

Vehicle care services through AA Car Care and AA Approved Garages

Terms and Conditions

from September 2026

These terms

Please read these terms carefully before you book the servicing, maintenance, repair and MOT services offered for purchase through the fulfilment options of AA Approved Garages or AA Car Care (fulfilled by AA mobile mechanics) on the AA Approved Garages and AA Car Care website pages (the “**AA Vehicle Care Website Pages**”) which includes <https://www.theaa.com/aa-approved-garages>, <https://www.theaa.com/mot> <https://www.theaa.com/car-care> and other associated website pages (the “**AA Vehicle Care Services**”).

By booking or purchasing AA Vehicle Care Services (whether on the AA Vehicle Care Website Pages, by telephone or other means), you agree to be bound by these terms, the AA Cookie Policy <https://www.theaa.com/cookie-policy> and the relevant privacy notice as indicated in the section below (which may change from time to time).

Who is your agreement with?

Bookings fulfilled by AA Approved Garages:

If you are making a booking for AA Vehicle Care Services to be fulfilled by AA Approved Garages your agreement is with **Prestige Fleet Servicing Limited**, a company registered in England with company number 06254669 and registered office at Level 3, Plant, Basing View, Basingstoke, Hampshire, RG21 4HG, and part of the “**AA Group**” (which also includes any holding company or subsidiary company of Prestige Fleet Servicing Limited).

We'll arrange for AA Vehicle Care Services to be provided by a “**Garage**” (which includes both AA operated service centres and third-party service centres), however your agreement remains between you and Prestige Fleet Servicing Limited.

By making a booking or purchasing AA Vehicle Care Services to be fulfilled by AA Approved Garages, you acknowledge that we process your personal data in accordance with the Prestige Service, Maintenance and Repairs Privacy Notice <https://www.theaa.com/privacy-notice-smart-care> (which may change from time to time).

Bookings fulfilled by AA Car Care (fulfilled by AA mobile mechanics):

If you are making a booking for AA Vehicle Care Services to be fulfilled through AA Car Care (fulfilled by AA mobile mechanics) your agreement is with **Automobile Association Developments Limited**, a company registered in England with company number 01878835 and registered office at Level 3, Plant, Basing View, Basingstoke, Hampshire, RG21 4HG, and

part of the “**AA Group**” (which also includes any holding company or subsidiary company of Automobile Association Developments Limited).

We'll arrange for AA Vehicle Care Services to be provided by a “**Mobile Mechanic**”, however your agreement remains between you and Automobile Association Developments Limited.

By making a booking or purchasing AA Vehicle Care Services to be fulfilled through AA Car Care (fulfilled by AA mobile mechanics), you acknowledge that we process your personal data in accordance with the AA Group Privacy Notice <https://www.theaa.com/privacy-notice> (which may change from time to time).

Important information

Prices are agreed up front. We'll perform the AA Vehicle Care Services shown in your booking and you'll pay the agreed fees shown in that booking unless we determine that any changes are needed that will increase the fees once your Car is inspected (in which case we'll get your approval before proceeding with those changes).

Standalone product. AA Vehicle Care Services are **not** included as part of any AA Breakdown membership.

Bookings are subject to availability. The AA Approved Garages and AA Car Care fulfilment options vary depending on location and may not be available in remote areas or outside mainland UK.

Breakdowns or accidents. If you are in a breakdown or accident, please refer to your AA Breakdown policy documents to request assistance if you are an AA Breakdown member.

Car warranties. You should also check whether you are entitled to servicing or repairs for your Car (as defined under Section 2.1 below) under any existing warranty for your Car (such as a warranty provided by your Car manufacturer or an after-market warranty provider) before purchasing AA Vehicle Care Services.

What happens if you don't collect your Car. If you don't collect your Car when we make it available, then we may charge you reasonable storage costs and, where applicable, reasonable transportation costs (see Sections 5).

What happens if you don't pay. If you don't pay pre-agreed fees when due, then we can keep your Car and may charge you interest and/or reasonable storage costs until we receive payment (see Section 9).

Limitations on our liability. These terms set out important limitations and exclusions of our liability in Section 17 (if you are a consumer) and Section 18 (if you are a business or aren't a consumer).

Please retain these terms. We recommend you print a copy of these terms for your records.

