

Terms & Conditions of Business

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Terms & Conditions of Business

Effective Date: [01/08/2026]

These Terms and Conditions apply to all work undertaken by Moorland Rovers Ltd ("the Company", "we", "our", "us") for any customer ("the Customer", "you", "your").

By requesting a quotation, booking a vehicle, authorising repairs or leaving a vehicle with us, you agree to these Terms and Conditions.

1. About Us

Moorland Rovers Ltd is an independent Land Rover and Range Rover specialist providing servicing, maintenance, diagnostics, repairs and associated vehicle services.

Unless otherwise stated, we are not affiliated with Jaguar Land Rover Limited.

2. Estimates and Quotations

Any estimate provided is based upon information available at the time.

An estimate is not a fixed quotation unless expressly stated in writing.

Additional work may become necessary after dismantling or further diagnosis.

If additional work is required:

- we will endeavour to contact you;
- no significant additional work will be carried out without your approval unless it is essential for safety or to complete agreed repairs.

Should we be unable to contact you, work may be paused until instructions are received.

3. Diagnostic Work

Modern vehicles often require extensive testing.

Diagnostic charges cover:

- inspection time
- specialist equipment
- technician expertise
- electrical testing
- software analysis

Payment is due for diagnostic work regardless of whether you proceed with repairs.

Diagnosis cannot guarantee identification of every fault during the initial inspection.

Further diagnostic time may be required.

4. Hidden or Additional Faults

Once repairs commence, additional faults may become apparent.

These may include:

- worn components
- seized fixings
- corrosion
- previous poor-quality repairs
- electrical faults
- accident damage
- aftermarket modifications

Any revised estimate will be discussed before proceeding wherever reasonably possible.

5. Parts

We may fit:

- Genuine Land Rover parts
- OEM parts
- OE equivalent parts
- quality aftermarket parts
- reconditioned components where agreed

Unless specifically requested, replacement parts removed from your vehicle become the property of Moorland Rovers Ltd.

Old parts can be returned upon request made before repairs commence (excluding warranty exchange units).

6. Customer-Supplied Parts

We reserve the right to refuse fitting customer-supplied parts.

Where customer-supplied parts are fitted:

- no warranty is provided on those parts;
- labour remains chargeable if the parts are faulty;

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- additional labour caused by poor fitment or incorrect parts is chargeable.

We accept no liability for delays arising from customer-supplied parts.

7. Authorisation of Repairs

Repairs may be authorised:

- in person
- by telephone
- by email
- by text message
- by online messaging

Such authorisation shall be legally binding.

8. Vehicle Collection

Customers should collect vehicles promptly following notification that work has been completed.

Vehicles left for more than 7 calendar days after notification may incur storage charges.

Current storage charges:

- £50.00 per day.
-

9. Abandoned Vehicles

Vehicles left uncollected for an unreasonable period may ultimately be treated as abandoned.

We reserve all rights available under applicable UK legislation to recover unpaid charges, including exercising our legal lien over the vehicle and, where legally permitted, arranging disposal following reasonable notice.

10. Payment

Payment is due immediately upon completion unless prior written arrangements exist.

Accepted payment methods include:

- Bank transfer
- Debit card
- Credit card
- Cash (subject to legal limits)

Vehicles will not normally be released until payment has cleared.

11. Deposits

Special order parts may require payment of a deposit.

Deposits may be non-refundable where parts have been specially ordered.

12. Garage Keeper's Lien

Where payment remains outstanding, Moorland Rovers Ltd reserves the right to retain possession of the vehicle until all outstanding invoices have been paid in full.

13. Warranty

Unless otherwise stated:

- Parts: 12 months
- Labour: 12 months

The warranty covers defects arising from faulty workmanship or defective supplied parts. The warranty does not cover:

- normal wear and tear
- misuse
- neglect
- racing
- off-road competition
- accidental damage
- flood damage
- overheating
- modifications
- customer-supplied parts
- failures unrelated to our repairs

Warranty claims must be returned to Moorland Rovers Ltd before repair elsewhere.

Repairs undertaken elsewhere without our written approval may invalidate warranty.

