



Terms and conditions of vehicle inspection

Thank you for choosing MTA Vehicle Inspections (MTAVI) to inspect the vehicle that you are interested in buying.

In addition to a vehicle inspection, we strongly recommend that you carry out a *Personal Property Security Register* (PPSR) check if you are buying this vehicle through a private seller. If you are buying the vehicle from a licenced dealer, this information should be available on the vehicle's sales form.

These terms and conditions form the basis of an agreement between you (the customer) and us, MTAVI (the service provider).

By booking the vehicle for an inspection by us, it is taken that you accept these terms and conditions.

These terms and conditions may change from time to time. You will be bound by the terms and conditions that apply at the time that the booking is made. If you have any questions about these terms and conditions, please phone us on 1300 682 123.

1. **Bookings**

- 1.1 To make a booking, you must provide us with the details of the vehicle and the contact details of the owner.
- 1.2 We will contact the owner of the vehicle and organise a mutually convenient day and time for both parties to inspect the vehicle.
- 1.3 We will advise you of the date of the inspection via email and we will process the payment of the inspection at this time.

2. Timeframe for inspections

- 2.1 We inspect vehicles 6 days a week between 7:30 am and 4:00 pm (AEDST). Inspections outside of this timeframe may incur a surcharge of up to \$60.
- 2.2 We do not usually inspect vehicles on Sundays or public holidays but we may make some exceptions.
- 2.3 The time it takes to inspect a vehicle is between 60 and 90 minutes. Luxury, performance and modified vehicles may take longer to inspect.

3. Our inspections

- 3.1 We conduct non-intrusive (visual) vehicle inspections. That is, we do not dismantle vehicles.
- 3.2 We do not dismantle vehicles components for internal examination (This is a non-intrusive inspection) therefore engine compression, internal engine and transmission wear, oil /fuel consumption and chassis alignment cannot be viewed or measured. These checks require sophisticated measuring equipment. We do not carry out water test for leaks to sunroof, convertible roof or vehicle internals. As such, we do not take responsibility for any defects that we were unable to identify or have been deliberately disguised to be undetected.
- 3.3 We check the vehicle's alternator charge rate but we do not load test batteries.
- 3.4 We conduct a visual check of disc brake rotors for wear but we do not measure disc rotor thickness.
- 3.5 We check operation of a vehicle's standard self-test warning system.
- 3.6 We do not test automated vehicle self-parking systems and systems that do not allow us to have total control of the vehicle while we are conducting the testing.

Takata airbag recall list

We recommend that you check whether the vehicle has been recalled to replace faulty Takata airbags. These recalls affect a large number of vehicles and a small number of motorcycles. You can find more information about this recall, and to check whether or not the vehicle is affected, [here](#).

- 3.7 We will road test the vehicle in the area that surrounds the site of the vehicle inspection. We take no responsibility for any faults that were not identified because of the scope and limitations of the inspection (e.g. speed limit in the area, weather conditions).
- 3.8 We will not road test a vehicle that we have assessed as un-roadworthy.
- 3.9 We will not road test a vehicle that is unregistered unless we are provided with a trade plate.
- 3.10 We do not conduct “Pink Slip” checks of vehicles and our inspection is not a substitute for a *Pink Slip eSafety Check*.

4. Our inspection report

- 4.1 We will provide you with an inspection report when the inspection is finalised. The report will set out the results of the inspection.
- 4.2 Shortly after the inspection is completed, we will email the report to the email address provided by you.
- 4.3 The items that have been checked during the inspection, will be indicated in the report.
- 4.4 We will indicate if there is a problem with a particular item. We will not necessarily provide any further information about the problem as the vehicle would need to be dismantled for an accurate diagnosis to be provided.
- 4.5 We will not indicate in the report if a part of the vehicle has been replaced or if any repairs have been carried out unless it is essential to the inspection.

5. Fees and cancellations

- 5.1 You must pay for the cost of the vehicle inspection with a major credit card at the time that you make the booking. We will not proceed with the inspection until the payment is cleared.
- 5.2 We reserve the right to refuse to inspect or report on a vehicle.

- 5.3 To cancel an inspection, you must phone us on 1300 682 123 or email us at office@mtavehicleinspections.com.au during our office hours, 8:00 am to 6:00 pm 7 days a week.
- 5.4 If you cancel the inspection with more than 2 hours' notice, we can either refund you the payment in full or hold the payment in credit for you to use towards another inspection.
- 5.5 If you cancel the inspection with 2 hours or less notice, we will charge you a \$90 administration fee, and we can either refund you the balance of the payment or hold that balance in credit for you to use towards another inspection.
- 5.6 If we attend a site for a pre-arranged inspection and we cannot inspect or complete a full inspection of the vehicle through no fault of our own, we will charge you for the full cost of an inspection.

6. Complaints

- 6.1 If you have a complaint or if you are dissatisfied with the inspection, please phone us on 1300 682 123 or email us at office@mtavehicleinspections.com.au so that we can discuss a resolution.

7. Warranties and guarantees

- 7.1 Our services come with guarantees that cannot be excluded under Australian Consumer Law.
- 7.2 We are not responsible for any exterior damage to the vehicle that may have been caused when the vehicle was being transported to you, or to anyone nominated by you. We recommend that, if possible, you arrange for the vehicle to be transported in an enclosed vehicle carrier, particularly if the vehicle will be travelling a long distance.
- 7.3 We are not responsible for identifying whether or not an after-market modification to a vehicle is legal. We recommend that you check with your local authority about the legality of any modifications that have been made to the vehicle.