



Terms and Conditions for Asti Recovery and Vehicle Transportation Services

These terms and conditions apply to all services provided by Asti Recovery and Vehicle Transportation. By engaging our services, you agree to the following terms and conditions.

1. Services Provided

Asti Recovery offers the following services:

- Car Recovery
- Roadside Assistance
- Fuel Delivery
- Jump Starts
- Towing Services (including caravans and trailers)
- Auction Collection
- Transportation of Cars Without MOT

2. Service Availability

- Our services are available 24 hours a day, 7 days a week, across the UK.
- While we strive to reach customers within 90 minutes, wait times may vary depending on factors such as location, traffic conditions, and peak periods.

3. Pricing and Payment

- All prices are distance-based and include VAT.
- Additional charges may apply for services rendered during peak times, in remote locations, or under adverse conditions (such as severe weather).
- Payment must be made upon completion of the service unless otherwise agreed in writing.

4. Cancellation and Rescheduling

- Cancellations must be made at least 1 hour before the scheduled service. Failure to do so may result in a cancellation fee.
- Rescheduling is allowed, subject to availability.

5. Vehicle Condition

- Asti Recovery assumes no responsibility for pre-existing conditions of the vehicle, including mechanical faults, damages, or issues not directly caused by our services.
- Customers must ensure their vehicle is safe for recovery, towing, or transportation.

6. Fuel Delivery

- Fuel delivery services are provided for petrol and diesel vehicles only.
- The cost of the delivered fuel is included in the service fee.

7. Roadside Assistance and Jump Start

- Roadside assistance is provided for minor repairs and troubleshooting to get your vehicle moving.
- Jump start services are provided for vehicles with dead batteries. Asti Recovery is not responsible for any damage caused by existing faults in the vehicle's electrical system.

8. Towing and Vehicle Transportation

- Vehicles will be towed or transported safely using appropriate equipment.
- For transportation of vehicles without MOT, the customer must ensure the vehicle is legally cleared for transport and free of any legal restrictions.
- Asti Recovery is not responsible for any belongings left inside the vehicle during towing or transportation.

9. Liability

- Asti Recovery's liability is limited to the services provided. We are not responsible for delays caused by unforeseen circumstances such as traffic, accidents, or adverse weather conditions.
- We are not liable for any indirect or consequential losses, including missed appointments, travel delays, or loss of business.

10. Dangerous Locations

- If your vehicle is located in a hazardous area (e.g., a busy motorway or unsafe roadside), please notify us immediately. We may advise you to take safety measures and will prioritize assistance accordingly.

11. Customer Responsibilities

- Customers must provide accurate information regarding the vehicle's location, condition, and service required.
- Customers must be present during the service or make arrangements for someone else to be present.

12. Force Majeure

- Asti Recovery shall not be held liable for delays or failure to perform services due to circumstances beyond our control, including but not limited to natural disasters, government actions, or labour disputes.

13. Complaints

- Any complaints must be submitted within 7 days of the service being completed. We will make every effort to resolve issues to the customer's satisfaction.

14. Amendments

- Asti Recovery reserves the right to amend these terms and conditions at any time. The updated terms will be available on our website.

15. Governing Law

- These terms and conditions are governed by and construed in accordance with the laws of England and Wales.

For any further information or queries, please contact us at **07908 055802** or via email at **info@astirecovery.co.uk**.

Asti Recovery and Vehicle Transportation – Your trusted partner for reliable vehicle assistance across the UK.

