

AA Vehicle Inspection

Terms and Conditions

from October 2026

These terms

Please read these terms carefully before you buy or book the vehicle inspection services offered by the AA (the “**AA Vehicle Inspection Services**”).

By purchasing an AA Vehicle Inspection Services (whether on the AA Vehicle Inspection website, by telephone or other means), you agree to be bound by these terms and acknowledge that we process your personal data in accordance with the AA Privacy Notice and Cookie Policy (which may change from time to time).

Important information

Prices are agreed up front. We'll perform the AA Vehicle Inspection Services that you purchase and you'll pay the fees shown at the time of purchase.

Scope of the inspection. Inspections are prepared from visual, internal and external checks of the Vehicle only and are limited to the parts and/or items identified in section 4. Inspections do not involve dismantling or disturbing any structure, assembly, component or internal mechanism.

Eligibility and availability. We inspect eligible Vehicles only: cars, 4x4s, motorhomes, vans, hybrid vehicles and electric cars that are no more than 20 years old and have not been recorded as insurance write-offs. Availability is also postcode-based. See sections 2 and 3.

Location and preparation. Before the Inspection, the Vehicle must be on private land in a safe, suitably lit location with enough room for the Inspector to work, and it should be reasonably clean and dry. The required permissions, MOT evidence (where applicable), access arrangements and sufficient oil, water, fuel or charge for the road test must also be in place. If these requirements are not met, the Inspection may need to be rearranged or cancelled and a charge may apply as set out in sections 6 and 7.

Cancellations. You have a legal right to change your mind and cancel this agreement within 14 days starting on the day after you purchase the Inspection. If you ask us to begin the Inspection during that period, you may have to pay a proportionate amount for services supplied before you cancel and, once the Inspection has been fully completed, you will lose your right to cancel. See section 7.

Additional cancellation rights. In addition to your legal 14-day right, you will receive a full refund if you cancel up to the day before the Inspection is due to take place. If you cancel on the day, a £15 cancellation fee may apply, subject always to your statutory rights.

Limitations on our liability. These terms set out important limitations and exclusions of our liability in sections 13 and 14.

Standalone product. AA Vehicle Inspection Services is **not** included as part of any AA Breakdown membership.

Breakdowns. If you are in a breakdown or accident, please refer to your AA Breakdown policy documents (if applicable) to request assistance.

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

Who are we?

We are **Automobile Association Developments Limited** and we are 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 Inspection Services to be provided by one of our engineers or an engineer working on our behalf, however, this agreement remains between you and Automobile Association Developments Limited.

What to do if you need help

What help do you need?	Contact details
Help with a new or existing AA Vehicle Inspection	Telephone: 0330 053 0340 Email: aavehicleinspections@theaa.com Postal address: AA Vehicle Inspections, Swallowfield One, Wolverhampton Rd, Oldbury B69 2AG

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1 These terms apply to AA Vehicle Inspection bookings

When these terms apply
1.1 These terms cover your use of the AA Vehicle Inspection website and any AA Vehicle Inspection Services that you book (whether via the AA Vehicle Inspection website or by phone) or which we otherwise provide (including any additional services which you authorise in relation to a booking). 1.2 These terms don't apply to any other product or service (such as AA Breakdown cover).
How we accept your booking
1.3 If you purchase AA Vehicle Inspection Services, this constitutes an offer by you to purchase AA Vehicle Inspection Services under these terms. 1.4 Acceptance of your offer occurs when we confirm your booking on the AA Vehicle Inspection Website (or by any other means).
We're not responsible if you purchase goods or services from a third-party
1.5 If you purchase vehicle inspection or services directly from a third-party then we are not responsible for those services (for example, if you book in a vehicle inspection service with a third-party garage, other than through the AA Vehicle Inspection website).

2 Bookings can be made for eligible Vehicles

Bookings can be made for eligible Vehicles
2.1 You can only purchase AA Vehicle Inspection Services for an eligible vehicle (a "Vehicle"). Eligible Vehicles are cars, 4x4s, motorhomes, vans, hybrid vehicles and electric cars that are no more than 20 years old at the date of the Inspection and have not been recorded as an insurance write-off.

