Grease Beast Garage - Terms and Conditions of Service

Mobile mechanic - Car & bike repairs - Cullinan, Gauteng

Version 2 - November 2026

These terms apply to every quote, job and invoice from Grease Beast Garage ("we", "us", "Grease Beast"). By signing a quote or invoice on our website, the customer ("you") agrees to these terms. Please read them before signing. Clauses that limit our responsibility, ask you to accept a risk, or ask you to confirm a fact start with "IMPORTANT" and are shown in bold. Please read those clauses carefully.

1. Who is who

1.1 "Grease Beast" means Grease Beast Garage, its owners and the mechanics working for it.

1.2 "Customer" means the person who books, signs the quote, or owns or is responsible for the vehicle.

1.3 "Vehicle" means the car, bakkie, motorbike or other vehicle we are asked to work on, including its parts and keys.

1.4 "Quote" means our written estimate of the work and the most it will cost. "Invoice" means our bill for work done. "Working days" means Monday to Friday, not counting public holidays.

2. Quotes

2.1 Every quote shows what work we will do, a breakdown of the parts, labour and other costs, the total price, how long the quote is valid (normally 14 days), and how long you have to collect the vehicle after we tell you it is ready, and what happens if you do not.

2.2 We will not charge you more than the signed quote. Hidden faults can show up once work starts (for example seized bolts, worn parts behind other parts, or damage from earlier repairs). If more work or cost is needed, we will stop, tell you what the extra work is and what it will cost, and only carry on once you say yes in writing (WhatsApp, SMS, email or a new signed quote). If you say yes by phone, we will confirm it to you in writing. If you say no, we will only do the work you already agreed to. You do not have to pay for extra work you did not agree to.

2.3 Parts prices can change because of suppliers. If a part price goes up before we buy it, we will tell you first. You can accept the new price, or cancel that part of the job without any penalty. You then only pay for work you already agreed to and that we have done.

2.4 Checking the vehicle to prepare a quote is free, unless we told you the price for the check (diagnosis or inspection fee) before we started and you agreed to it. This includes taking parts off and putting them back to find the fault. If you decide not to go ahead with the repair, we will put the vehicle back together the way it was, unless we agreed something else with you before we started.

3. Permission to work on and move your vehicle

> **3.1 IMPORTANT: By signing the quote, you confirm that you own the vehicle or have the owner's permission. You give Grease Beast permission to inspect, test, take apart and repair the vehicle as described in the quote, and to do any extra work you approve.**

3.2 You give us permission to drive or road-test the vehicle when needed to find or check a fault. Only our mechanics with a valid driver's licence will drive it, and we are responsible for damage caused by our own carelessness during a road test.

3.3 If the job cannot be done safely or properly on site, you give us permission to move the vehicle to our workshop or to a specialist (for example by driving it, towing it or using a trailer). We will tell you before we move it and where it will be, and any towing or transport cost will be shown on the quote or agreed with you first. While the vehicle is with us, it is in our care.

3.4 You must make sure the vehicle is legal to drive on the road (licence disc) when a road test or drive to the workshop is needed. If it is not, we will tow or trailer it instead, at the agreed cost.

4. Working at your home or site (mobile work)

4.1 You must give us a safe, reasonably level and lawful place to work, with permission from the property owner, estate or complex where needed.

4.2 Keep children, pets and other people away from the work area while we are working.

4.3 We may stop or move the job if the weather, light, ground, traffic or anything else makes it unsafe. We will tell you as soon as possible if a job is delayed for any reason. Extra call-outs caused by this will be agreed with you first.

> **4.4 IMPORTANT: We clean up our work area and use drip trays and mats where possible, but small oil or fluid marks can happen and we are not responsible for them. We are responsible for damage to your property caused by our own carelessness.**

4.5 Our mechanics will show you identification when you ask for it.

5. Safety

5.1 Our mechanics may refuse or stop work if they think it is unsafe for them, you or the public.

> **5.2 IMPORTANT: If we find a fault that makes the vehicle unsafe to drive (for example brakes, steering, tyres or fuel leaks), we will tell you in writing. If you choose to drive it anyway, you accept the risk of that fault. This does not take away our responsibility for faults caused by our own work.**

5.3 Do not drive, start or move the vehicle while we are working on it unless we ask you to.

> **5.4 IMPORTANT: Remove valuables, cash, firearms and personal items from the vehicle before work starts. We are not responsible for items left inside, unless they are lost or damaged because of our own carelessness.**

6. Parts

6.1 Unless agreed otherwise, we use new parts of good quality from trusted suppliers. If we want to use a used or reconditioned part, we will say so on the quote and you must agree first. Genuine (OEM) parts can be supplied on request at extra cost.

> **6.2 IMPORTANT: If you supply your own parts, we are not responsible for their quality, fit or failure. Our labour to fit them is still guaranteed as set out in section 8. If your part turns out to be faulty, we will tell you the cost of the labour to remove and replace it before we do that work.**

6.3 We will keep the old parts we replace and give them back to you in a clean bag or box when the job is done, unless you tell us you do not want them. We cannot give back parts that must be returned to the maker or supplier under a warranty or exchange deal, parts needed for an insurance claim, or things that the law says must be disposed of safely (for example used oil, coolant or old batteries). You may still look at those parts before they go.

6.4 New parts we have bought for your job but not yet fitted stay the property of Grease Beast until the invoice is paid in full. Parts already fitted to your vehicle are covered by our right to keep the vehicle until the invoice is paid (see 7.5).

7. Payments

7.1 Prices are in South African Rand (R). Call-out, labour, fuel or travel, parts and consumables are charged as shown on the quote and invoice. The quote and invoice show the full price, including any VAT.