14. Used and Reconditioned Parts

Where used or reconditioned parts are installed at the customer's request, warranty is limited to that provided by the supplier.

15. Software Updates

Modern Land Rover and Range Rover vehicles may require software programming.

Programming can occasionally reveal unrelated pre-existing faults.

Software installed cannot normally be reversed.

Programming time remains chargeable.

16. Batteries

Battery replacement may result in:

- loss of stored settings
- radio presets
- seat memory
- steering calibration
- window calibration
- diagnostic fault codes

We are not liable for loss of stored electronic settings.

17. Electronic Systems

Modern vehicles contain complex electronic control units.

We cannot guarantee compatibility with:

- aftermarket accessories
 - previous repairs
 - modified software
 - remapped ECUs
 - third-party electronics
-

18. Seized or Corroded Components

Land Rover vehicles frequently suffer seized fasteners due to corrosion.

Removal may require:

- cutting
- drilling
- heating
- replacement components

Additional labour will be chargeable where necessary.

19. Recovery Vehicles

Where vehicles arrive by recovery:

- we accept no responsibility for damage occurring before arrival;
 - customers should inspect vehicles with the recovery operator where possible.
-

20. Road Testing

We may road test vehicles before and after repairs.

Road tests may include motorway driving where necessary.

By leaving your vehicle with us you authorise reasonable road testing.

21. MOT Testing

Where MOT testing is arranged:

We act as an agent where tests are carried out by an external authorised testing station.

MOT standards are determined by DVSA regulations.

Passing an MOT does not guarantee future reliability.

22. Vehicle Cleanliness

We aim to protect vehicles using seat covers and steering protection.

However, vehicles presented in excessively dirty condition may incur additional cleaning charges before work can begin.

23. Courtesy Vehicles (if applicable)

Courtesy vehicles remain the property of Moorland Rovers Ltd.

Drivers must:

- hold a valid licence;
- comply with insurance requirements;
- return the vehicle on time;
- pay for fuel used;
- report accidents immediately.

24. Customer Property

Customers should remove valuables.

We accept no responsibility for:

- cash
- jewellery
- tools
- electronics
- personal belongings left in vehicles.

25. Tyres and Wheels

Wheel nut torque will be set to manufacturer specifications.

Customers should recheck wheel nut torque after approximately 50 miles where advised.

Tyre pressures are adjusted where appropriate.

26. Fluids

Fluid levels are checked during servicing.

Vehicles with excessive oil consumption or coolant loss require further diagnosis.

Fluid top-ups alone do not constitute repair.

27. Air Conditioning

Air conditioning performance depends upon system condition.

Regassing alone cannot repair leaks.

Leak detection and repairs are separately chargeable.

28. Diesel Emissions Systems

DPF, EGR and AdBlue systems are affected by driving style.

Cleaning or regeneration cannot guarantee permanent resolution where components are worn or defective.

29. Hybrid and Electric Vehicles

Where applicable, work involving high-voltage systems will only be undertaken by appropriately trained personnel.

Certain repairs may require specialist equipment or referral.

30. Storage Charges

Where vehicles remain on site after completion or after repairs are declined:

Storage may be charged after seven calendar days.

Daily rate: £50.00

31. Cancellation

Booked appointments cancelled with less than 24 hours' notice may incur charges where labour has been specifically allocated or special-order parts purchased.

32. Force Majeure

We shall not be liable for delays arising from:

- supplier shortages
- transport delays

- extreme weather
 - industrial action
 - power failures
 - computer failures
 - events beyond our reasonable control.
-

33. Limitation of Liability

Nothing in these Terms excludes liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation;
- any liability which cannot legally be excluded.

Subject to applicable law, our liability for any claim relating to services shall be limited to the value of the invoice for those services.

We are not liable for indirect or consequential losses, including loss of profits, business interruption, loss of use, or loss of opportunity, except where such limitation would be unlawful.

34. Data Protection

Customer information will be processed in accordance with UK GDPR and the Data Protection Act 2018.

Information may be used for:

- vehicle records
- invoicing
- warranty administration
- service reminders
- legal compliance

We do not sell customer data.

