



Terms & Conditions

TSTFS LTD trading as The Scottish Tech Fleet Support

1. Introduction

Contact Information:

Phone: 07821 056136

Email: service@thescottishtech.co.uk

This document sets out the terms and conditions provided by TSTFS LTD trading as The Scottish Tech Fleet Support, including breakdown response, routine maintenance, diagnostics, inspections, repairs, and customer responsibilities.

2. Services Provided

- 24-Hour Emergency Breakdown Response
- Routine Maintenance
- Diagnostics & Repairs
- Vehicle & MOT Inspections
- Fleet Health Checks

3. Service Commitments

3.1 24-Hour Emergency Breakdown Response

- We aim to be on-site within 2 hours of a breakdown or emergency repair request.
- If there's a delay beyond our control, we'll update you as soon as possible.
- Available 24 hours a day, 7 days a week.
- All jobs must be emailed to service@thescottishtech.co.uk. Breakdowns must be emailed within 30 minutes after phoning it through; otherwise, we will no longer be able to attend after this timeframe.

3.2 Routine Maintenance

- Available Monday to Friday, 8:00 AM - 5:00 PM.
- While we strive to accommodate last-minute requests, we cannot guarantee availability for bookings made within 14 days.
- All booking requests must be submitted via email to service@thescottishtech.co.uk to ensure efficient scheduling.

3.3 Diagnostics, Vehicle Inspections & Repairs



- Diagnostics and inspections must be scheduled prior to any repair work.
- Repairs following diagnostics or inspections are completed with separate parts and materials billed accordingly.

4. Availability

- Emergency Response: 24/7, 365 days a year.
- Routine Maintenance: Monday to Friday, 8:00 AM - 5:00 PM.

5. Customer Responsibilities

- Provide the correct location for breakdowns.
- Make sure vehicles are available for scheduled maintenance.
- Ensure a safe and accessible working environment.
- Cancellations must be made at least 24 hours in advance, or the full charge will apply.

6. Liability & Indemnity

Our liability is strictly limited to the cost of the service provided. We are not responsible for indirect losses such as vehicle downtime, lost earnings, missed deadlines, or additional costs incurred by the client due to repairs or delays.

The customer agrees to indemnify and hold The Scottish Tech Fleet Support harmless against claims, damages, or liabilities arising from misuse of the vehicle, pre-existing faults, or failure to follow maintenance recommendations.

7. Parts Ordering & Returns

Once parts have been ordered, they cannot be returned or refunded unless faulty. If a customer cancels a repair after parts have been ordered, they remain liable for the cost of the parts.

8. No Warranty on Used or Aftermarket Parts

If aftermarket, refurbished, or second-hand parts are used—whether supplied by us or the customer—The Scottish Tech Fleet Support cannot guarantee their reliability or longevity. Any failure of such parts is the responsibility of the supplier or customer.

9. No Liability for Previous Repairs or Modifications

We are not responsible for issues caused by previous repairs, modifications, or non-standard vehicle alterations. If a fault arises due to past work, additional labour may be required.



10. Safety & Environmental Compliance

We comply with all UK safety and environmental regulations. We will not carry out work that we believe to be unsafe, illegal, or environmentally hazardous. Customers must not request or pressure us to bypass legal safety or emissions standards.

11. Customer Duty of Care (Safe Working Conditions)

Customers must ensure a safe working environment for mobile repairs. Work may be refused or rescheduled if the location is unsafe due to traffic risks, poor lighting, extreme weather, or other hazards.

12. Right to Refuse Service

- We reserve the right to refuse or stop work if:
- The vehicle is unsafe to repair.
- The customer is uncooperative or abusive.
- Payment terms have not been met.

13. No Courtesy Vehicles Provided

We do not provide courtesy vehicles or alternative transport while repairs are carried out. Customers are responsible for their own travel arrangements.

14. Media & Social Media

- We may record, photograph, or film jobs for marketing and social media purposes.
- By using our services, you agree that non-sensitive footage (e.g., repairs and equipment) may be used on our website, social media, and promotional materials.
- Where possible, we will not share personal details (e.g., number plates, business names) without your consent.
- If you do not want your vehicle or job featured, please notify us in writing.

15. Disputes & Complaints

If you have a complaint, please contact us within 7 days of the work being completed.

We will aim to resolve the issue fairly. If no resolution is reached, disputes may be handled through arbitration or legal channels in accordance with UK law.

16. Right to Amend Terms

The Scottish Tech Fleet Support reserves the right to amend this agreement as needed. Any significant changes will be communicated to customers before implementation.

17. Agreement Duration & Termination

These terms remain in effect until either party gives 30 days' written notice to terminate.