



# FULL TERMS & CONDITIONS — SW AUTOWORX

**Last updated:** November 2025

These Terms & Conditions (“Terms”) govern all services provided by **SW Autoworx Ltd** (“we”, “us”, “our”). By booking or receiving any service, you (“the customer”, “you”) agree to these Terms.

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## 1. GENERAL SERVICE TERMS

1.1 All work is carried out based on the agreed scope of work detailed in your quote or booking confirmation.

1.2 Quotes are valid for 14 days unless otherwise stated.

1.3 Prices may change if the condition of the vehicle differs from the condition described at the time of quoting.

1.4 Deposits may be required to secure bookings and are non-refundable unless otherwise stated.

1.5 Final payment is due on collection of the vehicle unless agreed in writing beforehand.

1.6 Cancellations within 48 hours of the appointment may incur a charge.

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## 2. VEHICLE CONDITION DISCLAIMER

2.1 Vehicles often arrive with pre-existing damage, wear, corrosion, or hidden defects. These may become more visible after cleaning or detailing processes.

2.2 We accept no liability for:

- Pre-existing corrosion or deterioration
- Brittle plastics, clips, trims or fasteners that fail during safe removal
- Seized bolts, degraded fasteners, or inaccessible areas
- Paint defects revealed after washing or polishing

2.3 Any work requiring the removal of undertrays, arch liners, trims, wheels, or accessories is done at the customer’s risk unless otherwise agreed.

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### 3. UNDERBODY PROTECTION & CORROSION TREATMENT

3.1 Products such as **IGL Aegis**, **IGL Armor**, **WAR**, **Epoxy primers**, and other coatings provide **protection**, **encapsulation**, and **slowing of corrosion**, but they **cannot reverse** corrosion already present within metal.

3.2 No product or process can guarantee that corrosion will not return.

3.3 Lifespans stated by manufacturers (e.g., “up to 15 years”) are **maximum potential lifespans** and **not guaranteed durations**.

3.4 Performance depends entirely on:

- The existing condition of the metal
- Environment (salt, moisture, storage, mileage)
- Pre-existing deep-rooted corrosion
- Long-term maintenance

3.5 We cannot be held liable if corrosion reappears after treatment.

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### 4. DETAILING & PAINT CORRECTION

4.1 We follow safe, proven detailing methods at all times.

4.2 Machine polishing carries inherent risk, especially on older paint, repainted panels, failing clearcoat, or thin paintwork.

4.3 We use paint depth readings where possible, but these do **not** reveal subsurface defects or paint history.

4.4 Not all scratches or defects can be removed fully; some may be reduced only.

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### 5. STORAGE, INSURANCE & LIABILITY

5.1 Vehicles stored on our premises are kept securely, but customers remain responsible for maintaining their own insurance.

5.2 We accept no liability for mechanical, electrical, or structural issues unrelated to the work carried out.

5.3 We are not responsible for dead batteries, fuel shortages, tyre issues or unrelated mechanical failures when a vehicle is dropped off or collected.

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## 6. CUSTOMER RESPONSIBILITIES

6.1 Customers must:

- Remove personal items before arrival
- Disclose relevant vehicle history or known issues
- Ensure the vehicle is roadworthy for collection
- Provide truthful and accurate information

6.2 We are not responsible for delays caused by customers not preparing the vehicle as required.

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## 7. VALUABLES & PERSONAL ITEMS

7.1 We do not accept responsibility for valuables left inside the vehicle.

7.2 Please remove all personal belongings prior to drop-off.

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## 8. WARRANTY / GUARANTEE

8.1 “Up to” product lifespans are **manufacturer guidelines**, not guarantees.

8.2 Any goodwill repairs or touch-ups offered are at our discretion.

8.3 No warranties are given against the future progression of corrosion on any vehicle.

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## 9. PHOTOGRAPHY & SOCIAL MEDIA

9.1 We may take photos or videos of the vehicle for promotional or documentation purposes.

9.2 If you do not wish your vehicle to be featured, you must inform us in writing before work begins.

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## 10. COMPLAINTS

10.1 Any concerns must be raised within 7 days of collection.

10.2 We will assess the issue and decide on an appropriate course of action.

10.3 Refunds are only offered where required by law.

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## **11. GOVERNING LAW**

11.1 These terms are governed by the laws of England & Wales.

11.2 Any disputes will be resolved under UK legal jurisdiction.