35. Photographs

We may photograph vehicles during repairs for:

- workshop records
- warranty evidence
- insurance claims

- customer reports

Images identifying customers will not be published without permission.

36. Complaints

If you are dissatisfied:

- Please contact us immediately.
 - We will investigate promptly and seek to resolve complaints fairly.
-

37. Governing Law

These Terms shall be governed by the laws of England and Wales.

Any disputes shall be subject to the jurisdiction of the courts of England and Wales.

38. Severability

If any provision of these Terms is held invalid, the remaining provisions shall remain in full force.

39. Amendments

Moorland Rovers Ltd reserves the right to amend these Terms and Conditions at any time.

The version in force at the date of booking shall apply.

Specialist Land Rover & Range Rover Terms & Conditions

40. Specialist Vehicle Disclaimer

Moorland Rovers Ltd specialises in Land Rover and Range Rover vehicles, including classic and modern models.

These vehicles incorporate complex electronic systems, advanced drivetrains, air suspension, terrain management systems and sophisticated engine management systems. Due to their complexity, diagnosis and repair may require significantly more time than other vehicle manufacturers.

The Customer acknowledges that diagnosis may involve multiple stages of testing and dismantling before the root cause of a fault can be accurately identified.

41. Multiple Fault Conditions

Land Rover and Range Rover vehicles frequently present with multiple unrelated faults simultaneously.

Repairing one fault may expose another previously hidden fault.

The Company cannot guarantee that repairing an identified defect will resolve every symptom present.

Additional diagnostic work may be required.

42. Engine Damage

Where a vehicle has suffered:

- timing chain failure
- timing belt failure
- oil starvation
- overheating
- coolant loss
- crankshaft failure
- piston damage
- bearing failure

the Company cannot determine the full extent of internal engine damage until dismantling has commenced.

Any estimate issued prior to dismantling is provisional.

43. Timing Chain Systems

Certain Land Rover and Range Rover engines are known to suffer premature timing chain wear.

Where timing chain noise or wear is identified:

- replacement is recommended as preventative maintenance;
- continued use may result in catastrophic engine damage;
- refusal of recommended repairs is entirely at the Customer's risk.

The Company accepts no responsibility for engine failure where recommended repairs have been declined.

44. Turbocharger Failures

Turbocharger failure may result in contamination of:

- engine oil
- intercooler
- intake system
- exhaust after-treatment system

Replacement of the turbocharger alone may not rectify consequential damage.

The Company reserves the right to recommend additional repairs where contamination is identified.

45. Diesel Particulate Filters (DPF)

DPF systems rely upon suitable driving conditions to regenerate correctly.

Cleaning or forced regeneration cannot guarantee long-term success.

Repeated short journeys, excessive idling and unresolved engine faults may result in repeated DPF blockage.

No warranty is provided against future blockage where vehicle usage remains unsuitable.

46. AdBlue Systems

AdBlue and SCR systems comprise multiple electronic and mechanical components.

Replacing one component does not guarantee that other components will not subsequently fail.

Diagnostic charges remain payable regardless of repair outcome.

47. EGR Systems

Exhaust Gas Recirculation systems are susceptible to carbon build-up.

Cleaning may provide temporary improvement but cannot restore components suffering excessive wear.

Replacement may ultimately become necessary.

48. Air Suspension

Land Rover air suspension systems operate as complete integrated systems.

Failure of one component often places increased stress upon remaining components.

Replacement of:

- an air spring
- compressor
- valve block
- ride height sensor

does not guarantee against future failure of other suspension components.

49. Electrical Faults

Electrical faults may require extensive diagnosis.

Intermittent faults cannot always be reproduced during workshop testing.

Vehicles may need to remain with the Company for extended periods while faults are monitored.

Diagnostic charges apply regardless of whether the fault can be reproduced.

50. Water Ingress

Land Rover vehicles may suffer water ingress through various seals, drains or body components.

Electrical faults caused by water ingress may not become fully apparent until repairs are underway.

The Company cannot accept responsibility for pre-existing corrosion or electrical damage caused by previous water ingress.