- 2.2 We aim to inspect the Vehicle within 2 to 4 working days of booking, but this is an estimated timeframe rather than a guarantee and depends on Inspector availability and the Vehicle's location.
- 2.3 We aim to show services that are available for the Vehicle type and location you enter. If you cannot obtain a quote, this usually means that the Vehicle or location is not eligible.
- 2.4 If, after accepting your booking, we determine that we cannot carry out the purchased Inspection because the Vehicle or location is not eligible or an Inspector is not available, we will contact you to offer suitable alternative arrangements. If no suitable alternative is available, we will cancel the booking and give you a full refund.

3 Important information about AA Vehicle Inspection Services

Scope of the AA Vehicle Inspections and additional services

- 3.1 We'll arrange for the AA Vehicle Inspection Services to be performed by one of our engineers or a third party working on our behalf.
- 3.2 You must ensure that the level of Vehicle Inspection Services you purchase will cover the checks you require.
- 3.3 When the engineer accesses the Vehicle, they will inspect it and perform visual, internal and external checks of the Vehicle only. They will inspect the parts and items identified on our website and/or any email confirmation sent to you.
- 3.4 Inspections do not involve dismantling or disturbing any structure, assembly, component or internal mechanism.
- 3.5 The Inspector will carry out a road test of the Vehicle in accordance with the level of Vehicle Inspection Services you purchased.
- 3.6 There are certain parts of the Vehicle which will not be looked at. Please refer to section 4 for relevant limitations and exclusions.
- 3.7 A Report will be produced when the Vehicle Inspection Services are complete. The Report reflects the Vehicle's condition so far as reasonably apparent from the checks included in the Inspection at the time it is carried out. It is not a guarantee of the Vehicle's future condition.
- 3.8 A copy of the Report will be sent to the email address provided when purchasing the Vehicle Inspection Services. If you do not receive the Report, please contact us as soon as possible so we can re-send it to you.
- 3.9 Items which are listed on the Vehicle Inspection Checklist as a part or item to be checked but which are not reasonably accessible on the Vehicle, will not be inspected and the Inspector will mark the relevant section of the Report accordingly.
- 3.10 The Vehicle should be reasonably clean and dry to ensure that the Inspector can clearly see and accurately report on the relevant Vehicle parts inspected. Where the Vehicle is not clean and dry, the Inspector may not be able to comment on those parts and will mark the Report Checklist accordingly.

3.11 AA Vehicle Inspection Services can only be carried out at eligible postcodes on the mainland of Great Britain. We do not carry out inspections in Northern Ireland, on any island, or in certain areas of mainland Scotland and Wales. We will check the Vehicle's postcode before accepting the booking and confirm whether the location is covered.

Providing information

3.12 We may ask you for information reasonably needed to confirm eligibility, arrange and carry out the Inspection, such as the Vehicle registration, make and model, location, owner or seller contact details, permissions and access arrangements, and MOT status. When we ask, we will tell you exactly what is required and the date and time by which it must be provided. If you do not provide it by that deadline, we may be unable to proceed. We will tell you and, where practicable, offer to rearrange the Inspection. If the booking is cancelled, we will refund Fees paid for services not supplied, less only any amount properly due under sections 6 and 7.

4 Out-of-scope services and other limitations

Out-of-Scope services

4.1 We are committed to performing the AA Vehicle Inspection Services detailed in your booking with reasonable care and skill. The inspection is, however, limited to a visual internal and external examination of the Vehicle and may not identify all faults or defects with it.

4.2 We do not check the following as part of any of the AA Vehicle Inspection Services:

- (a) Parts which require dismantling, removing, disconnecting or taking apart for inspection purposes;
- (b) Non-standard accessories, as a result of personal modifications or otherwise;
- (c) Vehicle data checks, unless stated otherwise;
- (d) Oil and fuel consumption;
- (e) Source of oil leaks;
- (f) Brake lining material (other than what is immediately visible);
- (g) Brake fluid for contamination, unless an Advanced Inspection is being carried out;
- (h) Operation of in-car entertainment systems including cassette, compact-disc players, TV/DVD/satellite navigation systems, Bluetooth or other in-car entertainment. For the Comprehensive and Advanced Inspection, these will be turned on and off only;
- (i) Sound or radio reception and alarm systems. Only available for the Comprehensive and Advanced Inspection. Items will be turned on and off only;
- (j) Cylinder compression, vehicle electrics and electronics which would require specific diagnostic equipment;
- (k) Exhaust emissions and/or catalytic converters. Our Inspection can only confirm the external condition, gas tightness and security. The Inspection does not include checking the internal condition or effectiveness, as this requires specialist exhaust emission testing, which is not included in the Inspection;
- (l) The accuracy of in-car computer systems (for example, but in no way restricted to, computers used for route finding, fuel efficiency or otherwise);
- (m) Air conditioning functions and efficiency. Only available for the Comprehensive and Advanced Inspections. Items will be turned on and off only;