What to do if you need help

What help do you need?	Contact details
------------------------	-----------------

Help with a new or existing AA Vehicle Care Services booking

Telephone: 0330 018 3446
Email: smartcare@theaa.com

Contents

When you book AA Vehicle Care Services, you are agreeing to the following terms – please ensure you read each section in full:

1. These terms apply to bookings for AA Vehicle Care Services

2. Bookings can be made for eligible Cars

3. We'll let you know what fees are payable in advance for the booked services

4. Important information about how we provide

5. You will need to make the Car available and collect it

Error! Reference source not found.. **Fulfilment through AA Car Care (fulfilled by Mobile Mechanics)**

7. We aren't responsible for finding faults unrelated to your booking

8. You remain responsible if you decline to approve critical

9. We have certain rights if you fail to pay

10. You can change your mind if you are a consumer

11. You have rights if there is something wrong with the

12. We're not responsible for delays outside our control

13. We can change products and these terms

14. We can suspend supply (and you have rights if we do)

15. We can withdraw products and we can end our contract with you

16. The AA Vehicle Care Services won't void your Car manufacturer's warranty unless we say otherwise

17. If you're a consumer, we don't compensate you for all losses caused by us or our products

18. Different limitations on our liability apply if you aren't a consumer

19. Account credentials & responsibility for content

20. We own materials, brands and logos

21. Other important terms apply

22. You can contact us about a complaint

1 These terms apply to bookings for AA Vehicle Care Services

When these terms apply

- 1.1 These terms cover your use of the AA Vehicle Care Website Pages and any AA Vehicle Care Services (whether fulfilled by the AA Approved Garage option or the AA Car Care option) that you book (whether via the AA Vehicle Care Website Pages, by phone or by other means), including any additional AA Vehicle Care Services which you authorise in relation to a booking (whether through the AA Vehicle Care Website Pages, over the phone, by text or other means).
- 1.2 These terms don't apply to Vixa Repair Services bookings (which are covered by our separate Vixa Repair Services Terms) or as part of any other product or service (such as AA Breakdown cover).

How we accept your booking

- 1.3 If you make a booking for AA Vehicle Care Services with us, then this constitutes an offer by you to purchase AA Vehicle Care Services under these terms.
- 1.4 Acceptance of your offer occurs when we confirm your booking on the AA Vehicle Care Website Pages (or by any other means).

Standalone product

- 1.5 Remember, AA Vehicle Care Services booked in the AA Vehicle Care Website Pages or by other means are **not** included as part of your AA Breakdown membership and must be purchased separately.
- 1.6 If you are in a breakdown or accident, then you may request assistance within the terms of a valid AA Breakdown membership (in which case such assistance is provided solely under applicable AA Breakdown terms).
- 1.7 Before purchasing AA Vehicle Care Services, you should also check whether you may have any entitlement to servicing or repairs under any existing Car warranty (such as a warranty provided by your Car manufacturer or an after-market warranty provider).
- 1.8 We are not responsible for any losses you may have incurred if any AA Vehicle Care Services would have been covered by any existing Car warranty or other product, but you failed to claim under that warranty/product and purchased the AA Vehicle Care Services instead.
- 1.9 If you purchase repairs or other goods or services directly from a third-party then we are not responsible for those goods or services (for example, if you book in a service or repair with a third-party garage, other than through the AA Vehicle Care Website Pages or with the AA Vehicle Care Services team).

2 Bookings can be made for eligible Cars

Bookings can be made for eligible Cars

- | |
|--|
| <p>2.1 You can only book AA Vehicle Care Services for eligible “Cars”, each a “Car”, meaning passenger vehicles (excluding motorcycles) not exceeding 3.5 tonnes gross vehicle weight. In the unlikely event that you’ve managed to make a booking for a vehicle that is not an eligible Car, we reserve the right to contact you to cancel your booking.</p> <p>2.2 Your booking is only valid for the Car detailed in your booking and can’t be transferred to another vehicle.</p> <p>2.3 Bookings remain subject to availability. The AA Approved Garages and AA Car Care fulfilment options also vary depending on location and may not be available in remote areas or outside mainland UK.</p> <p>2.4 We try to only show available AA Vehicle Care Services when you’re booking on the AA Vehicle Care Website Pages, by phone or other means. However, certain Cars may not be eligible for all types of AA Vehicle Care Services (for example, certain high-performance vehicles or vehicles not of standard production).</p> <p>2.5 In the unlikely event that you’ve made a booking and we determine that the selected Garage or Mobile Mechanic can’t perform the booked AA Vehicle Care Services, then we’ll contact you to discuss changing or cancelling your booking.</p> |
|--|

3 We’ll let you know what fees are payable in advance

What are Fees?
3.1 The “Fees” are the amounts you agree to pay for the AA Vehicle Care Services under these terms and include VAT and are calculated in pounds sterling (£) (GBP). 3.2 AA Vehicle Care Services provided under these terms are not included in or as part of any other product (such as an AA Breakdown Membership).
Fees are agreed up front
3.3 When you make a booking, we’ll show you the Fees for the AA Vehicle Care Services specified in your booking. 3.4 We’ll perform the AA Vehicle Care Services in your booking and you’ll pay the Fees shown in your booking unless we determine that any change to the AA Vehicle Care Services is required that will increase the Fees (in which case we’ll get your approval before proceeding with those changes (whether through your AA Vehicle Care Services account, over the phone, by text, by email or other means) – see Section 4.4). You’ll be able to choose a different payment method for that additional work if you approve it. 3.5 If you’re just booking a diagnostic inspection, we’ll tell you about any further Fees for AA Vehicle Care Services we recommend after we’ve inspected the Car (and we’ll get your permission before proceeding with those recommended AA Vehicle Care Services).

