



# VEHICLE INSPECTIONS

## Terms and 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, then 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 of 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 60 to 90 minutes, depending on the vehicle type. Luxury, performance, or modified vehicles may take longer.

### 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. Please note that external factors (e.g. weather, 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).

#### **4. Inspection Report**

4.1 Report Delivery - After the inspection, you will receive a detailed report via email outlining the inspection results, 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 it is directly relevant to the inspection findings.

#### **5. Fees and Cancellations**

5.1 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% to each transaction. Please note that 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 towards another inspection.
- To cancel an inspection, you must phone us on 1300 682 123 or email us at [office@mtavehicleinspections.com.au](mailto:office@mtavehicleinspections.com.au) during our office hours, 8:00 am to 6:00 pm 7 days a week.

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

#### **6. Complaints**

6.1 Customer Feedback

If you are dissatisfied with the inspection or have any complaints, please contact us immediately at **1300 682 123** or via [office@mtavehicleinspections.com.au](mailto: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 to the vehicle caused during transport. We recommend arranging enclosed transport for long-distance shipments.

7.3 After-Market Modifications - We do not assess the legality of after-market modifications. It is your responsibility to verify with local authorities if any modifications comply with legal requirements.

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

Thank you for choosing MTAVI.