

Ace Finish Ltd

Terms & Conditions

Part 1 – Introduction & Definitions

Welcome

These Terms & Conditions apply to all work carried out by Ace Finish Ltd. By requesting a quotation, booking work, leaving a vehicle or accepting our services, you agree to these Terms & Conditions.

Our Commitment

We aim to provide high-quality workmanship, honest advice and excellent customer service. Where repairs involve damaged components, we will always advise you of any risks before work begins.

Definitions

Customer

The person or business instructing Ace Finish Ltd to carry out work.

Vehicle

Any vehicle, wheel, tyre or component left with Ace Finish Ltd.

Estimate

An estimate is our best assessment before work begins. Estimates are not fixed quotations and may change if hidden damage or additional work is discovered.

Quotation

A written quotation is valid only for the work described and may change if the scope of work changes.

Completed Work

Work is considered complete when Ace Finish Ltd has finished the agreed repairs and notified the customer that the vehicle or parts are ready for collection.

Acceptance

By proceeding with a booking or leaving your vehicle with us, you confirm that you have read, understood and accepted these Terms & Conditions.

Communication

We may contact you by telephone, email, SMS or WhatsApp regarding your booking, progress updates or any additional work requiring authorisation.

Changes

These Terms & Conditions may be updated from time to time. The version in force at the time of your booking will apply.

This is Part 1 of the Ace Finish Terms & Conditions

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Part 2 – Bookings, Estimates & Payments

2.1 Booking Appointments

Appointments can be made by telephone, email, WhatsApp, our website or in person. Booking dates are subject to availability and are not confirmed until accepted by Ace Finish Ltd.

2.2 Estimates

All estimates are based on a visual inspection. Hidden damage, previous repairs or corrosion may only become apparent once work has started and may require a revised estimate.

2.3 Physical Inspection

All prices advertised or discussed are subject to physically inspecting the vehicle, wheel or component. Final pricing may differ from an estimate if the condition is different from that originally described.

2.4 Additional Work

If further work is required, we will contact you for approval before proceeding wherever reasonably practicable.

2.5 Deposits

A deposit may be required for larger jobs, special order parts or where workshop time has been specifically reserved.

2.6 Special Order Parts

Special order parts may be non-returnable. If an order is cancelled, the customer is responsible for any supplier handling charges, restocking fees, return carriage or the full cost of any non-returnable parts.

2.7 Payment

Unless agreed otherwise in writing, payment is due in full before the vehicle or goods are released.

2.8 Cancellation

Cancellations made with less than 24 hours' notice may incur a cancellation charge of £50 plus VAT to cover lost workshop time.

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Part 3 – Wheel Refurbishment

3.1 Scope of Work

Wheel refurbishment may include stripping, preparation, repairs where appropriate, priming, painting, powder coating, diamond cutting and clear coating, depending on the agreed service.

3.2 Condition of Wheels

Customers should make us aware of any previous repairs, cracks, buckles or known defects before work begins. Additional defects found during refurbishment will be reported.

3.3 Corrosion & Hidden Damage

Corrosion beneath the paint, previous poor-quality repairs and hidden damage may only become apparent once the coating has been removed. Additional work may be required and may incur additional cost.

3.4 Diamond Cut Wheels

Diamond cut wheels have a limited amount of material that can safely be removed. Ace Finish Ltd reserves the right to refuse further diamond cutting where it may compromise the integrity of the wheel.

3.5 Colour Matching

We will make every reasonable effort to match the original finish. Due to age, weathering and manufacturer variations, an exact colour match cannot always be guaranteed.

3.6 Valve, TPMS & Accessories

Where fitted, tyre pressure sensors, valves, centre caps and other accessories will be handled with care. Existing damage, seized components or age-related failures remain the customer's responsibility unless caused by our negligence.

3.7 Warranty

Alloy wheel refurbishment carries a minimum 12-month warranty against defects in our workmanship. The warranty does not cover kerb damage, impact damage, corrosion caused by stone chips or brake dust, chemical damage, neglect, misuse or fair wear and tear.

3.8 Exclusions

The warranty is void where wheels have been modified, repaired by another party after our work, used in motorsport, or damaged by accident or improper maintenance.

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Part 4 – Crack & Face Buckle Repairs

4.1 Crack Repairs

Cracked alloy wheels are a safety-critical item and are an MOT failure. We will inspect every cracked wheel before deciding whether a repair is suitable.

4.2 No Guarantee

Due to the nature of alloy wheel cracking, no crack repair can ever be guaranteed. Customers should always consider wheel replacement as the safest option.

