

SA Tuning

Terms and Conditions

- 1.1 Payment for all services will be agreed up front between SA Tuning and the customer. Payment must be received from the customer following completion of the work and on (or before) collection of the vehicle. If a deposit or payment in advance is required for more complex services or parts, a price will be agreed and payment taken before any work commences.
- 1.2 Customers must inform SA Tuning if their ECU (Engine Control Unit) has already been remapped, altered, removed or replaced elsewhere. This information must be supplied before work commences and ideally before a booking is confirmed. SA Tuning will not be liable for any issues with a vehicle or ECU where this information has not been supplied in advance. Any applicable warranties will also be invalidated.
- 1.3 Customers must inform SA Tuning if a tuning box has been fitted to their vehicle. This information must be supplied before work commences and ideally before a booking is confirmed. SA Tuning reserves the right to refuse to continue further work if an add-on tuning box is found and the customer will be charged for any work already completed. SA Tuning will not be liable for any issues with a vehicle or ECU where this information has not been supplied in advance. Any applicable warranties will also be invalidated.
- 1.4 Customers must inform SA Tuning if an after-market alarm has been fitted to their vehicle. This information must be supplied before work commences and ideally before a booking is confirmed. SA Tuning reserves the right to refuse to continue further work if an after-market alarm is found once work has commenced. In such cases the customer will be charged for any work already completed. After-market alarms can interfere with the ECU and cause problems with the vehicle. SA Tuning will not be liable for any issues with a vehicle or ECU caused by an after-market alarm. Any applicable warranties will also be invalidated if SA Tuning has not been informed in advance that an after-market alarm has been fitted to the vehicle.
- 1.5 Customers must inform SA Tuning of any known mechanical issues with their vehicle and any repairs or modifications completed. This information must be supplied before work commences and ideally before a booking is confirmed. SA Tuning will not be liable for any issues with a vehicle or ECU where there is an existing mechanical problem with the vehicle, or where information about vehicle repairs and modifications has not been supplied in advance.
- 1.6 The customer is responsible for arranging and meeting the cost of vehicle recovery (if necessary) where information about after-market alarms / fittings, add-on tuning boxes,

existing mechanical or ECU faults, modifications, or previous tuning by third parties has not been supplied to SA Tuning by the customer before work commences.

- 1.7 Following the initial provision of services, SA Tuning may undertake further work at the request of a customer if faults are suspected or discovered. Work to investigate, identify, or resolve suspected or actual vehicle faults will be chargeable at the standard rate, unless the issues concerned are directly caused by work previously completed by SA Tuning. A vehicle must be mechanically sound and in a good working condition before remapping it. Once a new map is put on a vehicle, more may be asked of the vehicle when driving it. Any existing mechanical (or other) issues may be exacerbated. SA Tuning is not responsible for any existing or underlying faults with a vehicle; therefore, additional work to assist a customer will be chargeable.
- 1.8 Refunds will not be issued for remaps or other tuning work where vehicle performance or running capability is compromised by existing or underlying mechanical or ECU faults, or the presence of after-market alarms / other after-market fittings.
- 1.9 Refunds will not be issued for remaps or other tuning work where a vehicle has not achieved the performance improvement outcomes quoted because their pre-remap performance outputs are below the manufacturer (or stock) standard.
- 1.10 Refunds will not be issued for remaps or other tuning work where a vehicle has not achieved the performance improvement outcomes quoted due to existing or underlying mechanical or ECU faults.
- 1.11 After remapping a vehicle it is important that good quality fuels are used. Refunds will not be issued for remaps or other tuning work where a vehicle has not achieved the performance improvement outcomes quoted because of the use of poorer quality fuels. SA Tuning reserves the right to take a sample from the fuel tank of a customer's vehicle in the process of investigating any suspected performance issues reported by the customer.
- 1.12 An estimate of how long the work requested will take can be provided when booking SA Tuning services. However, there may be occasions where more time is needed to complete the work fully and in line with SA Tuning's high standards. SA Tuning will keep the customer informed of any significant delays.
- 1.13 In the rare event of unanticipated complications, customers may not be able to drive their car away on the same day. Refunds will not be given on this basis. Complications are usually a result of a faulty ECU or existing mechanical problems with the vehicle.
- 1.14 In the event that a customer chooses to drive away or otherwise remove their vehicle from an SA Tuning workshop before the work is completed, SA Tuning will not be liable for any

resulting issues with the ECU, the vehicle itself or any individual components. Any applicable warranties will also be invalidated.