7.2 For bigger jobs or special-order parts we may ask for a reasonable deposit before buying parts or starting work. The deposit will be shown on the quote. We keep your deposit safe and take it off the final invoice. If we cancel or cannot do the job, we will refund your deposit in full.

7.3 Payment is due when the work is finished, unless the invoice shows a different date. We accept EFT, cash and card (where available). Please use the invoice number as your payment reference.

7.4 If payment is late, we may charge interest from the due date at the rate set by the Prescribed Rate of Interest Act 55 of 1975, and reasonable costs to recover the money owed, as allowed by law. We will not claim legal costs on a higher scale than the law normally allows.

7.5 We may keep the vehicle (or parts of it) until the invoice is paid in full (lien). We will tell you in writing if we do this. You have 3 working days to collect the vehicle after we tell you it is ready and the invoice is paid. If you do not collect it in that time, storage of R___ per day may be charged from the next day until you collect it. This storage fee and collection time will also be shown on the quote.

8. Guarantee on our work

8.1 We guarantee every new or reconditioned part we fit, and our labour to fit it, for at least 3 months from the date the work was done, no matter how many kilometres the vehicle is driven in that time. Some parts also carry a longer guarantee from the supplier, which we will pass on to you.

8.2 The guarantee does not cover normal wear and tear, misuse or abuse, accidents, racing or using the vehicle for something it is not made for, faults not related to our work, or work changed or repaired by someone else.

8.3 If you think there is a problem with our work, please contact us first so we can inspect it and fix it at no cost to you. If the problem is caused by our work or parts we supplied, we will fix it, or refund a fair part of the price. If you cannot reasonably get the vehicle to us (for example it breaks down far away), tell us as soon as possible and we will work out a fair solution with you.

8.4 Nothing in these terms takes away your rights under the Consumer Protection Act 68 of 2008, including your right to quality service (section 54) and the warranty on repaired goods (section 57).

9. Damage and responsibility

9.1 We take reasonable care of your vehicle and keys while they are with us, and we will give the vehicle back in at least as good a condition as you gave it to us, apart from the agreed work. We are responsible for loss or damage caused by our own carelessness or that of anyone working for us.

> **9.2 IMPORTANT: We are not responsible for faults that already existed, for parts that break during careful work because they were already worn, rusted or weak (we will warn you first if we think this may happen), or for loss or damage we could not reasonably prevent and that was not caused by our carelessness (for example severe weather, or theft from your property while we are not there). We never exclude our responsibility for gross negligence, or for death or injury caused by us.**

9.3 Please tell us about any existing damage, warning lights or problems before we start. We may take photos of the vehicle before work.

10. Cancelling a booking or job

10.1 You may cancel or move a booking. Please give at least 24 hours' notice. If you cancel with less notice, or if we arrive and cannot work because the vehicle or customer is not available as agreed, we may charge a reasonable call-out fee shown on the booking or quote, to cover our travel and time. We will not charge a cancellation fee if you cannot keep the booking because of the death or hospital stay of the person the booking was made for.

10.2 If you booked on our website, you may cancel within 7 days of booking without giving a reason and without any penalty, as long as we have not already started the work with your permission.

10.3 If you cancel after parts have been specially ordered for your vehicle, you must pay for those parts if the supplier will not take them back, and for work already done. If the supplier takes them back, you only pay any reasonable return cost the supplier charges us.

10.4 If we have to cancel or move a booking, we will tell you as soon as possible and, if you want, refund any deposit in full.

11. Your information (POPIA)

11.1 Grease Beast Garage is responsible for your personal information (contact details in 13.5). We collect your name, phone number, email, address, vehicle details (such as registration and VIN), photos of the vehicle and your signature. We use them only to do the job, send quotes and invoices, keep records and contact you about your vehicle. Giving us this information is your choice, but we cannot do the job without your contact and vehicle details.

11.2 We keep your information safe and do not sell it. We only share it where needed to do the work (for example with a parts supplier, tow service or the companies that run our website and payments, some of which may store information outside South Africa with proper protection) or where the law requires it.

11.3 We will not send you marketing messages unless you agree, and you can ask us to stop at any time.

11.4 You can ask us to see, correct or delete your information, or object to how we use it, unless we must keep it by law (for example invoices for tax records). If you are unhappy with how we handle your information, you can complain to the Information Regulator (www.inforegulator.org.za).

12. Signing online

12.1 When you sign a quote or invoice on our website, your typed name, drawn signature, the date and time are saved with that document. This counts as your written agreement to the quote or invoice and to these terms, in line with the Electronic Communications and Transactions Act 25 of 2002. We keep your signature safe and only use it for the document you signed.

12.2 You will be able to view and download a copy of what you signed.

12.3 Before you sign, you can read the full quote and these terms, fix any mistakes, or decide not to go ahead.

13. General

13.1 We may update these terms from time to time. The version shown when you sign is the one that applies to that job.

13.2 If any part of these terms is found to be invalid, the rest still applies.

13.3 These terms are governed by the laws of the Republic of South Africa.

13.4 Complaints: please contact us first and we will try to sort it out within 30 days. If we cannot sort it out, you can contact the Motor Industry Ombudsman of South Africa (MIOSA) for free: 010 590 8378, info@miosa.co.za, www.miosa.co.za. We follow the South African Automotive Industry Code of Conduct. You also keep all your other rights under the law.

13.5 Questions? Contact Ryan on 072 110 7458 or Brandon on 076 330 8352.

Customer agreement

I have read and agree to the Grease Beast Garage Terms and Conditions, including the clauses marked IMPORTANT. I confirm that I own this vehicle or have the owner's permission, and I give Grease Beast Garage permission to work on it, road-test it, and move it to their workshop if necessary.