

MTA Vehicle Inspections – Terms & Conditions

Thank you for choosing MTA Vehicle Inspections (MTAVI). We are committed to providing a thorough inspection of the vehicle you are considering purchasing. These Terms and Conditions (the “Agreement”) outline the terms of the inspection services provided by MTAVI to you, the customer. By booking a vehicle inspection with MTAVI, you acknowledge and agree to these Terms and Conditions. Please note that they may be updated periodically. The most current version applies at the time of booking. If you have any questions, please contact us at **1300 682 123**.

1. Booking Process

1.1 Booking Details – To schedule an inspection, you must provide your contact information, the vehicle details, and the owner’s contact information.

1.2 Confirmation and Scheduling – We will contact the vehicle’s owner to arrange a mutually convenient inspection date and time.

1.3 Payment – Payment in full is due at the time of booking. Your job will only be processed on receipt of payment, after which you will receive a booking confirmation via email advising the date of your inspection.

2. Inspection Timing and Availability

2.1 Inspection Hours – We conduct inspections seven days a week between 7:00 AM – 3:00 PM (AEDST). Inspections on Sundays will incur a minimum surcharge of \$70. Any inspections scheduled outside these hours may also incur additional surcharges.

2.2 Exclusions – While we typically do not conduct inspections on public holidays, exceptions may be made. If an inspection is scheduled on a public holiday, an additional surcharge will apply.

2.3 Inspection Duration – Each inspection takes between 30 to 180 minutes, depending on the vehicle type and inspection package.

2.4 Inspection Confirmation – You will receive a confirmation with an estimated timeslot for your vehicle inspection; these timings are subject to change at the discretion of MTAVI and you may not be notified.

3. Our Inspections

3.1 Scope of Inspection – Our inspections are non-intrusive, meaning we do not dismantle any vehicle components. This limits the detection of certain issues, including internal engine wear, compression tests, oil/fuel consumption, and chassis alignment.

3.2 Limitations – We do not perform water tests for leaks in sunroofs, convertible roofs, or vehicle interiors. We are not responsible for any issues that are hidden or deliberately disguised to be undetected.

3.3 Alternator Check – We check the vehicle’s alternator charge rate but do not load test batteries.

3.4 Brake Checks – We visually inspect the disc brake rotors for wear, but do not measure rotor thickness.

3.5 Self-Test Systems – We verify the operation of the vehicle’s self-test warning system.

3.6 Automated Systems – We do not test automated parking systems or other features that prevent full control of the vehicle during testing.

3.7 Takata Airbag Recall – We recommend verifying whether the vehicle has been affected by the Takata airbag recall.

3.8 Road Testing – We will road test the vehicle within the local area surrounding the inspection site. External factors (e.g., weather and speed limits) may limit the thoroughness of the road test.

3.9 Un-roadworthy Vehicles – We will not conduct a road test if we assess the vehicle as un-roadworthy.

3.10 Unregistered Vehicles – We will not conduct a road test for an unregistered vehicle unless a trade plate is provided.

3.11 Pink Slip – Our inspection is not a substitute for a Pink Slip (eSafety Check).

3.12 Customer Acknowledgment of Inspection Scope – By booking an inspection, the customer acknowledges and agrees that the services provided are limited to the selected inspection package. Specifically:

Essential Package

- Only mechanical components are inspected.
- No exterior or interior components are checked.
- Paint, body panels, accident damage, or repairs are not inspected.
- Interior items such as seats, seatbelts, windows, switches, central locking, and other cabin features are not inspected.
- ECU scans of vehicle systems are included.

Advanced Package Includes all Essential Package checks plus:

- Exterior and interior component assessment

- PPSR report
- Paint thickness measurement
- Body panel condition
- Odometer rollback verification

Platinum Package Includes all Advanced Package checks plus:

- Longer inspection time slot for more detailed assessment
- Additional photos and videos documenting the vehicle condition
- Engine cover removal (subject to Section 8 terms and owner consent)
- 36-hour priority booking (subject to Section 9 terms)

Alivoo/TEST EV battery testing for EV/PHEV vehicles is available as an optional add-on for Advanced and Platinum Packages Only (subject to Section 10 terms)

Customers understand that MTA VI will only inspect items included in the selected package, and any issues outside the scope of that package will not be identified or reported.

4. Inspection Report

4.1 Report Delivery – After the inspection, you will receive a detailed report via email outlining the inspection results on the same day.

4.2 Inspection Details – The report will indicate the items we inspected and any issues identified. Further diagnostic details may require disassembly, which is not part of our inspection.

4.3 Replacement or Repairs – We will not indicate if parts were replaced or repairs made unless directly relevant to the inspection findings.

4.4 Photographs in This Report – Photographs form part of the inspection report and reflect the vehicle's condition at the time of inspection. We are not required to comment on or interpret all photos taken.

5. Fees and Cancellations

5.1 Payment Requirements – Full payment is required at the time of booking and must be made using a valid credit card, debit card, Apple Pay, or Google Pay. All payments are processed securely via the PayWay facility from Westpac, which applies a surcharge of approximately 0.75% per transaction. Inspections will not proceed until payment has been successfully received and cleared.