4.3 Repair Approval

We reserve the right to refuse to repair any wheel that we believe is unsafe or beyond economical repair.

4.4 Face Buckle Repairs

Face buckle repairs are carried out entirely at the customer's own risk. Because of the location and severity of the damage, there is an increased risk of cracking or failure during or after repair.

4.5 Heat Process

Straightening a buckle may require heat. This can damage the existing paint finish and refurbishment may be required afterwards.

4.6 Further Damage

Ace Finish Ltd accepts no liability where an existing crack extends, a face buckle fails during repair, or a wheel is found to be unsuitable for repair due to its existing condition.

4.7 Replacement Recommendation

Where we believe a wheel cannot be safely repaired, we will recommend replacement instead of repair.

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Part 5 – Tyres & Safety

5.1 Safety First

Safety is our priority. We may refuse to refit any tyre or wheel we believe is unsafe or illegal.

5.2 Tyre Inspection

Where practical, all four tyres and wheels may be visually inspected while the vehicle is with us.

5.3 Illegal Tyres

We may refuse to refit tyres with exposed cords, significant sidewall damage, severe cracking, bulges or other defects that make them unsafe.

5.4 Tread Depth

If a tyre is below the legal tread depth, or the majority of the tread is below the legal limit, we may refuse to refit it.

5.5 Customer Advice

Any significant safety concerns identified during inspection will be brought to the customer's attention.

5.6 TPMS

We are not responsible for failures of ageing or previously damaged tyre pressure monitoring sensors unless caused by our negligence.

5.7 Wheel Nuts & Torque

Wheel fixings will be tightened to the appropriate specification wherever applicable. Customers should contact us immediately if they suspect any issue after collection.

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Part 6 – Bodyshop Repairs

6.1 Scope of Repairs

Bodyshop work may include dent repairs, paintwork, bumper repairs, panel replacement, plastic repairs and cosmetic refinishing as agreed.

6.2 Hidden Damage

Additional damage may only become visible once panels are removed or repairs begin. If this happens we will contact you before carrying out additional chargeable work wherever reasonably practicable.

6.3 Colour Matching

We will take every reasonable step to achieve an excellent colour match. Exact matches cannot always be guaranteed due to age, fading, previous repairs and manufacturer paint variations.

6.4 Rust & Corrosion

Surface corrosion may extend further than is initially visible. Unless specifically agreed in writing, repairs are limited to the work quoted and do not guarantee the permanent elimination of corrosion.

6.5 Previous Repairs

We are not responsible for failures caused by previous poor-quality repairs, excessive filler, corrosion or other pre-existing defects.

6.6 Replacement Parts

Unless otherwise agreed, suitable quality replacement parts may be used. Genuine manufacturer parts can be supplied on request where available.

6.7 Quality Check

All repairs are inspected before the vehicle is released. Customers should notify us promptly if they believe there is an issue with the workmanship.

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Part 7 – Courtesy & Hire Cars

7.1 Eligibility

Courtesy or hire vehicles are provided subject to availability and at Ace Finish Ltd's discretion.

7.2 Driving Licence

Drivers must hold a valid licence and provide any information reasonably requested before using a courtesy vehicle.

7.3 Insurance

A £500 insurance excess applies unless otherwise agreed in writing.

7.4 Fuel

Vehicles should be returned with the same fuel level. A refuelling charge may apply where necessary.

7.5 Fines & Charges

The customer is responsible for all speeding fines, parking charges, tolls, congestion charges and similar penalties incurred during the hire period.

7.6 Damage

The customer must return the vehicle in the same condition as supplied, allowing for fair wear and tear.

7.7 Breakdown

If a courtesy vehicle breaks down while in the customer's possession, the customer must contact Ace Finish immediately. Recovery back to Ace Finish may be the customer's responsibility unless the breakdown is due to our negligence or alternative arrangements have been agreed.

7.8 Prohibited Use

Courtesy vehicles must not be used for racing, off-road driving, driver training, towing unless authorised, or by any unauthorised driver.

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Part 8 – Warranty

8.1 Workmanship Warranty

Unless otherwise stated, Ace Finish Ltd provides a minimum 12-month warranty on alloy wheel refurbishment against defects in our workmanship.

8.2 What Is Covered

The warranty covers defects arising from our preparation, painting, powder coating or other agreed refurbishment processes.

8.3 What Is Not Covered

The warranty does not cover kerb damage, impact damage, accidents, misuse, neglect, corrosion caused by stone chips or brake dust, chemical damage, off-road or motorsport use, or normal wear and tear.