- 1.15 SA Tuning will cover the cost of repairing (or if necessary replacing) an ECU in the rare event that an ECU is damaged as a result of work undertaken by SA Tuning. Payment for the original work requested and completed will still be due from the customer at the agreed price.
- 1.16 Should a customer discover a suspected fault with the work completed by SA Tuning, the customer should contact SA Tuning at their earliest convenience and within one week of vehicle collection. SA Tuning will discuss the issue with the customer and arrange an appointment to investigate the fault if necessary.
- 1.17 SA Tuning is not responsible for correcting suspected faults where the customer or a third party has worked on or interfered with the vehicle or the vehicle's ECU since collecting the vehicle from SA Tuning. Any applicable warranties will also be invalidated.
- 1.18 Software faults and issues with the map / directly caused by the map are very rare. Where they do occur and are genuinely caused by a remap, a customer will notice immediately when driving the vehicle. In these instances, the customer should contact SA Tuning and return to the SA Tuning workshop within 14 days of the date the remap or service was completed. Refunds will not be issued after 14 days of the original remap or service.
- 1.19 DPF (Diesel Particulate Filter) removal and delete services are completed at the independent request of the customer. The customer is fully responsible for their decision to have the DPF removed and deleted on their vehicle(s).
- 1.20 DPF removal and delete services are completed using a method that meets the current MOT inspection requirements as at today's date. MOT requirements and legislation relating DPFs may change in the future. Applicable warranties do not extend to any future changes in MOT inspection requirements, regulations, or testing methodologies. Applicable warranties do not extend to future changes in any other relevant legislation.
- 1.21 Quotes provided may be based on the ability to read and write to an ECU through an ODB (On-Board Diagnostic) port. Reading and writing through the port may not be possible if there is an unanticipated problem with the port itself. In these cases, the ECU will have to be removed from the vehicle and the work performed on a bench. This will incur an increased cost and take longer to complete. An SA Tuning representative will inform the customer of the situation and the revised price before going ahead with any further work.
- 1.22 Some vehicles have security bolts on the ECU casing / housing. The heads of such bolts will be cut to enable the removal of an ECU. The original bolts will be replaced once the work has been completed and the cuts to the head of the bolts will remain. This is standard

practice for tuning services where an ECU is removed for the completion of the services requested.

- 1.23 Where a customer chooses to use vehicle parts that they have sourced independently for modifications or repairs:
- SA Tuning will not be liable for any faults with the parts
 - The customer is responsible for ensuring that the parts and materials supplied for use are good quality and that all necessary components are present
 - The customer will be charged for any additional labour time resulting from the supply of incorrect, ill fitting, poor quality or missing parts
 - The customer will be charged for any additional labour time resulting from the need to return parts to stock following issues with the parts supplied.
 - SA Tuning may refuse to commence or continue with planned work if the parts supplied are incomplete, missing key components or found to be such poor quality that they do not fit or work correctly. In such cases an SA Tuning representative will discuss the options available with the customer. The customer will still be charged for the cost of labour where work has already commenced.
- 1.24 An ECU can be returned to stock following a remap by SA Tuning at the request of the customer. There will be a minimum charge of £75 for this service and it will be treated as a normal booking. The full price of the original remap may be charged where there is a significant work involved.
- 1.25 SA Tuning is not responsible for reinstalling a map where a customer's ECU has been reset by a vehicle dealership or any other third party. The map can be reinstalled at the request of a customer; however, there will be a minimum charge of £75. The full price of the original remap may be charged where there is a significant work involved.
- 1.26 Persons parking a vehicle in a parking bay outside of an SA Tuning workshop do so at their own risk. SA Tuning is not liable for any damage, vandalism or theft relating to vehicles parked outside. This also applies to any surrounding roads.
- 1.27 SA Tuning takes reasonable steps to ensure that the premises and customer vehicles inside the premises are secure. In the unfortunate event that a vehicle is stolen from SA Tuning premises or damaged in a fire, the customer will be responsible for making a claim through their own vehicle insurance.
- 1.28 Customers and members of the public are not permitted to enter any of the restricted areas on the premises. Any unauthorised persons found in restricted areas will be asked to leave the premises. The relevant authorities will be notified in cases where damage to or theft of equipment occurs and further action may be taken to retrieve any losses concerned.

- 1.29 SA Tuning will not be liable for any incidents or injuries where unauthorised persons have entered restricted areas, or where persons have failed to comply with safety warnings or instructions in any area of the premises, or as set out in the SA Tuning documents supplied.
- 1.30 Visitors and customers are asked to treat all SA Tuning representatives and other visitors and customers with respect. Visitors and customers may be asked to leave the premises in the event of inappropriate behaviour.

