

Terms and Conditions

Quoting and pricing structure

All our invoices are inclusive of VAT at 20%. MOT's are exempt from VAT. Frampton Garage use an appropriate pricing structure using automotive data sites to advise on labour times when quoting jobs. If the vehicle is at the premises, the mechanics reserve the right to price the work using experience and knowledge of how long the job will take, this is often easier when visually inspecting the vehicle. All invoices are created using a structure of parts and labour plus VAT, with labour being a set rate of £45+VAT.

If there are any issues with quoting and pricing, these need to be discussed with Frampton Garage with discretion.

Methods of payment

Frampton Garage accept most methods of payment. All major debit and credit cards are accepted apart from American Express, we do not pass on our card charges. We do accept apple pay and contactless payments up to £30, please ask for a duplicated card receipt.

Cash, cheque and BACS payments are also accepted, but please ask a member of staff for references when making a BACS payment.

All invoices must be paid for in full before taking the vehicle away from the premises, all prices will be discussed with you prior to the work being carried out.



Alternative payment methods or arrangements will need to be discussed prior to the vehicle being repaired.

Diagnostics

Frampton Garage use various diagnostic equipment and technology to be able to diagnose faults with vehicles. Diagnostic scans are £24.95+VAT and additional labour may be required to identify a fault, and this will be discussed with you.

All possible causes of faults will be made aware to you to ensure that you make an informed decision on what is needed, and costs involved to be able to repair the vehicle.

Re-scans for the same fault will be free within 6 weeks of having the initial scan. If a diagnostic scan determines a different fault, a full scan price can be charged to you.

MOT's

All class 4 MOT's are carried out at the premises; however, Class 7 MOT's will be outsourced to other garages as we do not currently carry out class 7 MOT's, this will be made aware to you. All MOT's are carried out by VOSA approved testers, their certificates are present and located in reception for you to view.

Please ask a member of staff in reception for more information regarding our policies and for evidence of certification. Please note: our MOT viewing area is located at reception.