

# TERMS & CONDITIONS

Direct Vehicle Recovery Ltd

Trading as: DVR

Last Updated: 16/01/2026

These Terms & Conditions ("Terms") apply to all services provided by Direct Vehicle Recovery Ltd, trading as DVR ("the Company", "we", "us", "our"). By booking, requesting, or using any service provided by DVR, the customer ("you", "your", "the Client") agrees to be bound by these Terms.

## 1. Services Provided

DVR provides professional recovery, transport, and logistics services, including:

- Van recovery and transportation
- Car recovery and transportation
- Plant and machinery delivery
- Pallet delivery
- Parcel delivery
- General vehicle delivery
- Caravan delivery
- Motorhome delivery
- Camper van delivery

All services are provided subject to availability and these Terms.

## 2. Booking & Confirmation

2.1. A booking is not confirmed until DVR has collected the required information and issued written or verbal confirmation.

2.2. DVR may refuse or cancel a booking if the information provided is incorrect, incomplete, or if the service cannot be completed safely.

2.3. The Client must provide accurate details regarding location, vehicle condition, size, weight and any special requirements.

## 3. Pricing & Payment Terms

3.1. Quotations are based on information provided at the time of enquiry. Additional charges may apply if circumstances differ at the point of service.

3.2. Private Clients: Payment is due before or at the time of collection.

3.3. Business Clients: Payment terms must be agreed in writing.

3.4. DVR accepts the following payment methods: [Add methods e.g. bank transfer, credit/debit card, cash].

3.5. Additional fees may apply for:

- Waiting time
- Out-of-hours or weekend services
- Congestion zones, tolls, parking, or ferry charges
- Additional labour or specialist equipment

## 4. Cancellations & Amendments

- 4.1. Cancellations within 24 hours of the scheduled service may incur a cancellation fee.
- 4.2. Changes to collection / delivery details, vehicle condition, handling requirements, or location may alter the original quotation.
- 4.3. DVR is not responsible for delays caused by inaccurate information supplied by the Client.

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## 5. Client Responsibilities

- 5.1. The Client must ensure that:
  - The vehicle or goods are ready for collection at the agreed time.
  - Clear and safe access is available for DVR's vehicles and equipment.
  - All keys, paperwork, and relevant instructions are provided.
- 5.2. The Client must inform DVR if the vehicle is:
  - Non-running
  - Lacking keys
  - Damaged or modified
  - Heavier/larger than standard

Failure to disclose details may result in additional charges or refusal of service.

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## 6. Delivery & Transit Conditions

- 6.1. All delivery or arrival times provided by DVR are estimates. DVR is not liable for delays caused by traffic, weather, breakdowns, or external factors.
- 6.2. Vehicles and goods are transported at the Client's risk unless additional insurance is purchased.
- 6.3. DVR reserves the right to refuse carriage of:
  - Hazardous materials
  - Illegal goods
  - Unsecured or unsafe loads
  - Items exceeding legal transport limits

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## 7. Liability

- 7.1. DVR will take reasonable care in handling and transporting vehicles and goods.
- 7.2. DVR is not liable for:
  - Any damage of vehicles or goods
  - Mechanical or electrical faults inherent in the vehicle
  - Loss of personal items left inside vehicles
  - Indirect or consequential losses (e.g., loss of earnings, missed appointments)
- 7.3. Liability for damage, where proven to be caused by DVR, is limited to the value of the service provided unless otherwise required by law.

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## 8. Refusal or Suspension of Service

DVR reserves the right to refuse or suspend service if:

- The vehicle or load is not safe to transport
- Payment is not made or cannot be verified
- The Client behaves abusively or unreasonably
- Conditions on-site pose a risk to staff or equipment

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## 9. Complaints Procedure

10.1. Any concerns or complaints must be submitted in writing within 48 hours of service completion.

10.2. DVR will acknowledge and investigate complaints within a reasonable time frame.

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## 10. Force Majeure

DVR is not liable for delays or inability to perform services caused by circumstances outside our control, including but not limited to extreme weather, breakdowns, accidents, road closures, or emergency situations.

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## 11. Governing Law

These Terms are governed by the laws of England and Wales. Any disputes shall be resolved exclusively in the courts of England and Wales.

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## 12. Changes to Terms

DVR reserves the right to amend these Terms at any time. The latest version will always be available upon request.