- 3.6 You are responsible for payment of any cancellation fees mentioned during booking if you don't make the Car available at the agreed location and time specified in your booking.

Fees remain subject to change until confirmed

- 3.7 Fees shown for AA Vehicle Care Services remain subject to change until we confirm your booking in the AA Vehicle Care Website Pages or by other means.
- 3.8 If we determine that any changes to your booking are needed that will increase the Fees, we'll ask for your approval before proceeding (see Section 4.4). You'll be able to choose a different payment method for that additional work if approved.

Pre-authorisation and pre-payment

- 3.9 We may require you to provide us (or our third-party payment provider) with payment card details and provide pre-authorisation for payment of Fees before we confirm your booking or provide any AA Vehicle Care Services.
- 3.10 Alternatively, we may require full payment of Fees before confirming your booking or providing any AA Vehicle Care Services.
- 3.11 Alternatively, we may provide you with the option of taking out a Payment Assist payment plan. Payment Assist plans are subject to third party terms as notified to you when booking on the AA Vehicle Care Website Pages or by other means.
- 3.12 We reserve the right to refuse service should any requested pre-authorisation, pre-payment or Payment Assist plan not be given or approved.
- 3.13 If we provide AA Vehicle Care Services before taking pre-authorisation or pre-payment, then we may be entitled to keep your Car if you don't pay agreed amounts when due (see Section 9).

Payment method

- 3.14 We accept payment with the payment methods specified on the AA Vehicle Care Website Pages as relevant (or which we otherwise make available to you) and we can't accept other forms of payment.
- 3.15 You agree that the payment card you provide is yours or that you have been specifically authorised to use it to purchase the booked AA Vehicle Care Services.
- 3.16 Payments will be subject to the terms and conditions of our third-party payment platform as may be notified to you from time to time.
- 3.17 Your card payment details will be saved by our third-party payment provider for you to use for any further work you authorise under existing bookings or any future bookings for AA Vehicle Care Services. You can contact us to request that your payment card details are deleted by our third-party payment provider at any time.

Congestion charges and other charges

- 3.18 You remain responsible for payment of any clean air charges, congestion charges and any other levies, duties and taxes imposed on the Car, including where someone

from your chosen Garage drives your Car through an area affected by such charges as part of our collection/delivery service.

Changes to fees and what happens if we get the price wrong

- 3.19 We may update and change the Fees from time to time and without notice, but these changes won't affect existing bookings already confirmed on the AA Vehicle Care Website Pages or by other means.
- 3.20 It is possible that, despite our best efforts, AA Vehicle Care Services may be incorrectly priced. If the correct price at your booking date is higher than the price stated to you, we'll contact you for approval before we proceed with your booking.
- 3.21 If we accept your booking where a pricing error is obvious and unmistakeable and could reasonably have been recognised by you as a mispricing, we may end this Agreement, refund any pre-paid sums and require you to collect the Car.

What to do if you think an invoice is wrong

- 3.22 If you think an invoice is wrong, please let us know. You will not have to pay any interest on the disputed amount until the dispute is resolved.
- 3.23 Once the dispute is resolved, we can charge you interest on correctly invoiced sums from the original due date (see Section 9.1).

4 Important information about how we provide AA Vehicle Care Services

Fulfilment options

- 4.1 Bookings can be made for AA Vehicle Care Services to be performed through the AA Approved Garages fulfilment option by a Garage (which includes AA operated service centres and third-party service centres) or through the AA Car Care fulfilment option by a Mobile Mechanic.
- 4.2 The AA Approved Garages and AA Car Care fulfilment options remain subject to availability and not all types of Garages and Mobile Mechanics are available in all areas or for all types of AA Vehicle Care Services.

Inspections and additional services

- 4.3 When you provide your Car to the Garage or Mobile Mechanic, they will inspect it and perform any AA Vehicle Care Services specified in your booking unless they determine that any AA Vehicle Care Services are not necessary. If they determine that any AA Vehicle Care Services are not necessary, we will refund any pre-paid sums in respect of such unnecessary AA Vehicle Care Services.
- 4.4 If we determine that any different or additional AA Vehicle Care Services are required that will increase the Fees, then we (or the Mobile Mechanic, if applicable) will contact you to confirm the additional Fees payable and obtain your approval to proceed with those different or additional AA Vehicle Care Services.

