**M&L Automotive Priority Fleet Maintenance and Repair Services Terms and Conditions**

1. \*\*Scope of Services\*\*

M&L Automotive ("Service Provider") offers priority maintenance and repair services for fleet vehicles ("Client Fleet"). These services include but are not limited to regular maintenance, emergency repairs, diagnostics, and parts replacement.

2. \*\*Service Priority\*\*

Priority service ensures that Client Fleet vehicles receive expedited service over non-priority customers. This includes:

- Reduced wait times for repairs.

- Priority scheduling for maintenance appointments.

- Faster turnaround times for diagnostics and repairs.

3. \*\*Service Availability\*\*

Services are available during the business hours of M&L Automotive. Emergency services are available 24/7 subject to availability of staff and parts.

4. \*\*Fees and Payment Terms\*\*

- \*\*Service Fees:\*\* Fees for services will be outlined in a separate Service Agreement. Additional charges may apply for emergency services, specialised parts, or off-hour services.

- \*\*Payment Terms:\*\* Payment is due within 24 hours of invoice unless otherwise agreed in writing. Late payments may incur interest charges of 20% per month.

5. \*\*Service Agreement\*\*

A detailed Service Agreement will be signed by both parties, outlining specific terms including the scope of services, pricing, and service level expectations.

6. \*\*Liability and Warranty\*\*

- \*\*Warranty:\*\* M&L Automotive provides a 12-month/6,000-mile warranty on parts and labour unless otherwise specified. Warranty claims must be submitted within the warranty period. Note that excessive mileage, defined as mileage beyond the reasonable expected usage for fleet vehicles, will not be covered under warranty.

- \*\*Liability:\*\* M&L Automotive is not liable for any indirect, incidental, or consequential damages arising from the services provided. Liability is limited to the amount paid by the Client for the specific service in question.

7. \*\*Client Responsibilities\*\*

- \*\*Maintenance Schedule:\*\* The Client must adhere to the recommended maintenance schedule provided by M&L Automotive to ensure optimal performance of the fleet.

- \*\*Vehicle Condition:\*\* The Client is responsible for reporting any issues or irregularities in vehicle performance promptly.

8. \*\*Termination\*\*

Either party may terminate the Service Agreement with 30 days written notice. Termination does not relieve the Client of the obligation to pay for services rendered up to the termination date.

9. \*\*Force Majeure\*\*

M&L Automotive is not liable for any delays or failure to perform due to causes beyond its reasonable control, including natural disasters, acts of war, or labour disputes.

10. \*\*Entire Agreement\*\*

These terms and conditions, along with the Service Agreement, constitute the entire agreement between M&L Automotive and the Client. Any amendments must be made in writing and signed by both parties.

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 Contact Information

For questions or service requests, please contact:

\*\*M&L Automotive\*\*

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