- (n) The habitation area of Motorhomes - The electrical systems and appliances, water fittings and appliances, and the gas fitting and appliances are not checked. We strongly advise these to be tested and checked by a suitably qualified person prior to Vehicle purchase;
- (o) Vehicle Technical Systems:
- (i) Many vehicles are fitted or equipped with automatic or computerised operating systems, which may be controlled by microprocessors. These include engine-management systems, fuel systems, ignition systems, air- conditioning systems, lambda-controlled systems, stereo radio, cassettes, amplifiers, compact discs (single and multi), TV/DVD, satellite navigation, active and self-levelling suspensions, gearboxes, turbo-chargers and superchargers, anti-lock braking systems, four-wheel drive and electronic lockable differential units, traction control, alarm and immobiliser systems, catalytic exhaust systems, and variable camshaft timing systems.
 - (ii) It is not possible to check fully the detailed operation of these systems due to the many variations in features and operating modes, and it is not possible to confirm that these systems are functioning fully to the manufacturers design specifications. As a result, the scope of the Inspector in relation to these systems is limited to giving an overall view and opinion on the performances generally inspected or checked.

Limitations in the AA Vehicle Inspection Services

4.3 We cannot advise of defects that we cannot see upon a visual internal or external examination of the Vehicle. Vehicles (particularly older ones, that have a high mileage, and/or that have been subjected to abnormal use) may have latent defects; serious internal, structural or mechanical defects; and/or hidden corrosion. These issues may not always be detectable from an external, visual examination.

4.4 The Vehicle Inspection Services cannot:

- (a) confirm whether the passenger or luggage compartments (including the body or caravan area of any Motorhome) are watertight;
- (b) predict the life expectancy of exhaust systems, clutches or dual-mass flywheels;
- (c) provide any indication of any faults which might have become apparent had the Vehicle been driven in excess of the speed reached or the distance travelled during any road test carried out by the Inspector;
- (d) confirm that all or any of the components of the Vehicle are original, or replacement components that have been manufactured by the manufacturer of the Vehicle;
- (e) confirm whether the Vehicle would pass an MOT test. If the vehicle's MOT has less than 3 months' left, we strongly recommend that an MOT test be carried out prior to the purchase;
- (f) include the inspection of any parts, components or areas of the Vehicle that are not reasonably visible or accessible to the Inspector at the time of the Inspection;
- (g) confirm authenticity of the Vehicle's V5 Registration Document, the mileage, the MOT certificate, the Excise Licence, the Vehicle Identification Number (VIN), the Engine Number, the Registered Number or the Vehicle service history; or
- (h) check for any recall notices. We recommend that you check with the Vehicle manufacturer that the Vehicle has not been subject to such notices.

Older cars and high mileage

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| <p>4.5 If there is no documentary evidence of a recent engine timing belt (cam belt) replacement, we recommend that the belt of the Vehicle is checked or replaced prior to purchase.</p> <p>4.6 If the Vehicle does not have a recent service history or it was not available to the Inspector at the time of the Inspection, we recommend that a service in accordance with the Vehicle manufacturer's specifications be undertaken prior to purchase.</p> |
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5 We'll let you know what fees are payable in advance

What are Fees?

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| <p>5.1 The "Fees" are the amounts you agree to pay for the AA Vehicle Inspection Services under these terms and include VAT and are calculated in pounds sterling (£) (GBP).</p> <p>5.2 AA Vehicle Inspection Services provided under these terms are not included in or as part of any other product (such as an AA Breakdown Membership).</p> |
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Fees are paid up front

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| <p>5.3 When you purchase the AA Vehicle Inspection Services, we'll show you the Fees specified in your purchase. You'll pay the fees shown on the AA Vehicle Inspection website.</p> <p>5.4 We'll perform the level of AA Vehicle Inspection Services purchased.</p> <p>5.5 We require you to pay for the AA Vehicle Inspection before we confirm the time and date for the inspection to be carried out.</p> |
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Payment method

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| <p>5.6 We accept payment with the payment methods specified on the AA Vehicle Inspection website. We cannot accept other forms of payment.</p> <p>5.7 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 Inspection Services.</p> <p>5.8 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.</p> |
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Changes to fees and what happens if we get the price wrong

