



Terms and Conditions of Service

Effective Date: 23/10/2025

These Terms and Conditions ("Agreement") govern the services provided by Rich Automotive ("we," "us," "our") to you, the customer ("Customer," "you," "your"). By scheduling a service or using our services, you agree to be bound by the following terms:

1. Services Provided

- Rich Automotive offers mobile automotive repair and maintenance services, including but not limited to diagnostics, oil changes, brake repairs, general automotive repairs, and automotive fabrication.
- Services are provided at the location designated by the customer within the Deniliquin Area.
- A standard fee of \$1 per kilometer travelled from the Deniliquin CBD will be applied for the technicians travel to the designated location.
- The scope of services and pricing will be discussed and agreed upon prior to the service appointment.

2. Service Appointment

- Appointments are scheduled at the convenience of the customer and are subject to availability.
- The customer agrees to provide accurate information regarding the make, model, and condition of the vehicle, as well as the location for the service appointment.
- Failure to provide accurate information may result in additional charges or cancellation of the service.

3. Payment

- Payment for services is due upon completion of the work. We accept payment via electronic funds transfer or cash.
- An invoice will be provided detailing the services rendered and the cost.
- Late payments are not accepted under any circumstance and may result in legal action.

4. Warranty and Guarantee

- We provide a 3-month warranty on parts and labor, effective from the date of service.
- This warranty does not cover damage due to accidents, misuse, or failure to maintain the vehicle according to manufacturer guidelines.
- Warranty claims must be made within the warranty period and may require the vehicle to be brought back to Rich Automotive or assessed at a mutually agreed location.

5. Customer Responsibilities

- The customer is responsible for providing a safe and accessible location for the service appointment. If the location is unsafe or inaccessible, Rich Automotive reserves the right to cancel the appointment and may charge a service fee.
- The customer is responsible for ensuring that the vehicle is in a condition that allows for the requested services to be performed safely.

6. Limitation of Liability

- Rich Automotive will make reasonable efforts to ensure the proper and safe performance of services. However, we do not accept responsibility for any damage resulting from pre-existing conditions of the vehicle or unforeseen issues that may arise during the repair process.
- Our liability is limited to the cost of the services provided and does not extend to indirect, consequential, or incidental damages.

7. Cancellation and Rescheduling

- Customers may cancel or reschedule an appointment with a minimum of 24 hours notice. Failure to provide adequate notice will result in a cancellation fee of 45% of the intended appointment cost.
- Rich Automotive reserves the right to cancel or reschedule services due to unforeseen circumstances or emergencies. In such cases, we will make every effort to inform the customer promptly and reschedule the service.

8. Privacy and Data Protection

- Rich Automotive respects the privacy of its customers. Any personal information collected during the service request will be used solely for the purpose of providing services and will not be shared with third parties, except as required by law.
- For more information on how we protect your data, please refer to our Privacy Policy at www.richauto.com.au.

9. Changes to Terms

- Rich Automotive reserves the right to amend or update these Terms and Conditions at any time. Any changes will be effective immediately upon posting to our website or notifying customers in writing.

10. Governing Law

- This Agreement shall be governed by the laws of the state of New South Wales and any disputes will be resolved in the courts of New South Wales.

By scheduling a service with Rich Automotive, you acknowledge that you have read, understood, and agree to these Terms and Conditions.