8.4 Crack & Buckle Repairs

Crack repairs cannot be guaranteed. Face buckle repairs are undertaken at the customer's own risk and are excluded from any workmanship warranty unless expressly agreed in writing.

8.5 Warranty Claims

If you believe there is a defect in our workmanship, please contact us as soon as reasonably possible and allow us the opportunity to inspect the vehicle or wheel before any third-party repairs are carried out.

8.6 Third-Party Repairs

Any unauthorised repair or alteration by another company may invalidate the warranty where it affects our workmanship.

8.7 Your Statutory Rights

Nothing in these Terms & Conditions affects your statutory rights.

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Part 9 – Collection & Storage

9.1 Notification of Completion

We will notify you when your vehicle, wheels or parts are ready for collection.

9.2 Collection Period

Vehicles and parts should be collected within 3 days of notification unless an alternative arrangement has been agreed in writing.

9.3 Storage Charges

Ace Finish Ltd reserves the right to apply reasonable storage charges for vehicles or parts that remain uncollected after 3 days.

9.4 Delays

If you are unable to collect your vehicle within the agreed period, please contact us as soon as possible so alternative arrangements can be considered.

9.5 Uncollected Vehicles

Where a vehicle remains uncollected for an extended period and we are unable to contact the owner, Ace Finish Ltd reserves all rights available under applicable law to recover outstanding costs and storage charges.

9.6 Customer Inspection

Customers should inspect completed work on collection and raise any concerns promptly so they can be investigated.

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Part 10 – Customer Responsibilities

10.1 Customer Information

Customers must provide accurate contact details and inform Ace Finish Ltd of any relevant information about the vehicle that may affect the work.

10.2 Authority to Instruct

By leaving a vehicle or component with us, the customer confirms they have the legal authority to authorise the requested work.

10.3 Existing Damage

Customers should advise us of any known damage, previous repairs, cracks, buckles or faults before work begins.

10.4 Personal Belongings

Please remove valuables and personal belongings before leaving your vehicle. Ace Finish Ltd cannot accept responsibility for loss or damage to personal items left inside the vehicle unless caused by our negligence.

10.5 Additional Authorisation

Where additional work is identified, we will seek approval before proceeding wherever reasonably practicable.

10.6 Collection

Customers are responsible for collecting their vehicle within the agreed timescales and settling all outstanding charges before release.

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Part 11 – Liability

11.1 Reasonable Care

Ace Finish Ltd will exercise reasonable skill and care when carrying out all agreed work.

11.2 Limitation of Liability

We are not responsible for loss arising from pre-existing defects, hidden corrosion, previous repairs, manufacturing defects or damage outside our reasonable control.

11.3 Consequential Loss

To the fullest extent permitted by law, Ace Finish Ltd shall not be liable for indirect or consequential loss, loss of earnings, loss of business or loss of use of a vehicle.

11.4 Force Majeure

We are not liable for delays or failures caused by events beyond our reasonable control, including supplier delays, severe weather, power failures or other unforeseen events.

11.5 Right to Refuse Work

Ace Finish Ltd reserves the right to refuse any repair that we believe would be unsafe, uneconomical or inconsistent with professional standards.

11.6 Consumer Rights

Nothing within these Terms & Conditions excludes or limits any rights that cannot legally be excluded under applicable consumer protection legislation.

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Part 12 – Privacy & General Terms

12.1 Privacy

Ace Finish Ltd will only use your personal information for providing quotations, carrying out repairs, processing payments, arranging courtesy vehicles and contacting you about your booking. We will process personal data in accordance with applicable data protection legislation.

12.2 Vehicle Images

We may take photographs of your vehicle or wheels before, during and after repair for quality control, record keeping and evidence of condition. Images will not be used for marketing without your permission unless they do not identify you or your vehicle.

12.3 Website Information

Information published on our website is intended as a guide only. Prices, services and availability may change without notice. All advertised prices remain subject to physical inspection of the vehicle.

12.4 Intellectual Property

All website content, photographs, logos and marketing material remain the property of Ace Finish Ltd unless otherwise stated and may not be copied without permission.

12.5 Complaints

If you are unhappy with any aspect of our service, please contact us as soon as possible. We will investigate your concerns and aim to resolve them fairly and promptly.

12.6 Changes to These Terms

Ace Finish Ltd may amend these Terms & Conditions from time to time. The version in force on the date your booking is accepted will apply to your work.

12.7 Severability

If any part of these Terms & Conditions is found to be invalid or unenforceable, the remaining provisions will continue to apply.

12.8 Governing Law

These Terms & Conditions are governed by the laws of England and Wales, and any dispute will be subject to the jurisdiction of the courts of England and Wales.