

# Terms and Conditions of Service

## 1. The Agreement

By requesting assistance from Recovery Service UK, you (the "Customer") agree to be bound by these terms. These terms apply to all recovery, transport, and roadside services provided.

## 2. Pricing and Surcharges

**Estimates:** Quotes are based on the information provided by the Customer. Recovery Service UK reserves the right to increase the fee if the recovery is more complex than described (e.g., seized brakes, restricted access, or missing keys).

**Cancellations:** Once a recovery vehicle has been dispatched, a non-refundable call-out fee applies.

**Waiting Time:** If our driver is delayed at the pickup or drop-off location due to Customer action or third-party delays, waiting fee may be applied.

## 3. Payments and Lien

**Immediate Settlement:** Payment is required in full upon delivery of the vehicle.

**Right of Retention:** Recovery Service UK reserves the right to retain possession of the vehicle (a "Lien") until all outstanding service and storage fees are paid in full.

## 4. Liability

**Documentation:** Our drivers will document the vehicle's condition via photos before loading. Recovery Service UK is not liable for pre-existing damage.

**Mechanical Limitations:** We are not responsible for damage resulting from the recovery of vehicles with structural rot, failed suspension, or those stuck in "off-road" or hazardous environments.

## 5. Cookies and Data Tracking

**Website Usage:** Recovery Service UK uses cookies and similar tracking technologies to enhance your experience on our website. By using our site, you consent to the use of cookies in accordance with the following:

- **Essential Cookies:** These are necessary for the website to function, such as managing session data or security features.
- **Analytics:** We use cookies to understand how visitors interact with our site, helping us improve our service response times and user interface.
- **Third-Party Services:** Some features (like integrated maps for location sharing) may set cookies via third-party providers.
- **Management:** You can choose to disable cookies through your browser settings; however, this may limit your ability to use certain features of our booking system.