

Diagnosics, Engine Carbon and DPF Cleaning by F5 ECC Ltd - Terms of Business



1. CUSTOMER DETAILS	Declaration to be signed by customer
Name	<p><i>I have read and understood F5ECC Limited's Terms of Business as expressed in this contract (section 3) and agree to diagnostics and my engine/DPF (as per section 2) to be cleaned using the Engine Carbon Clean/DPF Clean service. I agree to be responsible for the full cost (section 4) of the service.</i></p> <p>Signature:</p> <p>Date: D D / M M / Y Y Y Y</p>
Address	
Telephone	
Email	

2. VEHICLE/ENGINE DETAILS	Pre-Clean inspection observations (to be filled in by agent)
Make	
Model	
Year	
Engine Size/Code	
Fuel Type <input type="checkbox"/> Petrol <input type="checkbox"/> Diesel <input type="checkbox"/> LPG <input type="checkbox"/> Hybrid <input type="checkbox"/> Other	
Registration (Or ID)	
Mileage (or hours)	

3. TERMS OF BUSINESS FOR DIAGNOSTICS, ENGINE CARBON AND DPF CLEAN SERVICES – OUR CONTRACT WITH YOU	
<p>1. When using the Engine Carbon Clean, DPF Clean or diagnostics service, you are dealing with F5 ECC Limited. In these terms references to “we” or “our” means F5 ECC Limited. You agree that our work shall be governed by the following terms and conditions.</p> <p>2. During an Engine Carbon Clean a controlled volume of hydrogen and oxygen is introduced into the engine via the air intake. Your engine may suffer a fault through no fault of our technician or Engine Carbon Clean service. You acknowledge that risk. If your engine will not restart you will be liable for any costs incurred in having the vehicle recovered and repaired subject to clause 6 & 8 below.</p> <p>3. During a DPF Clean liquids are flushed through the DPF to remove blockages caused by soot, oil and ash. On occasions a DPF may have collapsed internally and a DPF Clean will not rectify this.</p> <p>4. The Engine Carbon Clean or DPF Clean process may invalidate your engine manufacturer warranty. You acknowledge that risk. Direct any questions regarding your warranty to your engine manufacturer.</p> <p>5. Any change to emissions, recovered engine power, fuel economy and/or future engine component reliability that you can expect depends upon each engine, the fuel and lubricants used and the style of driving the engine has experienced prior to the Engine Carbon or DPF Clean taking place, therefore F5 ECC Limited can make no guarantee with regards to these benefits.</p> <p>6. You agree that unless we have written to you to confirm otherwise before we begin work, you and F5 ECC Limited do not intend that F5 ECC Limited reimburse or compensate you for loss of income, loss of use of your vehicle, costs or expenses incurred from loss of use of your vehicle, loss of business or profits or pure economic loss or indirect or consequential loss suffered by you as a result of our work. Nothing shall limit our liability for fraud or death, or personal injury caused by our negligence. Your statutory rights are not affected. Please refer to our website for our complaint procedure at www.f5ecc.com.</p> <p>7. You agree that our privacy policy and policy on cookies as they appear on our website shall govern the handling of your personal information that we receive from you. If you wish to limit our right to use your personal information, please send an email to dataprotection@f5ecc.com in compliance with GDPR.</p>	<p>8. Our terms of business and any dispute or claim arising out of or in connection with them or their subject matter (including non-contractual disputes or claims of any kind arising directly or indirectly) shall be governed by and construed in accordance with the laws of England and Wales.</p> <p>9. The courts of England will have exclusive jurisdiction over any claim arising from, or related to, our goods and services although we retain the right to bring proceedings against you for breach of these conditions in your country of residence or any other relevant country.</p> <p>Consumer rights information</p> <p>10. Any booking that you make with us by phone or online will be subject to The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 (SI 2013/3134) (as amended from time-to-time). We are pleased to provide you with the following information in accordance with those regulations:</p> <p>a. ‘Engine Carbon Clean East Midlands – F5ECC’ is the trading name of F5 ECC Limited, company number 09556159 whose registered office and head office location is at The Pollards, Bourne, Lincolnshire, PE10 0FR. Telephone number 07496 060560. You can contact us at info@f5ecc.com</p> <p>b. F5 ECC Limited supply Diagnostics, Engine Carbon and DPF Clean services.</p> <p>c. When we accept your booking, we will provide you with a quote for our work. In doing so we make assumptions as to the extent of work required. We reserve our right to adjust our price according to the goods and services we supply to you in the course of providing our service to you.</p> <p>d. We will provide our service by appointment at a mutually agreed location.</p> <p>e. Please note that you may not cancel your appointment after we have commenced our work on your vehicle and we reserve all rights to recover payment for our service in circumstances where you attempt to cancel your appointment or require us to cease work after our work has commenced.</p> <p>f. Where we have taken any payment from you in the course of you making an appointment with us, we shall hold that payment to your order until the moment we begin our work on your vehicle. With effect from commencement of our work on your vehicle, we reserve our right to retain for our account any payment you have made to us.</p> <p>g. The only language offered by us for any contract is English.</p>

4. PAYMENT DETAILS	
<p>Amount + Agent Stamp</p>	<p> <input type="checkbox"/> Cash <input type="checkbox"/> Card <input type="checkbox"/> BACS <input type="checkbox"/> PayPal <input type="checkbox"/> OTHER: </p>
	<p>Agent Signature</p> <hr/> <p>Date: D D / M M / Y Y Y Y</p>