4.5 If we contact you for approval and you don't give us this approval when requested, then you'll need to collect your Car if it is at a Garage (or be available to take collection of the Car if we provide a collection/delivery service).

4.6 This does **not** mean we are responsible for finding all faults with your Car (see Section 7.1 for limits on the scope of our AA Vehicle Care Services).

What parts are used

4.7 We supply third-party manufacturer equivalent parts. You are not able to supply your own parts for the AA Vehicle Care Services and we are not required to supply a particular manufacturer's parts. You can contact us and request that we use a particular manufacturer's parts and we will confirm if we are willing to use that particular manufacturer's parts and, if so, if this will increase the Fees and obtain your approval to proceed with those particular manufacturer's parts and for the increase in Fees. We may, however, at our discretion reject a request to use a particular manufacturer's parts,

4.8 You'll own parts installed in the Car once we've received payment in full or when you collect the Car (whichever is later).

Providing information

4.9 If you don't provide information that we ask for within a reasonable time of us asking for it, we may cancel your booking (and Section 15.2 will apply).

4.10 We're not responsible if we don't provide AA Vehicle Care Services because you haven't given us necessary information when requested.

5 You will need to make the Car available and collect it

Dropping off the Car at a Garage

5.1 You will need to make the Car available at the time and location specified in your booking.

5.2 You must remove any personal belongings from the Car before handing it over. We're not responsible for any personal belongings left in the Car.

5.3 If you are attending a Garage, you should only park within designated areas, hand over and collect Car keys at reception and follow all Garage safety instructions.

Collecting the Car from a Garage

5.4 You are responsible for collecting the Car during the Garage's working hours once we let you know that the AA Vehicle Care Services are complete.

5.5 If you don't collect the Car from the Garage when agreed or when we make it available, then we may charge you for reasonable additional storage costs until the Car is collected.

5.6 If we are unable to contact you to re-arrange collection then we may end this Agreement and Sections 9 and 15.2 will apply.

If we arrange collection or delivery from a Garage

- 5.7 We may offer Car pick-up and/or drop-off services (subject to Garage availability and our confirmation when booking).
- 5.8 If we confirm a Car pick-up service for your booking, you are responsible for making the Car and its keys available at the agreed time and location.
- 5.9 If we confirm a Car drop-off service for your booking, you are responsible for taking collection of the Car at the agreed drop-off location and time.
- 5.10 If you don't take collection of the Car at the agreed drop-off location and time, then we may charge you for reasonable additional transportation and storage costs until the Car is collected.
- 5.11 The Garage will try to attend pick-ups and drop-offs close to the agreed time, however they may be delayed due to traffic or other events outside their or our control which we are not responsible for (see Section 12).

We don't provide courtesy cars or hire cars

- 5.12 We don't provide or arrange courtesy cars or hire cars in connection with the AA Vehicle Care Services (unless we notify you otherwise in writing).
- 5.13 If a Garage provides you with a courtesy or hire car, then this will be governed by a separate agreement between you and the Garage and we won't have any liability in relation to any courtesy cars or hire cars provided to you.

6 Fulfilment through AA Car Care (fulfilled by Mobile Mechanics)

Who are Mobile Mechanics?

- 6.1 Mobile Mechanics are trained technicians who can provide AA Vehicle Care Services for your Car in certain locations of your choice.

Car location

- 6.2 Our Mobile Mechanics can only provide AA Vehicle Care Services if your Car is on private land (including private driveways and home garages).
- 6.3 Our Mobile Mechanics are not able to provide AA Vehicle Care Services on any public road (including street parking and other public spaces).
- 6.4 It is your responsibility to obtain all necessary permissions from the Car's owner and any occupier of the premises where the Car is located before our Mobile Mechanic arrives.
- 6.5 Our Mobile Mechanics need enough room to safely park near the Car and to safely walk round the Car to provide the AA Vehicle Care Services.
- 6.6 Our Mobile Mechanics can only provide AA Vehicle Care Services in daylight or in a well-lit location.
- 6.7 If our Mobile Mechanic determines that it is unsafe to work on the Car in its location, then the AA Vehicle Care Services will not be provided.
- 6.8 If any of the above requirements relating to location are not met, then the AA Vehicle Care Services may not be provided and you may have to pay any cancellation fees

mentioned during booking in accordance with Section 3.6. You may need to make a new booking if you still want the AA Vehicle Care Services and can provide an alternative location where all the above requirements are met (subject to you paying any applicable cancellation fees) or your booking may have to be cancelled in which case we will refund any pre-paid sums to you (subject to you paying any applicable cancellation fees and, where there are pre-paid sums to be refunded to you, we are entitled to deduct any applicable cancellation fees from such refund).

