle.

9.2 Due to the age of these cars the Customer must take reasonable steps to ensure the vehicle is kept up to a safe standard.

9.3 All warning lights must be in operation and observed and vehicles should be driven in a manner that they were designed for.

9.4 Beetlelink cannot be held responsible for Customer's abuse or neglect of the vehicle.

9.5 The role of Beetlelink is to inspect, diagnose and / or repair set aspects of air-cooled Volkswagen vehicles as instructed by the Customer.

9.6 Beetlelink can give no guarantees or warranty to any parts or repairs other than the manufacturer's warranty if applicable.

9.7 Beetlelink can take no responsibility to any area other than that being worked on or previously worked on within 14 days.

9.8 Beetlelink is not responsible for loss or damage to vehicles or other property whatsoever or however occasioned, except when such a loss or damage is caused by the sole negligence of Beetlelink or its employees. Under no circumstances will the Company accept liability for loss or

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damage outside its control or for any indirect loss, consequential loss, loss of profits, loss of business, loss of use or any special loss.

10. Insurance & Damages:

10.1 Although every care is taken to protect your vehicle while in the care of Beetlelink, we cannot be held responsible for any breakages during a repair i.e. broken bolts, studs, fixings, etc. Any breakages will be communicated to the Customer and repaired or replaced at the Customer's expense.

10.2 We carry insurance under a full motor trade policy. This covers loss or damage to your vehicle resulting from our negligence only. All other risks must be covered by your existing policy, which you should keep in force throughout the period your vehicle is with us, to the value agreed with your insurer. If your vehicle suffers loss or damage whilst in our custody or under our control, our liability shall be limited to the proceeds of our insurance cover in that regard.

11. Photographs on Social Media:

11.1 From time to time we may post pictures of car restoration / repair works carried out by Beetlelink on our social media platforms and websites.

12. Force Majeure

12.1 We shall not be liable for any delay or failure to deliver any goods or perform any services arising out of any cause beyond our reasonable control.

13. Whole Agreement

13.1 This Agreement constitutes the whole agreement between the parties and supersedes all previous agreements between the parties relating to its subject matter.

13.2 Each party acknowledges that in entering into this Agreement; it has not relied on, and shall have no right or remedy in respect of, any statement, representation, assurance or warranty (whether made negligently or innocently) other than as expressly set out in this Agreement.

14. Severance

14.1 If any term or provision of this Agreement shall be held illegal or unenforceable it will to that extent be deemed to be omitted from the Agreement and the validity or enforceability of the remainder of this Agreement shall not be affected.

15. Proper Law And Jurisdiction

15.1 This Agreement shall be governed and construed in accordance with English law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

Signature:

Name:

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Vehicle Registration:

Date: