

Stokers VW

Terms and Conditions

1. Acceptance of Quotation and Contract

- a) When we provide you with a quote (verbal or written) and you accept it, you enter a legally binding agreement to pay the quoted price.
- b) The vehicle will not be released until full payment is received.

2. Scope of Services

- a) We specialise in Volkswagen vehicles, but we offer servicing and repairs for all makes and models.
- b) Unless you specifically request genuine parts, we reserve the right to use industry-standard aftermarket parts. If you wish to know exactly what parts will be used, please request this prior to work commencing.

3. Quotes and Variations

- a) All quotes are valid for 30 days unless otherwise stated or until stock availability changes.
- b) If any work falls outside the quoted scope, we will advise you of any additional costs and obtain your approval before proceeding.

4. Payment Terms

- a) Unless otherwise agreed, full payment is due before the vehicle is released.
- b) A deposit may be required before work begins.
- c) We accept payment by cash, EFTPOS and credit card (credit card surcharge applies). Late payments may incur interest of 10% per month.

5. Vehicle Release

- a) The vehicle will not be released until all invoices have been paid in full.
- b) If the vehicle is not collected within 7 days, storage fees may apply.

6. Standard Warranty

- a) We provide a standard 12-month warranty on workmanship and parts unless otherwise specified on the quote or invoice.
- b) This warranty does not apply where faults arise from misuse, neglect or customer-supplied parts.

7. Liability

- a) Our liability is limited to re-performing the work or refunding the amount paid, to the extent permitted by law.
- b) We are not liable for indirect or consequential loss, including loss of income or vehicle use, except where required under the Australian Consumer Law.

8. Delays and Force Majeure

- a) We will make every effort to complete work within the estimated timeframe; however, delays caused by parts availability or factors beyond our control are not our liability.
- b) Variations to the work or price must be approved before proceeding.

9. Privacy

We collect personal information solely to provide our services and comply with our legal obligations.

10. Governing Law

These Terms and Conditions are governed by the laws of New South Wales. Any disputes will be resolved in the courts of New South Wales.