Responsibility for Car and personal belongings

6.9 You remain fully responsible for the Car (including any storage costs, congestion and parking fines) at all times, except during any period of time in which it is being driven by our Mobile Mechanic.

6.10 You must remove all personal belongings from the Car before handing it over to our Mobile Mechanic. We're not responsible for any personal belongings left in the Car.

Key drop option

6.11 Subject to this option being available in your location and offered to you, you can opt for the Mobile Mechanic to drop off your Car keys at the end of the booking to a secure place at the location of your booking where you provide us with permission to do this and confirm the secure place for them to be dropped (as detailed in Section 6.12 below). Otherwise, you will need to be available at the end of the booking to collect the Car keys from the Mobile Mechanic.

6.12 The Car keys can only be dropped off in a secure, private/non-communal external lock box or internal letter box at the location of your booking (a "**Secure Location**"). If a Secure Location is not available, the Mobile Mechanic can refuse to drop off the keys and you will need to be available at the end of the booking to collect the Car keys.

6.13 If you opt for the Mobile Mechanic to drop off your Car keys in your selected Secure Location, you acknowledge that we will not be responsible for any losses you suffer as a result of your use of this option, subject to Sections 17 and 18.

7 We aren't responsible for finding faults unrelated to your booking

Scope of our AA Vehicle Care Services

7.1 We're not responsible for failing to identify any faults or defects later discovered unless we can reasonably have been expected to identify them in performing the AA Vehicle Care Services detailed in your booking.

7.2 For example, if your booking is for the replacement of a particular part, we are not responsible for identifying faults with an unrelated part.

Older cars and high mileage

7.3 Please note that Cars which are over 5 years old, have a high mileage, and/or which have been subjected to abnormal use, may be more likely to have latent defects.

- | | |
|-----|---|
| 7.4 | Cars which are over 10 years old may be more likely to contain serious internal, structural or mechanical defects and/or hidden corrosion, which will not always be detectable. |
|-----|---|

8 You remain responsible if you decline to approve critical AA Vehicle Care Services

If you decline to approve critical AA Vehicle Care Services

- | | |
|-----|--|
| 8.1 | If we determine that any AA Vehicle Care Services must be carried out to ensure the Car is legal or safe to drive and you decline to authorise those services, you remain responsible for any outstanding Fees, and for collecting the Car if it is at a Garage. |
| 8.2 | If the Car cannot be legally or safely be driven and it is at a Garage, then you remain responsible for arranging for it to be safely transported to another service centre or other location at your own cost. We may also require you to provide an acknowledgement that you are aware that the vehicle is not roadworthy before it will be released to you. |
| 8.3 | If the Car is at a Garage then once you (or any third party nominated by you) have taken possession of the Car, you are responsible for the Car's condition and the fact that it may have dangerous faults or be unroadworthy. |
| 8.4 | If you have chosen fulfilment through the AA Car Care fulfilment option by a Mobile Mechanic and you decline to approve any AA Vehicle Care Services which must be carried out to ensure the Car is legal or safe to drive, then you remain responsible for the Car's condition and the fact that it may have dangerous faults or be unroadworthy. |
| 8.5 | Please also see Section 7.1 in relation to the scope of our services and Sections 5 and 9 in relation to what happens if you don't pay Fees or collect the Car. |

9 We have certain rights if you fail to pay

We can charge interest if you pay us late

- | | |
|-----|--|
| 9.1 | If you don't make any payment when due then we may charge you interest on a daily basis on the overdue amount at the rate of 4% a year above the Bank of England base lending rate until the amount is paid. |
|-----|--|

We're entitled to keep the Car and charge reasonable storage costs if you fail to pay

- | | |
|-----|--|
| 9.2 | We are entitled to keep the Car until you have paid all Fees owing for AA Vehicle Care Services performed. |
| 9.3 | If you have not paid all outstanding Fees within 30 days of the invoice date, then (without limiting our other rights) we may charge you for reasonable additional storage costs until the Car is collected. |

10 You can change your mind if you are a consumer

Your legal right to change your mind during the cooling-off period

- 10.1 If you are a consumer, you have a legal right to change your mind and cancel this agreement during your cooling-off period and receive a refund (please see Sections 10.4 to 10.7 below for details about the length of your cooling-off period).
- 10.2 You can also cancel any booking at any time before the booking date by contacting us using the details shown at the start of these terms.

When you can't change your mind

- 10.3 You can't change your mind about a booking for:
- 10.3.1 services, once these have been completed (even if the cancellation period is still running);
 - 10.3.2 goods that are made to your specifications or clearly personalised; or
 - 10.3.3 goods which become mixed inseparably with other items after delivery or installation (for example, certain parts and consumables like oil and other fluids).

