

Klever Motives Mechanic LLC

Terms & Conditions

These terms and conditions apply to all services performed by Klever Motives Mobile Mechanic LLC. Please read them carefully before approving any repair work. By approving an estimate or scheduling service, you acknowledge that you have read, understood, and agree to the terms below.

1. Service Agreement

- By accepting this invoice, the customer agrees to the scope of work outlined for the auto repair services provided by Klever Motives Mobile Mechanic.

2. Payment Terms

- Customer-Supplied Parts: We do not accept customer-purchased parts. If an exception is made, a 35% labor surcharge will be added to the final invoice for any defective, incorrect, or time-delaying parts provided by the customer.
- Travel Fee: Travel fees are normally included in the labor price. Our standard travel rate is \$1.89 per gallon when applicable.
- Deposit: A non-refundable \$25 deposit is required upon approval of the estimate and scheduling of the repair. This deposit will be credited toward the final repair cost. If the customer cancels the appointment, a new non-refundable \$25 deposit is required to reschedule.
- Payment for Parts: Payment for parts is due upon approval of the estimate. Any additional parts or changes will be communicated and must be approved by the customer before work proceeds.

3. Estimates and Pricing

- An initial estimate may be provided before work begins. If the final cost exceeds the original estimate, the customer will be notified and must approve any additional charges before work continues.

4. Parts and Warranty

- We do not accept customer-purchased parts.
- All installed parts are covered by the manufacturer's warranty.
- Klever Motives Mobile Mechanic provides a 6-month warranty on labor related to the repair performed.

5. Liability

- Klever Motives Mobile Mechanic is not responsible for any pre-existing conditions, hidden damage, or mechanical issues that were not identified before or during the service.

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6. Inspection and Acceptance

- Upon completion of the repair, the customer is encouraged to inspect the vehicle to ensure all work has been completed to their satisfaction.

7. Cancellations and Refunds

- If a customer cancels or changes the repair order after work has begun, they may be charged a cancellation fee and/or billed for labor and materials used up to that point.
- Refunds for parts will only be issued if the parts are proven to be defective or otherwise eligible under the manufacturer's warranty or return policy.

8. Dispute Resolution

- Any disputes regarding the invoice or repair work should first be addressed through direct communication with Klever Motives Mobile Mechanic in an effort to reach a fair resolution.

9. After-Hours Emergency Service Fee

- An after-hours emergency service fee of \$75 will be charged for services requested outside normal business hours, including evenings, weekends, and holidays.

10. Travel Policy

- Travel is included with the \$115 diagnostic service. If a repair is completed during the same visit as the diagnosis, no additional travel fee will be charged. Additional travel charges may apply for appointments outside the standard service area (20 miles).

11. Fluids and Chemicals

- Any fluids or chemicals removed from the vehicle during service will not be reused. All replacement fluids and chemicals installed during the repair will be new.

Contact

Klever Motives Mechanic LLC
212 Dayspring Ln, Gaston, SC 29053
Phone: (484) 767-1145
Hours: 9 AM – 5 PM