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| <p>5.9 We may update and change the Fees from time to time and without notice, but these changes will not affect the AA Vehicle Inspection Service already purchased.</p> <p>5.10 If we have made a pricing error when you purchase the AA Vehicle Inspection Service, we may end this Agreement and refund you any pre-paid sums.</p> |
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6 Accessing and Inspecting the Vehicle

Accessing the Vehicle

- 6.1 You will need to obtain all necessary permissions from the Vehicle's owner and any occupier of the premises where the Vehicle is located before our Inspector arrives.
- 6.2 Our Inspectors need enough room to safely park near the Vehicle and to safely walk round it to provide the AA Vehicle Inspection Services.
- 6.3 Our Inspectors can only provide AA Vehicle Inspection Services in daylight or in a well-lit location.
- 6.4 If our Inspector reasonably determines that it is unsafe to work on the Vehicle or at its location, they will not carry out the affected part of the Inspection. We will explain the issue and, where it can be remedied, offer to rearrange the Inspection. Section 6.11 explains what happens to the Fees.
- 6.5 You must ask the owner of the Vehicle to remove any personal belongings from the Vehicle before the Inspection takes place as we cannot be held responsible for any personal belongings left in the Vehicle.
- 6.6 If the vehicle is in a garage, the vehicle should be parked within designated areas and you are expected to follow all garage safety instructions.

Car location and road testing

- 6.7 Our engineers can only provide AA Vehicle Inspection Services if the vehicle is on private land.
- 6.8 We cannot carry out an Inspection while the Vehicle is parked on a public road, including in street parking or another public space.
- 6.9 In order to provide the AA Vehicle Inspection Services, our engineers will carry out a road test on the Vehicle. To do so, the Vehicle must contain sufficient water; oil; fuel or vehicle charge.
- 6.10 The Vehicle must have a valid MOT certificate where one is legally required, and the certificate or other acceptable evidence must be presented to the Inspector at the time of the Inspection. If it is not, the Inspector will not carry out the road test and may be unable to complete the Inspection.
- 6.11 If the Inspection cannot be carried out or completed because a requirement in this section is not met: (a) if we are told before the day of the Inspection, we will offer to rearrange the booking without charge or cancel it and give a full refund; (b) if the Inspector attends and the issue is within your or the Vehicle owner's control, we may deduct the £15 same-day cancellation fee in section 7.4 and will refund the balance, or agree a new date with you; and (c) if the issue is caused by us or is outside your and the Vehicle owner's reasonable control, we will offer a new date without charge or give a full refund. We will tell you which outcome applies before any rebooking. If part of the Inspection has already been provided, any refund will be reduced by a reasonable amount for that part and we will explain the calculation.

7 Cancellation and Your Right to Change Your Mind

Your 14-day right to cancel

7.1 You have a legal right to change your mind and cancel this agreement within 14 days starting on the day after you purchase the Inspection. If you cancel within that period before we have begun the Inspection at your express request, you will receive a full refund.

7.2 If you expressly ask us to begin the Inspection during the 14-day cancellation period:
(a) if you cancel after we have begun but before the Inspection is fully completed, we may charge an amount that is proportionate to the services supplied up to the time you cancel and will refund the balance; and (b) once the Inspection has been fully completed, you will lose your right to cancel, provided that you acknowledged this before we began.

Cancellation before the day of the Inspection

7.3 In addition to your legal 14-day right, you will receive a full refund if you cancel at any time up to the day before the Inspection is due to take place.

Cancellation on the day of the Inspection

7.4 If you cancel on the day the Inspection is due to take place and you are not entitled to a full refund under section 7.1, a £15 cancellation fee will apply. This is intended to be a reasonable contribution to the administrative and scheduling costs we incur as a result of a same-day cancellation. The £15 fee does not apply where we charge a proportionate amount under section 7.2.

Refunds

7.5 We will make any refund due without undue delay and no later than 14 days after the day on which we receive your cancellation request.

7.6 Refunds will be made using the same method of payment that you used to pay for the Inspection.

7.7 Where a proportionate charge under section 7.2 or a cancellation fee under section 7.4 applies, we will deduct it from the amount to be refunded.

Rearranging a Vehicle inspection

7.8 If the Vehicle is no longer available, you may cancel under sections 7.1, 7.3 and 7.4 as applicable or ask us to transfer the booking to a different eligible Vehicle. Before confirming a transfer, we will tell you about any change to the Fees and any change to the Inspection date. If the new Fee is lower, we will refund the difference within 14 days; if it is higher, you must pay the difference before we confirm the transfer. Any transfer is subject to availability.