How long is your cooling-off period for services?

- 10.4 If you are a consumer, you have 14 days from the day after the date your initial booking is confirmed to cancel services (provided that you can't change your mind for any services once completed, even if the cooling-off period is still running).
- 10.5 If you cancel after you've asked us to perform services during the cooling-off period, you must pay us for any services provided up until the time you tell us that you have changed your mind and you will then need to promptly collect the Car once we make it available for collection.

How long is your cooling-off period for goods such as parts?

- 10.6 If you are a consumer, you have 14 days from the day after the date when you receive the goods (including parts) to cancel those goods, provided that if you ask us to remove any parts from the Car then we may charge additional reasonable fees for doing so.
- 10.7 If you remove any parts from the Car in order to return them to us, then we may deduct the cost of any loss in value due to any damage to those parts.

You have to return goods at your own cost

- 10.8 If you are a consumer and you change your mind about goods during your cooling-off period (such as parts we've already installed in the Car), then you have to return those parts to us within 14 days after you tell us that you wish to cancel. Returns are at your own cost.
- 10.9 If you don't do this and we don't receive the goods at all or within a reasonable time, then we won't refund you the price of the goods.

We reduce your refund if you have used or damaged a product

10.10 If you use any goods or parts beyond what is necessary to establish their nature, characteristics and functioning then we reduce your refund to compensate us for their reduced value.

10.11 For example, we may reduce your refund if the part's condition is not "as new" or shows signs of wear. In some cases, because of the way you have treated the Car or any parts, no refund may be due.

How we'll refund you

10.12 If you are entitled to a refund under these terms for any services, then we'll refund the price already paid by the method used for payment within 14 days of you telling us that you changed your mind.

10.13 If you are entitled to a refund under these terms for any goods (such as parts), then we'll refund the price already paid by the method used for payment within 14 days of receiving the goods back from you.

11 You have rights if there is something wrong with the AA Vehicle Care Services

General

11.1 If you think there is something wrong with any AA Vehicle Care Services, please contact us using the details shown at the start of these terms.

11.2 We honour our legal duty to provide you with goods (such as parts) that are as described to you and that meet all the requirements imposed by law.

11.3 Your legal rights are summarised below. These are subject to certain exceptions.

11.4 For more detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

11.5 Please also remember that you have several options for resolving disputes with us.

Summary of key legal rights for consumers

11.6 If you are a consumer and you purchase goods, for example parts we install in your Car, the Consumer Rights Act 2015 says goods must be as described, fit for purpose and of satisfactory quality. During the expected lifespan of your product, your legal rights entitle you to the following:

11.6.1 Up to 30 days: if your goods are faulty, then you can get a refund.

11.6.2 Up to six months: if your goods can't be repaired or replaced, then you're entitled to a full refund, in most cases.

11.6.3 Up to six years: if your goods don't last a reasonable length of time you may be entitled to some money back.

11.7 If you are a consumer and you purchase services, for example our labour in providing the AA Vehicle Care Services, the Consumer Rights Act 2015 says:

- 11.7.1 You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- 11.7.2 If a price hasn't been agreed upfront, what you're asked to pay must be reasonable.
- 11.7.3 If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

Our guarantee (in addition to your legal rights if you're a consumer)

- 11.8 The AA Vehicle Care Services are covered by our additional nationwide 12-month, 12,000-mile guarantee on defective parts and labour ("**Additional Guarantee**").
- 11.9 If you are a consumer, the Additional Guarantee does not affect or amend your legal rights if there is something wrong with any goods or services we provide (see Sections 11.6 and 11.7 above for a summary of your key legal rights).
- 11.10 To claim under the Additional Guarantee, you must:
 - 11.10.1 notify us before 12-months have passed, or the Car has been driven 12,000 miles, from when the relevant AA Vehicle Care Services were completed (whichever happens earlier); and
 - 11.10.2 make the Car available to us within 14 days after you notifying us so that we can examine it. We may require for you to bring your Car to a Garage and, if the Car cannot be legally or safely be driven to such Garage, then you remain responsible for arranging for it to be safely transported to such Garage at your own cost.
- 11.11 If a defect is covered by our Additional Guarantee, then we'll reperform the affected AA Vehicle Care Services.
- 11.12 A defect will not be covered by our Additional Guarantee where the defect has been caused by you or any third party (including any intentional or wilful damage or misuse, or any tampering with, or further work performed on, the relevant parts and/or Vehicle).

