



## Dukes AutoTech Mobile Vehicle Diagnostics & Repair

### Supply of Parts Policy and Procedure

Dukes AutoTech is committed to providing a quality service at competitive rates. In order to do so, we source our parts from a range of suppliers. As there are a few options for supplying parts, our policies vary depending on supply route:

#### When we supply new parts:

This is our preferred method of supplying parts as it is the only way for us to provide a guarantee. We source our new parts from a range of reputable suppliers to ensure we supply quality parts at great prices. Wherever possible, we supply O.E. quality parts and can provide certificates to prove their authenticity upon request. At Dukes AutoTech, we guarantee both parts and labour for 3,000 miles or 3 months\* whichever expires first when we supply and fit new parts to your vehicle. If you choose us to supply and fit new parts to your vehicle be it for anything from a service to a clutch, we promise:

- To only source parts from a reputable supplier.
- To provide proof upon request of O.E. quality if applicable.
- To supply parts at the best possible price.
- To honour a guarantee on parts and labour for 3,000 miles or 3 months- whichever expires first\*.

#### Non reputable supplier (eg online store):

From time to time, a customer may wish to fit a part from a non-reputable source for example eBay or an online store. Whilst we are happy to accommodate this, we cannot provide a guarantee on parts or labour for doing so. Preferably, we ask the customer to purchase these items themselves so that they may seek a refund if the part(s) are incorrect or fail at a later date. If this is not possible, we may purchase the parts ourselves but purely at our discretion. If we can, we will aid the customer in sourcing these parts but stress that it is difficult to tell if the correct part is being purchased without being able to look at it and purchasing parts from a non reputable supplier with or without our assistance is purely at the customer's risk. Before we carry out works of this nature, we ask customers to sign a "Non reputable supplier form" (below) to prove that they have read and understand the above and are happy to continue despite the lack of guarantee.

#### Customer Sourced Parts

Sometimes, a customer may wish to fit a part they have sourced themselves. Whilst we are happy to accommodate this, we cannot provide a guarantee on parts or labour for doing so. Before we carry out works of this nature, we ask customers to sign a "Used Parts / Customer Sourced Parts Disclaimer Form" (below) to prove that they have read and understand the above and are happy to continue despite the lack of guarantee.



## Dukes AutoTech

### Mobile Vehicle Diagnostics & Repair

#### Used Parts

Sometimes, a customer may wish to fit a used part. There are also circumstances where it is the most viable way of achieving an economical repair for example on an older vehicle where parts are difficult to source, or where there is a chance of significant mechanical damage and parts are needed to fully diagnose the problem. Whilst we are happy to accommodate this, we cannot provide a guarantee on parts or labour for doing so. Before we carry out works of this nature, we ask customers to sign a "Used Parts / Customer Sourced Parts Disclaimer Form" (below) to prove that they have read and understand the above and are happy to continue despite the lack of guarantee. To assist the customer when fitting a used part is an option, we promise:

- To offer the customer the option to purchase the part themselves so as not to invalidate any guarantee with the used parts supplier.
- To be honest and explain the associated risks.
- If we source the parts, we will provide the best possible price to the customer.

If you are unsure of what option is best for you, we are always on hand to discuss it with you. We would always recommend new parts that we supply wherever possible in the first instance. If you have any queries, you can contact us on 07917 583 471 or [info@dukesautotech.co.uk](mailto:info@dukesautotech.co.uk).

\*Please see our Guarantee Policy for more information.



**Dukes AutoTech**  
**Mobile Vehicle Diagnostics & Repair**

Non Reputable Supplier Disclaimer Form

Dukes AutoTech is committed to providing a quality service at competitive rates. In order to do so, we source our parts from a range of reputable suppliers to ensure we supply quality parts at great prices. Wherever possible, we supply O.E. quality parts and can provide certificates to prove their authenticity upon request. At Dukes AutoTech, we guarantee both parts and labour for 3,000 miles or 3 months whichever expires first when we supply and fit new parts to your vehicle.

From time to time, a customer may wish to fit a part from a non-reputable source for example eBay or an online store. Whilst we are happy to accommodate this, we cannot provide a guarantee for doing so. Before we carry out works of this nature, we ask customers to sign the form below to prove that they have read and understand the above and are happy to continue despite the lack of guarantee.

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**Customer Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Vehicle Registration:** \_\_\_\_\_

**Vehicle Odometer Reading:** \_\_\_\_\_ Miles / Kilometers

Nature of Works:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I sign to confirm that I have read and understood the above statement and that I wish Dukes AutoTech to continue with the works outlined above using used parts / parts I have sourced  
**(please delete as appropriate)**

\_\_\_\_\_  
Signed Customer

\_\_\_\_\_  
Signed for and on behalf of Dukes AutoTech



**Dukes AutoTech**  
**Mobile Vehicle Diagnostics & Repair**

Used Parts / Customer Sourced Parts Disclaimer Form

Dukes AutoTech is committed to providing a quality service at competitive rates. In order to do so, we source our parts from a range of reputable suppliers to ensure we supply quality parts at great prices. Wherever possible, we supply O.E. quality parts and can provide certificates to prove their authenticity upon request. At Dukes AutoTech, we guarantee both parts and labour for 3,000 miles or 3 months whichever expires first when we supply and fit new parts to your vehicle.

From time to time, a customer may wish to fit a used part or a part they have sourced themselves. Whilst we are happy to accommodate this, we cannot provide a guarantee for doing so. Before we carry out works of this nature, we ask customers to sign the form below to prove that they have read and understand the above and are happy to continue despite the lack of guarantee.

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**Customer Name:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Vehicle Registration:** \_\_\_\_\_

**Vehicle Odometer Reading:** \_\_\_\_\_ Miles / Kilometers

Nature of Works:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I sign to confirm that I have read and understood the above statement and that I wish Dukes AutoTech to continue with the works outlined above using used parts / parts I have sourced  
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Signed Customer

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Signed for and on behalf of Dukes AutoTech