8 You have rights if there is something wrong with the AA Vehicle Inspection Services

What to do if something is wrong with the Services

8.1 If you think there is something wrong with the AA Vehicle Inspection Services, please contact us using any of the contact methods shown at the start of these terms. You can also use the complaints process in section 17.

8.2 We honour our legal duty to provide the AA Vehicle Inspection Services as described to you and in accordance with all requirements imposed by law.

8.3 Nothing in these terms affects your statutory rights. The summary below highlights key rights and remedies but is not a complete statement of the law.

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

8.5 If we are unable to resolve the issue when you first contact us, please use the complaints process in section 17. We will also tell you about any other dispute resolution option that is available and appropriate.

Summary of key legal rights for consumers

8.6 If you are a consumer, the AA Vehicle Inspection Services must:

- (a) be performed with reasonable care and skill;
- (b) match information about the Services that we provided to you and that you relied on when entering into the agreement;
- (c) be performed within a reasonable time if no time has been agreed or no method of fixing the time has been agreed; and
- (d) cost no more than a reasonable price if no price or method of fixing the price has been agreed.

8.7 If we do not meet these requirements, you may be entitled to require us to repeat the affected service at no extra cost, within a reasonable time and without significant inconvenience. If repeat performance is impossible or is not provided within a reasonable time and without significant inconvenience, you may be entitled to an appropriate price reduction, which can be up to the full price. Other remedies may also be available.

9 We're not responsible for delays outside our control

Delays outside our control

9.1 If our supply of the AA Vehicle Inspection Services is delayed by an event outside our reasonable control despite the reasonable steps we have taken to avoid or reduce its effects - for example, a serious road closure, severe weather or an act or omission of the Vehicle's owner that was not caused by us - we will contact you as soon as possible, explain the likely effect on the Inspection and take reasonable steps to minimise the delay. Ordinary staffing or supply-chain issues that we could reasonably have planned for are not treated as events outside our control.

9.2 If the delay is likely to be substantial, or we do not complete the Inspection by a revised date agreed with you, you may end this agreement before the Inspection is completed. We will refund the Fees paid for services not supplied. If the Inspection has already been fully supplied, no refund is due solely because it was delayed, but this does not affect any other rights or remedies you may have because of the delay.

10 We can change products and these terms

Limited changes we can make to an existing booking

10.1 We may change the AA Vehicle Inspection Services for an existing booking only where the change is reasonably necessary:

- (a) to reflect a change in relevant law or regulatory requirements; or
- (b) to make a minor technical, operational or security adjustment that does not materially reduce the scope or quality of the Services, increase the Fees, delay the Inspection or otherwise adversely affect your rights.

Significant changes and changes to these terms

10.2 A “significant change” is one that materially reduces the scope or quality of the Services, increases the Fees, changes the agreed Inspection date or location, or otherwise materially disadvantages you. We will give you at least 7 days’ notice before making a significant change. If the Inspection is due within 7 days, we will not make the change without your express agreement. You may reject the change and end the booking before it takes effect, in which case we will give you a full refund for Services paid for but not supplied.

10.3 Any change to these terms will apply only to bookings made after the revised terms are published, unless the change is required by law or you expressly agree to it. The version of the terms that applied when we accepted your booking will otherwise continue to govern that booking.

11 Your rights if we suspend the provision of the services

We can suspend the provision of AA Vehicle Inspection Services

11.1 We can suspend the provision of AA Vehicle Inspection Services to:

- (a) deal with technical problems or make minor technical changes;
- (b) update the Services to reflect changes in relevant laws and regulatory requirements; or
- (c) implement a change permitted under section 10.

11.2 We’ll contact you in advance to tell you that we’ll be suspending the services, unless the problem is urgent or an emergency. We’ll refund any sums you have paid in advance for the services which you will not receive.

12 We can withdraw services and we can end our contract with you

We can withdraw products

12.1 We can stop providing the AA Vehicle Inspection Services. We let you know at least 30 days in advance and will refund any sums you’ve paid in advance for services which you’ll not receive.