12 We're not responsible for delays outside our control

Delays outside our control

- 12.1 If our supply of AA Vehicle Care Services is delayed by an event outside our control, we'll contact you as soon as possible to let you know and do what we can to reduce the delay.
- 12.2 As long as we do this, we won't compensate you for the delay, but you can contact us at using the details at the start of these terms to end this Agreement and receive a refund for any sums paid in advance for services which will not be provided.
- 12.3 Events outside our control may include (without limitation) any delays caused by lack of availability of goods or services from third parties, traffic and adverse weather.

13 We can change products and these terms

Changes to AA Vehicle Care Services

- 13.1 We can always change the AA Vehicle Care Services and any other products at any time:
- 13.1.1 to reflect changes in relevant laws and regulatory requirements;
 - 13.1.2 to make minor technical adjustments and improvements, for example to address a security threat; and
 - 13.1.3 to update digital content, provided that the digital content matches the description of it that we provided to you before you bought it.

Changes to these terms

- 13.2 We may change these terms from time to time. Any changes won't affect existing bookings already confirmed on the Vehicle Care Website Pages or by other means before the updated terms take effect. Any changes will apply only to bookings made after the updated terms take effect..
- 13.3 The terms that apply to your booking will be the terms made available to you before you make your booking.
- 13.4 We recommend you print a copy of these terms for your records.

14 We can suspend supply (and you have rights if we do)

We can suspend a product

- 14.1 We can suspend supply of any product (including the AA Vehicle Care Services). We can do this to:
- 14.1.1 deal with technical problems or make minor technical changes;
 - 14.1.2 update the product to reflect changes in relevant laws and regulatory requirements; or
 - 14.1.3 make changes to the AA Vehicle Care Services or these terms (see Section 13).

Your rights if we suspend

- 14.2 We'll contact you in advance to tell you that we'll be suspending supply, unless the problem is urgent or an emergency.
- 14.3 You may contact us to end this contract if we contact you about suspending supply for a period of time in accordance with Section 14.2 and we'll refund any sums you have paid in advance for the services which you will not receive from the date of suspension.

15 We can withdraw products and we can end our contract with you

We can withdraw products

15.1 We can stop providing a product, such as the AA Vehicle Care Services. We'll let you know at least 30 days in advance and will refund any sums you've paid in advance for products which won't be provided.

We can end our contract with you

15.2 We can end our contract with you for the AA Vehicle Care Services (or any other AA Group product) if:

15.2.1 you don't make any payment to us when it's due;

15.2.2 you are in material breach of these terms; or

15.2.3 you don't, within a reasonable time of us asking for it, provide us with information, cooperation or access that we need to provide the AA Vehicle Care Services, for example, suitable access to your Car or information about it.

15.3 If we end our contract with you in accordance with Section 15.2 above, we will refund any sums you've paid in advance for products which won't be provided.

16 The AA Vehicle Care Services won't void your Car manufacturer's warranty unless we say otherwise

Original Car manufacturer warranty

16.1 If you have the benefit of the Car manufacturer's warranty from the Car's original sale then the AA Vehicle Care Services booked via the AA Vehicle Care Website Pages or by other means will not affect that pre-existing Car manufacturer's warranty, unless we tell you expressly otherwise prior to any work being completed.

17 If you're a consumer, we don't compensate you for all losses caused by us or our products

Losses we are not responsible for

17.1 If you're a consumer, we're responsible for losses you suffer caused by us breaking these terms, unless the loss is:

17.1.1 **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).

17.1.2 **Caused by a delaying event outside our control.** As long as we've taken the steps set out in Section 12 (We're not responsible for delays outside our control), we are not responsible.

17.1.3 **Avoidable.** Something you could have avoided by taking reasonable action. For example, damage to your Car, which was caused by AA Vehicle Care

Services we provided and which you could have avoided by following our advice to make it available to us to repair.

17.1.4 **A business loss.** If you use any product (including the AA Vehicle Care Services) for purposes of your trade, business, craft or profession. This includes (without limitation) loss of profit, loss of business, business interruption and loss of business opportunity.

17.2 Nothing in these terms shall limit or exclude our liability for:

17.2.1 death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;

17.2.2 fraud or fraudulent misrepresentation; or

17.2.3 anything else that we cannot legally exclude or limit.

17.3 Nothing in these terms affects your statutory rights or remedies, including your rights under the Consumer Rights Act 2015.

When we are responsible for damage to the Car

17.4 If we've performed AA Vehicle Care Services on your Car, then we'll make good any damage that we cause to the Car while doing so (subject to you making the Car available to us to inspect it within a reasonable time so we can assess any such damage). However, we are not responsible for the repairing any faults, defects or damage to the Car or any other property which are pre-existing or caused by you or any third party (including any intentional or wilful damage or misuse).

When we are responsible for losses caused by digital content we supply

17.5 If you are a consumer and we supply digital content which causes damage to your device or other digital content due to our failure to use reasonable care and skill then we'll decide whether to repair the device or compensate you, provided that the most we'll pay to you in relation to such losses is £1,000.

