

# BOOKING TERMS & CONDITIONS

Jurisdiction: Spain (EU) | Language: English | Calle Pintores 22, Pilar de la Horadada, Alicante

Welcome to the online appointment booking system of DRIVE TECH GARAGE S.L.U. By scheduling an appointment through this website, you explicitly accept the following terms and conditions.

## 1. NATURE OF THE ONLINE RESERVATION

The online booking system is provided strictly to request and schedule a specific time slot for vehicle inspection, maintenance, or mechanical diagnosis at our physical workshop. This online submission constitutes a 'Request for Appointment' and is subject to availability and final confirmation by DRIVE TECH GARAGE S.L.U via email or phone. No contract for repair services or vehicle repairs is formed until the vehicle is physically inspected and an official repair order (orden de reparación) is signed at the workshop.

## 2. ESTIMATES AND PRICING POLICY

Any prices, rates, or service costs displayed or mentioned on this website are strictly preliminary, non-binding estimates based on general vehicle standards.

- In accordance with Spanish industrial laws governing auto repair shops, a final, legally binding quote (presupuesto) can only be generated after our mechanics physically diagnose the vehicle at our facilities.
- DRIVE TECH GARAGE S.L.U. is under no obligation to honor automated web estimates if the actual mechanical damage or parts required differ upon physical inspection.

## 3. CANCELLATION AND RESCHEDULING POLICY

We highly value our workshop capacity and our mechanics' time. Therefore, we implement the following scheduling rules:

- Modifications or Cancellations: If you need to cancel or change your appointment, you must notify us at least twenty-four (24) hours in advance via our contact numbers or email.
- Late Arrivals: We allow a maximum grace period of fifteen (15) minutes for your scheduled time slot. If you arrive later than 15 minutes without prior notice, DRIVE TECH GARAGE S.L.U. reserves the right to cancel your appointment or reschedule it to the next available slot to avoid disrupting other clients.
- No-Shows: Repeated failure to show up for confirmed appointments without prior notice may result in temporary restriction of future online bookings.

## 4. VEHICLE DROP-OFF AND LIABILITY

- All vehicles dropped off at our facilities must be accompanied by valid vehicle documentation (permiso de circulación, ITV status, and insurance details if requested).
- DRIVE TECH GARAGE S.L.U. maintains the insurance coverage applicable to its workshop activities ; however, the company is not responsible for personal belongings or valuable items left inside the vehicle during its stay at the workshop. Clients are strongly requested to remove all personal items and valuable items prior to key hand-over. The workshop shall not be liable for loss or damage except where responsibility arises under applicable law or from the negligence of the workshop.

## 5. MODIFICATION OF THESE TERMS

DRIVE TECH GARAGE S.L.U. may update these Booking Terms from time to time. Any changes will apply to future bookings and will not adversely affect appointments already confirmed under the previous version, except where a change is required by applicable law.