51. Previous Repairs

Where previous repairs have been undertaken by another repairer, the Company accepts no responsibility for:

- incorrect parts
- poor workmanship
- damaged wiring
- stripped threads
- seized fasteners
- missing components
- incorrect programming
- non-standard modifications

Rectification of previous repairs will be chargeable.

52. Modified Vehicles

Vehicles fitted with:

- engine remaps
- gearbox remaps
- suspension lifts
- aftermarket electronics
- oversized tyres
- non-standard lighting
- performance modifications

may require significantly increased diagnostic time.

The Company cannot guarantee compatibility between modified components and manufacturer systems.

53. Software Programming

Programming of vehicle control modules may require:

- manufacturer software
- online coding
- security authentication
- software downloads

Programming may reveal previously stored faults.

Programming cannot normally be reversed.

Programming charges remain payable regardless of outcome.

54. Software Updates

Manufacturer software updates may alter:

- vehicle settings
- infotainment functions
- gearbox behaviour
- engine calibration
- suspension calibration

The Company accepts no responsibility where manufacturer updates alter vehicle characteristics.

55. Security Systems

Modern Land Rover vehicles incorporate sophisticated security systems.

Replacement of:

- keys
- body modules
- engine ECUs
- steering locks
- immobiliser components

may require online coding.

Completion times depend upon manufacturer systems and cannot be guaranteed.

56. Parts Availability

Certain Land Rover parts may be:

- discontinued
- on national back-order
- on international back-order
- unavailable

Repair completion dates are estimates only.

The Company accepts no liability for supplier delays.

57. Classic Vehicles

Vehicles over twenty years old may contain:

- obsolete components
- corrosion
- worn fasteners
- previous modifications

The Company will exercise reasonable care but cannot guarantee removal of seized components without damage.

58. Corrosion

Corrosion hidden beneath:

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- underbody coatings
- body panels
- suspension components
- chassis rails

may only become apparent during dismantling.

Any additional repairs required shall be chargeable.

59. Off-Road Vehicles

Vehicles regularly used off-road are subject to abnormal wear.

Mud, sand, water and debris accelerate deterioration.

Failures resulting from off-road use are not covered by any Company warranty.

60. Recovery of Stuck Components

Removal of seized components may require:

- drilling
- cutting
- welding
- specialist extraction
- replacement fixings

Additional labour is chargeable.

61. Diagnostic Time

Some faults require:

- repeated cold starts
- overnight testing
- extended road tests
- oscilloscope testing
- smoke testing
- pressure testing
- thermal imaging

All diagnostic time is chargeable.

62. Test Drives

Road testing may include:

- motorway driving
- urban driving
- rural roads
- dual carriageways

Mileage may exceed normal local distances where required for fault diagnosis.

63. Customer Refusal of Safety Repairs

Where safety-critical defects are identified, the Company will advise the Customer accordingly.

Should the Customer decline recommended repairs, the Company may require written confirmation acknowledging the advice provided.

The Company reserves the right to refuse to release a vehicle where it believes doing so would be unlawful or present an immediate and serious danger to road users.

64. Warning Lights

Repair of one warning light does not guarantee extinguishing of others.

Further diagnostic work may be required.

The Company accepts no responsibility for unrelated faults identified during repair.

65. Vehicle Collection Inspection

Customers are requested to inspect their vehicle upon collection.

Any concerns should be reported as soon as reasonably practicable and, where possible, within seven days of collection.

Nothing in this clause limits the Customer's statutory rights.

66. Warranty Exclusions

The Company warranty does not extend to failures arising from:

- abuse
- neglect

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- accident damage
- flood damage
- impact damage
- incorrect fuel
- contaminated fuel
- low-quality lubricants
- missed servicing
- overheating
- operation after warning lights have been ignored
- competition use
- towing beyond manufacturer limits
- off-road competition
- customer modifications
- non-approved software

67. Consequential Damage

Where a component has failed prior to arrival, the Company shall not be responsible for consequential damage caused before diagnosis or repair commenced.

68. Goodwill Repairs

Any goodwill repair undertaken by the Company shall not constitute an admission of liability.

69. Statutory Rights

Nothing contained within these Terms and Conditions seeks to exclude or restrict any statutory rights available to consumers under the Consumer Rights Act 2015 or any other applicable legislation.