

## Terms and Conditions

These Terms and Conditions ("Terms") govern the provision of services by **Cleevely EV Mobile Ltd** ("the Company"). By booking an appointment, you ("the Customer") agree to these Terms in full. Please read them carefully before proceeding with your booking.

### 1. Services

#### 1.1 Scope of Services:

Cleevely EV Mobile Ltd provides mobile electric vehicle (EV) servicing and repairs. We work exclusively on cars and vans from major manufacturers.

#### 1.2 Off-Street Parking Requirement:

Customers must provide ample and suitable off-street parking that allows for full access to the vehicle, including opening all doors. If suitable parking is not available, the Company reserves the right to cancel or reschedule the booking. If the job is cancelled due to insufficient parking, the minimum call-out charge (currently £100 + VAT) will apply.

### 2. Booking, Rescheduling, and Cancellations

#### 2.1 Booking Confirmation:

Bookings are confirmed upon receipt of written or electronic confirmation from the Company.

#### 2.2 Rescheduling:

Rescheduling is free of charge, provided sufficient notice is given. Sufficient notice is typically considered at least two weeks before the scheduled appointment. If rescheduling within a shorter period, the Customer may be subject to additional charges, including any special-order parts already purchased for the job.

#### 2.3 Cancellation by the Customer:

- **Standard Jobs:** Cancellation within **two working days** of the scheduled appointment may result in charges for labour and any special order parts already purchased.

- **Special Order Parts:** If the job requires special order parts, the Customer remains responsible for paying for these parts even if the service is cancelled. Once the parts are ordered, the Customer is committed to their purchase.
- **Minimum Call-Out Charge:** The minimum call-out charge of £100 + VAT will be applied for cancelled jobs if no suitable parking is provided or if the job is cancelled within the cancellation window. This charge covers labour only; parts are not included in the minimum charge.

#### **2.4 Cancellation by the Company:**

The Company reserves the right to cancel or reschedule any appointment due to unforeseen circumstances, including extreme weather, technician availability, or issues with the service location. In such cases, the Customer will be notified at the earliest opportunity.

### ***3. Payment Terms***

#### **3.1 Payment Due Date:**

Payment is due immediately upon receipt of the payment link, sent via SMS and email upon completion of the service.

#### **3.2 Late Payments:**

In the event of late payment, the Company reserves the right to pursue further actions, including engaging a third-party collection agency or taking legal action. The Customer will be liable for any additional costs incurred in pursuing unpaid invoices, such as court fees, solicitor fees, or collection charges.

#### **3.3 Minimum Call-Out Charge:**

A minimum call-out charge of £100 + VAT applies to all services. This charge covers the cost of labour and does not include any parts. Parts are billed separately and do not contribute towards the minimum call-out charge.

### ***4. Special Order Parts***

For jobs requiring special order parts, the Customer is responsible for the cost of these parts, even if the service is cancelled or rescheduled. Once the order is placed for parts,

the Customer is committed to the purchase, and these costs will be invoiced regardless of the service's cancellation status.

## ***5. Liability and Warranties***

### **5.1 Customer Responsibility:**

The Customer must ensure that the vehicle is in a suitable condition for servicing and that access is provided to the technician. Any damage to the vehicle must be reported before the technician leaves the site. The Company is not responsible for claims of damage reported after the technician departs.

### **5.2 Warranty on Parts and Labour:**

Parts supplied by the Company are covered by a 12-month or 12,000-mile warranty. Labour is guaranteed for three months. Any additional warranties will be in accordance with the manufacturer's terms for specific parts.

### **5.3 Limitation of Liability:**

The Company will not be liable for any indirect or consequential losses. The Company's total liability to the Customer in respect of all losses arising from any single event or connected series of events is limited to the total amount paid or payable for the services provided.

## ***6. Use of Customer Data and Privacy Policy***

### **6.1 Data Collection and Use:**

The Company collects personal information such as name, contact details, and vehicle information to process bookings and provide services. The Company may share this data with other Cleefully companies, such as **Cleefully EV Ltd** and **Cleefully Motors**, to streamline operations and improve service delivery.

### **6.2 Data Sharing:**

We do not sell or share personal data with third parties for marketing purposes. Data is only shared with third-party service providers as necessary for completing a service, such as vehicle recovery providers.

### **6.3 Data Protection:**

We are committed to protecting your personal data in accordance with applicable data protection laws. If you have any concerns regarding the use of your data, please contact us at [privacy@cleevelymobile.co.uk](mailto:privacy@cleevelymobile.co.uk).

### ***7. Use of AI and Automation Tools***

The Company utilises AI tools such as Cortana and ChatGPT to process customer inquiries and handle customer data. These tools may process personal data to enhance customer service and improve operational efficiency. By using our services, you consent to the use of these AI tools in line with our Privacy Policy.

### ***8. Governing Law***

These Terms and Conditions are governed by and construed in accordance with the laws of England and Wales. Any disputes arising under these Terms will be subject to the exclusive jurisdiction of the courts of England and Wales.

### ***9. Amendments to Terms***

The Company reserves the right to modify or update these Terms and Conditions at any time. Customers will be notified of any significant changes, and continued use of our services after such changes constitutes acceptance of the revised Terms.

By booking with **Cleevly EV Mobile Ltd**, you acknowledge that you have read, understood, and agreed to these Terms and Conditions.