5.2 Right to Refuse – We reserve the right to refuse an inspection or report on any vehicle.

5.3 Cancellation Policy

- Cancellations with more than 12 hours' notice will incur a \$50 administration fee. The remaining balance will either be refunded or held as credit for future inspections.
- Cancellations with less than 12 hours' notice will incur a \$180 cancellation fee. The remaining balance may be refunded or credited toward another inspection.
- Cancellation with less than 2 hours' notice will incur a full inspection cost as the time slot cannot be filled.
- To cancel, you must phone 1300 682 123 or email office@mtavehicleinspections.com.au during office hours (8:00 AM – 6:00 PM, 7 days a week).

5.4 No Access or Incomplete Inspections – If we are en-route to, or arrive at, the scheduled inspection site but cannot complete the inspection due to no fault of our own, or cancellation by the seller, you will be charged the full inspection cost.

6. Complaints

6.1 Customer Feedback – If you are dissatisfied or have a complaint, please contact us immediately at 1300 682 123 or office@mtavehicleinspections.com.au.

7. Warranties and Legal Considerations

7.1 Consumer Guarantees – Our services come with guarantees that cannot be excluded under Australian Consumer Law.

7.2 Transport Damage – We are not responsible for any external damage caused during vehicle transport. We recommend enclosed transport for long-distance shipments.

7.3 After-Market Modifications – We do not assess the legality of after-market modifications. You are responsible for verifying compliance with local regulations.

8. Engine Cover Removal (Platinum Inspection Only)

8.1 Owner Consent – Engine covers will only be removed with the vehicle owner's clear and express consent.

8.2 Condition of Covers and Fasteners – Covers will not be removed if, in the inspector's professional judgement, their condition creates a risk of damage or prevents safe refitting, including cracked, broken, or compromised covers, and rounded, seized, stripped, or damaged fasteners.

8.3 Inspector Discretion – The inspector may refuse removal of any cover if the process is unsafe, likely to cause damage, or not reasonably practical.

8.4 Limitation of Liability – MTAVI accepts no liability for components or areas that cannot be inspected due to conditions preventing safe removal of engine covers.

9. 36-Hour Priority Service (Platinum Inspection Only)

9.1 Definition of Priority Booking – MTAVI will schedule and complete the inspection within 36 hours from receipt of full booking details and payment.

9.2 Business Hours Application – The 36-hour timeframe applies to standard business hours only; weekends, public holidays, and periods outside normal operations are excluded.

9.3 Reasonable Steps – MTAVI will take all reasonable steps to complete the inspection within the 36-hour window.

9.4 Availability & Location Limitations – Priority bookings depend on inspector availability and vehicle location. Regional, remote, or difficult-access locations may fall outside the timeframe.

9.5 Vehicle Access Requirements – The timeframe may not be met if the vehicle cannot be accessed, keys are unavailable, or the vehicle is being repaired, transported, or is otherwise unavailable.

9.6 External Delays – Delays outside MTAVI's control (weather, traffic, third-party issues, access restrictions, or safety concerns) may affect the 36-hour timeframe.

9.7 Rescheduling – If external factors prevent inspection within 36 hours, the booking will be rescheduled to the next available time.

9.8 No Liability for Delays Outside Control – MTAVI is not liable for delays beyond its control.

9.9 Non-Refundability – Any priority booking fee (if applicable) is non-refundable unless the delay is solely MTAVI's responsibility.

9.10 Inspection Limitations – If the 36-hour timeframe cannot be met, the inspection will still be completed as soon as reasonably possible, without the guaranteed priority timing.

10. Alivoo and TEST EV Battery Testing for EV and PHEV Vehicles (Advanced & Platinum Inspection Only)

10.1 Purpose of Testing – MTAVI may conduct high-voltage battery testing using platforms provided by Alivoo GmbH (Austria) and TEST EV Pty Ltd (Australia). This provides an indicative snapshot of battery condition.

10.2 Scope of Testing – Testing is non-intrusive; MTAVI does not remove battery modules or high-voltage components. Data is collected from the vehicle's Battery Management System (BMS).

10.3 Data Limitations – Results depend on BMS accuracy, manufacturer software, charging patterns, environmental conditions, and any vehicle modifications.

10.4 No Guarantee of Future Performance – Battery test results represent a snapshot only. MTAVI does not guarantee future battery degradation, range, charging performance, or internal cell-level issues.

10.5 Safety and Inspector Discretion – MTAVI may refuse or discontinue testing if HV system damage, overheating, or tampering is suspected.

10.6 Vehicles Unable to Be Tested – Some EVs/PHEVs may be incompatible with Alivoo or TEST EV platforms; no refund applies in such cases.

10.7 Third-Party Data and Limitation of Liability – MTAVI does not control or verify the accuracy of third-party data and accepts no liability for errors, omissions, or outcomes.

10.8 Third-Party Terms – By participating in battery testing, you acknowledge that the test is subject to TEST EV / Alivoo Terms and Conditions, available here: <https://testev.co/terms-and-conditions-1>. MTAVI accepts no liability for services, data, or outcomes governed by these Third-Party Terms.

By booking an inspection, you confirm that you have read, understood, and agreed to these Terms and Conditions.

Thank you for choosing MTAVI.

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