

Liability & Risk Disclaimer

1. General Nature of Service

By engaging Recovery Service UK, the Customer acknowledges that vehicle recovery and roadside assistance involve inherent risks. While our team utilizes professional equipment and industry-standard techniques, the Company provides services subject to the limitations set forth below.

2. Pre-existing Damage & Condition

Recovery Service UK shall not be held liable for:

Any damage existing prior to our arrival, whether visible or hidden.

Damage arising from the structural failure of the vehicle, including but not limited to rusted chassis members, perished tow eyes, or faulty suspension components.

Deficiencies in the vehicle that become apparent only during the stresses of loading, winching, or towing.

3. "Off-Road" & Hazardous Recovery

If a vehicle is located off a public highway (e.g., in a field, ditch, or soft ground), the Customer requests recovery at their own risk. Recovery Service UK is not responsible for damage to tires, wheels, bodywork, or undercarriage that may occur as a direct result of extracting a vehicle from a compromised position.

4. Electronic & Mechanical Failure

Modern vehicles are equipped with complex electronic systems. Recovery Service UK is not liable for:

Electrical faults, "limp mode," or ECU errors triggered by battery boosts (jump starts) or battery failure.

Damage to automatic transmissions or 4WD systems if the Customer provided incorrect information regarding the vehicle's drive type or if keys were unavailable to neutralize the transmission.

5. Personal Property

The Customer is responsible for removing all personal belongings, valuables, and cash from the vehicle prior to recovery. Recovery Service UK accepts no responsibility for the loss of, or damage to, items left inside the vehicle during transit or storage.

6. Indirect or Consequential Loss

To the maximum extent permitted by law, Recovery Service UK shall not be liable for any indirect or consequential losses, including but not limited to:

Loss of earnings or business profits.

Alternative transport costs (trains, car rentals).

Missed appointments or hotel bookings resulting from recovery delays.

7. Statutory Rights

Nothing in this disclaimer seeks to exclude or limit liability for death or personal injury caused by our proven negligence, nor does it affect your statutory rights under the Consumer Rights Act 2015.

How to display this for maximum protection:

The "Click-Wrap": If you have a booking form, include a checkbox: "I have read and agree to the Liability Disclaimer."

The "Job Sheet": If you use paper or digital job sheets, print a condensed version on the back and have the customer sign it before you hook up the vehicle.

Photo Evidence: This disclaimer is 10x stronger if you take a "walk-around" video of the car before you touch it, narrating any damage you see.