

Terms and Conditions – HME Oil and Filter Service

Conditions: the terms and conditions set out in this document as amended from time to time in accordance with clause 6.

Contract: the contract between Halfords and the Customer for the sale and purchase of the Services in accordance with these Conditions.

Customer, you, your: the person who purchases the Services from us.

Halfords, we, us, our: means, as applicable, either Halfords Limited (company number 00103161) or, in respect of Halfords Garage services, Halfords Autocentres Limited (company number 04050548) both of Icknield Street Drive, Washford West, Redditch, Worcestershire B98 0DE.

Services: the replacement of the oil and filter on consumers vehicles.

Technician: Halfords mobile expert mechanics who will carry out the Services.

Website: means Halfords.com.

1. Services

1.1. The Services are booked through the Website by selecting the car servicing menu and choosing the oil and filter option. You will be required to enter your vehicle registration number and select an available time slot.

1.2. The Services are available on weekdays and weekends. You will be able to book the Services at least forty-eight (48) hours prior to the Services being carried out, subject to availability.

1.3. The Services may not be available in certain locations and may not be carried out on some vehicles. This is at Halfords sole discretion.

2. Requirements on the day

2.1. The following conditions must apply:

- the ground must be flat and solid;
- there must be at least one (1) metre of space around the vehicle for safety clearance;
- there must daylight and/or suitable light for visibility;
- the vehicle must be parked on private land only such as private driveways, this means that the vehicle should not be parked in public spaces such as public car parks or the street;

- there must be a reasonable amount of space for our Technician to park their vehicle nearby to access any equipment required to carry out the Services.

2.2. You must ensure that you have obtained the necessary permissions from the legal owner of the vehicle for the Technician to carry out the Services. Our Technician will not verify whether you are the legal owner of the vehicle.

2.3. You must ensure that the occupier of the premises on which the Services will be carried out has been notified and that the occupier has provided its consent.

2.4. You must remove all personal belongings from your vehicle. The Technician or Halfords will not be liable for any personal belongings which have not been removed from the vehicle.

2.5. The Technician will not under any circumstance remove waste from your location which the Technician has not created.

3. Additional Work

3.1. We will not be held liable for failing to identify any faults, defects or additional work required to your vehicle which are not related to the Services.

3.2. If your vehicle is over five years old or has a high mileage, it may contain fundamental internal, structural or mechanical defects and/or hidden corrosion. The Technician is not liable for failing to identify any issue and will only carry out the Services.

3.3. If your vehicle displays the servicing warning light and you want this to be switched off, you would be required to visit one of our autocentres for either an interim, full or major service, where we will switch off the service light after completing additional part replacements and servicing tasks. The Technician will not switch off your servicing warning light as part of the Services.

3.4. If our Technician identifies any additional work required to your vehicle, we will not be able to perform such work at that time. However, the Technician would provide you with a number to call to allow you to book an appointment for the additional works if you wished to do so.

4. The right to refuse to carry out the Services

4.1. If you do not adhere to the requirements as stated in clause 2.1, our Technician reserves the right to refuse to carry out the Services.

4.2. If our Technician refuses to carry out the Services, you will be informed verbally and our Technician will attempt to re-book the Services to take place on a different day.

5. Refunds and Cancellations

5.1. If our Technician has refused to carry out the Services, you will be issued with a full refund for the Services within five (5) working days.

5.2. If you cancel the Services twenty-four (24) hours prior to the commencement of the Services, we reserve the right to charge you the full amount for the Services.

6. Variation

6.1. Halfords may amend these Conditions from time to time. Each time you purchase the Services from us, the Conditions in force at the time of your purchase will apply to the Contract between you and us.