When we are responsible for other losses if you are a consumer

17.6 If you are a consumer then apart from the responsibility we accept under Sections 17.4 and 17.5, as set out under Sections 17.2 or 17.3 and under any terms implied into this agreement by law, the most we'll pay to you in relation to other losses you incur under these terms is limited to £5,000 or the total Fees paid (whichever is greater).

18 Different limitations on our liability apply if you aren't a consumer

Losses we are not responsible for

18.1 If you are not a consumer (for example, if you're a business customer), then we are not responsible for any losses which are:

18.1.1	Unexpected. It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
18.1.2	Caused by a delaying event outside our control.
18.1.3	Avoidable. Something you could have avoided by taking reasonable action. For example, damage to your Car, which was caused by AA Vehicle Care Services we provided and which you could have avoided by following our advice to make it available to us to repair.
18.1.4	Business losses. This includes (without limitation) loss of profit, loss of business, business interruption, loss of revenue, loss of business opportunity, loss of data, loss of anticipated savings, goodwill or reputation.
18.2	If you are not a consumer then, except as these terms expressly provide otherwise:
18.2.1	all statements, conditions or warranties as to the quality of the AA Vehicle Care Services or their fitness for purpose are excluded; and
18.2.2	all terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.
When we are responsible for damage to the Car	
18.3	If we've performed AA Vehicle Care Services on your Car, then we'll make good any damage that we cause to the Car while doing so (subject to you making the Car available to us to inspect it within a reasonable time so we can assess any such damage). However, we are not responsible for repairing any faults, defects or damage to the Car or any other property which are pre-existing or caused by you or any third party (including any intentional or wilful damage or misuse)..
When we are responsible for other losses if you are not a consumer	
18.4	Nothing in these terms shall limit or exclude our liability for:
18.4.1	death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
18.4.2	fraud or fraudulent misrepresentation;
18.4.3	breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982; or
18.4.4	anything else that we cannot legally exclude or limit.
18.5	If you are not a consumer, then most we'll pay to you in relation to other losses you incur under these terms is limited to the total Fees paid by you.

19 Account credentials & responsibility for content

Account credentials

- 19.1 You may need to register with the AA Vehicle Care Website Pages to book AA Vehicle Care Services for an account and, if you do, you'll be issued with or may need to choose a username and password which must be used to access your account.
- 19.2 Your username and password are personal to you and are not transferable.
- 19.3 You must not permit any other person to use your account.
- 19.4 You must take reasonable care to protect and keep your password and other account or information confidential.
- 19.5 You must notify us immediately of any breach of security (such as loss, theft, misuse or unauthorised disclosure or use of your password).

Responsibility for content

- 19.6 Your username and password are the method used by us to identify you and are very important.
- 19.7 You are responsible for all information posted on the AA Vehicle Care Website Pages by anyone using your username and password and any payments due for any AA Vehicle Care Services accessed through our website by anyone using your username and password.

20 We own materials, brands and logos

Who owns materials, brands and logos

- 20.1 All materials presented in the AA Vehicle Care Website Pages (and associated websites) and any other materials we send you, unless specifically indicated otherwise, are owned by us or our licensors and we reserve all rights in any such materials (including copyright, trademarks, registered designs, design rights, domain names, database rights, patents, trade names and all other intellectual property rights).
- 20.2 You must not reproduce or redistribute materials on the AA Vehicle Care Website Pages (and associated websites) without our prior written permission.
- 20.3 All AA trademarks, brands and logos used on the AA Vehicle Care Website Pages (and associated websites) or other materials we send you are the registered trademark of AA Brand Management Limited and are used under licence.
- 20.4 You have no right to use, replicate or produce any of the AA's trademarks, brands or logos.

21 Other important terms apply

Please read these terms carefully

- 21.1 **We can transfer all or part of our contract with you, so that a different organisation is responsible for supplying your product.** We'll contact you if this

happens and we'll take reasonable steps to ensure that this does not adversely affect your rights under this agreement.

21.2 You need our consent to transfer your rights under these terms to someone else.

21.3 Nobody else has any rights under this (except other AA Group companies). This contract is between you and us. Nobody else can enforce it (except other AA Group companies) and neither of us will need to ask anybody else to sign-off on ending or changing it.

21.4 If a court invalidates some of this contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

21.5 Effect of termination. If our agreement with you ends, then this will not affect our right to receive any money which you owe to us under it.

21.6 Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

21.7 Governing law. These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

22 You can contact us about a complaint

Resolving complaints

22.1 We aim to always provide you with a high level of service. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we'll do our best to try and resolve the situation.

Contacting us

22.2 Please see the contact information at the start of these terms for how to contact us.