



PlateShift UK LTD

Terms & Conditions of Service

In these Terms & Conditions, “we”, “us” or “the Company” refers to PlateShift UK LTD. “You” or “the Customer” refers to any individual or organisation requesting or using our services. These Terms & Conditions replace and override any previous versions issued.

1. Pricing & Charges

All prices provided exclude taxes and do not include additional costs such as tolls, congestion charges, dock fees, fuel (unless inc), charging costs or other incidental expenses.

2. Electric Vehicle Requirements

Electric vehicles must be supplied with sufficient charge at collection. Where recharging is required during transit, a waiting charge of £30 per hour will apply. Charging costs will be treated as fuel costs and charged accordingly.

3. Waiting Time

Waiting time charges of £30 per hour may be applied where delays occur outside of our control, including delays at collection or delivery points. The first half an hour at collection & delivery points are free of charge.

4. Service Delivery

We will use reasonable endeavours to meet agreed times but are not liable for delays caused by circumstances beyond our control.

5. Vehicle Condition

Customers must ensure vehicles are roadworthy and compliant with all legal requirements. If a vehicle is found to be unroadworthy, unsafe, or has any issue that prevents it from being legally or practically driven at the time of collection, we reserve the right to abort the collection. In such circumstances, abort fees may apply.

6. Cancellations

Bookings cancelled with a minimum of 48 hours' notice prior to the scheduled collection time will incur no charge. Cancellations made within 48 hours of the booking will be charged in full.

7. Breakdown & Recovery

Where no breakdown cover exists and a breakdown occurs, recovery costs will be charged to the customer in accordance with the distance travelled or recovery required.

8. Road-Related Damage

We are not responsible for unavoidable non-negligent damage caused by road hazards such as punctures or debris impact.

9. Motoring Offences

We will manage penalties incurred during custody subject to timely cooperation by the registered keeper. Increased penalties caused by non-response remain the responsibility of the customer.

10. Personal Belongings

All personal items must be removed prior to collection unless agreed otherwise in writing. Any remaining items are left entirely at the customer's risk.

11. Vehicle Inspections

Vehicle inspections may be affected by environmental factors. Drivers are not mechanics and cannot be held responsible for mechanical defects discovered after delivery.

12. Invoice Queries

Any invoice queries must be raised within 48 hours of the invoice date.

13. Payment Terms

Invoices are payable in full within 48 hours of due date..

14. Acceptance of Delivery

Once a vehicle has been signed for or accepted, responsibility transfers to the customer and no subsequent claims will be considered.

15. Late Payment

Late payments may result in recovery costs and statutory interest being applied where permitted by law.

16. Governing Law

These Terms & Conditions are governed by the laws of England and Wales.

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