We can end our contract with you

12.2 We can end our contract with you for the AA Vehicle Inspection Services if:

	(a) you do not pay an amount due to us within 7 days after we remind you that it is due; (b) you materially breach these terms and, where the breach can be remedied, do not remedy it within 7 days after we ask you to do so; (c) you do not provide the information, cooperation or access that we reasonably need by the deadline we give you, and we cannot provide the Services after applying sections 3.12 and 6.11; or (d) you behave in a threatening way towards our staff or service providers.
12.3	Except where we need to end the agreement immediately because of threatening behaviour or a safety risk, we will tell you why we intend to end it and give you a reasonable opportunity to remedy the issue. If we end the agreement before the Inspection is completed, we will refund Fees paid for Services not supplied, less only any amount properly due under sections 6.11 or 7. We will explain any deduction.
12.4	You may end the agreement at any time before the Inspection is completed, with any refund or charge determined under section 7. You may also end it in the circumstances described in sections 9.2 and 10.2, and may exercise any additional right to end because we have breached the agreement. Sections 11.2 and 12.1 explain your refund rights if we suspend or withdraw the Services.

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

Losses we are not responsible for	
13.1	If you're a consumer, we're responsible for losses you suffer caused by us breaking these terms, unless the loss is: (a) 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). (b) Caused by a delaying event outside our control. As long as we've taken the steps set out in Section 9 (We're not responsible for delays outside our control), we are not responsible. (c) Avoidable. Something you could have avoided by taking reasonable action. For example, damage to the vehicle which was caused by AA Vehicle Inspection Services we provided and which you could have avoided by following our advice. (d) A business loss. If you use any product (including the AA Vehicle Inspection 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.
When we are responsible for damage to the Vehicle	
13.2	If we've performed AA Vehicle Inspection Services on a vehicle, we'll make good any damage that we cause to the vehicle. However, we are not responsible for the cost of

repairing any pre-existing faults, defects or damage to the vehicle or any other property.

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

13.3 If you are a consumer, in addition to the responsibility we accept under section 13.2 and any rights and terms implied by law, we are responsible for losses you suffer that are a foreseeable result of our failing to perform the AA Vehicle Inspection Services with reasonable care and skill or otherwise breaking this agreement.

13.4 Nothing in these terms excludes or limits our liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; fraud or fraudulent misrepresentation; breach of your statutory rights; or any other matter for which it would be unlawful to exclude or restrict liability.

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

When we are responsible for damage to a Vehicle

14.1 If we've performed AA Vehicle Inspection Services on a vehicle then we'll make good any damage that we cause to the vehicle while doing so. However, we are not responsible for the cost of repairing any pre-existing faults, defects or damage to the vehicle or any other property.

When we are responsible for other losses if you are not a consumer

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

- (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) 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;
- (d) any matter in respect of which it would be unlawful for us to exclude or restrict liability.

14.3 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.

15 We own materials, brands and logos

Who owns materials, brands and logos

15.1 All materials presented on the AA Vehicle Inspection website 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).

- 15.2 You must not reproduce or redistribute materials on the AA Vehicle Inspection website without our prior written permission.
- 15.3 All AA trademarks, brands and logos used on the AA Vehicle Inspection website or other materials we send you are the registered trademark of AA Brand Management Limited and are used under licence.
- 15.4 You have no right to use, replicate or produce any of the AA's trademarks, brands or logos.

16 Other important terms apply

Please read these terms carefully

- 16.1 **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.
- 16.2 **You need our consent to transfer your rights under these terms to someone else.**
- 16.3 **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.
- 16.4 **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.
- 16.5 **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.
- 16.6 **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.
- 16.7 **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.

17 You can contact us about a complaint

Resolving complaints

- 17.1 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.
- 17.2 Where reasonably practicable, please give us a reasonable opportunity to re-inspect the Vehicle before repairs are carried out or parts are replaced. This does not prevent you from arranging repairs that are reasonably necessary to make the Vehicle safe or

to prevent further loss or damage, and it does not affect your statutory rights. Please notify us as soon as reasonably practicable after discovering the problem and keep relevant evidence, such as photographs, reports, invoices and, where practicable, replaced parts. We will not reject a reasonable claim solely because you did not obtain our prior written agreement where it was not reasonably practicable to do so, although we may ask for evidence of the problem and the cost of the work.

- 17.3 We reserve the right to require another of our Inspectors to re-inspect any Vehicle at our own expense. We will provide an unbiased second opinion on the initial Report issued

Contacting us

- 17.4 You can contact us by telephone, email or post using the details at the start of these terms. Please include your booking reference, the Vehicle details, a description of the issue and the outcome you are seeking.

Date of last update: October 2026