Dyno Use

- 1.31 Payment for a dyno run must be received in full from the customer before the dyno run takes place.
- 1.32 Refunds will not be issued for dyno runs where:
- A dyno run is incomplete because of mechanical faults or any other issues with a vehicle
 - A customer has decided to stop the dyno run part way through
 - A customer is asked to leave the SA Tuning premises during a dyno run because they have failed to follow the instructions of an SA Tuning representative
 - A customer is asked to leave the SA Tuning premises during a dyno run because they have damaged SA Tuning equipment or premises
 - A customer is asked to leave the SA Tuning premises during a dyno run due to aggressive, threatening, or dangerous behaviour.
- 1.33 Dyno results graphs / information will not be provided to customers in a paper format. Graphs / information will be provided in an electronic format and emailed to the customer where an email address is provided.
- 1.34 Customers must inform SA Tuning of any existing or suspected mechanical, ECU (Engine Control Unit), or other issues relating to their vehicle before their dyno run takes place.
- 1.35 The customer is responsible for ensuring that their vehicle is in good working order before using the dyno. SA Tuning is not liable for any issues or failures with a vehicle during a dyno run.
- 1.36 SA Tuning reserves the right to refuse to start or complete a dyno run for any vehicle where a mechanical or other fault is detected or suspected.

- 1.37 Customers will be charged for any spillages from their vehicle on or around the dyno. The minimum charge will be £25 + VAT to cover clean-up costs. The charge may be greater if damage is caused to equipment as a result of a spillage. Spillages should not occur if the vehicle is in good working order. The customer is responsible for checking for leaks and notifying SA Tuning of any existing mechanical faults or issues with their vehicle that could cause a spillage before the vehicle is driven on a SA Tuning dyno.
- 1.38 Customers must inform SA Tuning if an add-on tuning box has been fitted to their vehicle before a dyno run takes place. SA Tuning reserves the right to refuse to continue with a dyno run if an add-on tuning box is found.
- 1.39 All vehicles driven onto an SA Tuning dyno must have road legal tyres with a tread depth that meets the minimum legal requirement. Tyres must be in good condition, be fit for purpose and be free from any defects. It is the responsibility of the customer to check that their tyres meet the legal requirements for driving on the road. SA Tuning reserves the right to refuse to complete a dyno run if a vehicle's tyres do not meet these standards. Note that tyres that have a low tread depth, or are in poor condition, are likely to burst on a dyno and could damage the dyno equipment. Any damage caused to the dyno or related equipment will be chargeable to the customer.
- 1.40 During a dyno run, the traction control (if fitted) will need to be turned off. This may require the disconnection of the traction control / ABS module by removing the fuse, relay, or the wiring loom plug itself. Customers will be advised by an SA Tuning representative before this takes place. This process and the dyno run may lead to dashboard warning lights remaining on after the dyno run has been completed. These will usually disappear after a few minutes of normal driving.
- 1.41 The customer is responsible for arranging and meeting the cost of recovery if their vehicle breaks down on the dyno and cannot be driven away from the premises. Vehicles must be removed from SA Tuning premises and the parking bays outside as soon as possible and on the same day. Vehicles must not block access to and from the premises or the surrounding roads.
- 1.42 The Customer is responsible for any damage caused to the dyno by their vehicle. The cost of repair will be chargeable to the customer. Damage should not occur if the vehicle is in good working order.
- 1.43 Customers and observers of a dyno run must follow the instructions of SA Tuning representatives. Customers and observers should refrain from touching SA Tuning equipment unless given permission from an SA Tuning representative. Any damage to equipment caused by customers or other members of the public will be chargeable to the persons concerned.

- 1.44 SA Tuning will not be liable for any incidents or injuries where unauthorised persons have entered restricted areas during a dyno run, or where persons have failed to comply with safety warnings or instructions applicable an SA Tuning dyno.
- 1.45 All other SA Tuning *Terms and Conditions* also apply to the use of the dyno where relevant.

Points for Consideration

- 2.1 **We advise against booking your vehicle in for any of our services immediately before a trip or holiday where you plan to use your vehicle.** In the rare event of unexpected complications, you may not be able to drive your car away the same day.
- 2.2 In many cases we can read and write to an ECU through an **ODB (On-Board Diagnostic) port**. This process usually takes approximately 1 hour and 30 minutes to 2 hours. However, **if there is a problem with the port and the ECU has to be removed and the work performed on the bench, the process will take longer and cost more due to the increased labour time involved.** If this situation occurs an SA Tuning representative will contact you to discuss the situation before proceeding. Please note that some vehicles cannot be mapped via an ODB Port at all.
- 2.3 **We try our best to deliver our services within the estimated timeframe.** However, every vehicle has a different history and **sometimes unanticipated challenges arise.** In these cases, the **work may take longer than first thought.** Please consider this when making your booking and any other arrangements regarding transport and the use of your vehicle.
- 2.4 The maps used by SA Tuning have been **thoroughly tested and produce the range of power or economy gains quoted.** However, please be aware that **these may not be fully achieved if:**
- There is an **existing mechanical issue** with the vehicle
 - The vehicle's **pre-remap performance outputs are below the manufacturer (or stock) standard**
 - You have **not used a good quality fuel** in your vehicle.
- Please talk to an SA Tuning representative if you have any questions about these points.
- 2.5 Please remember that **it is very important that your vehicle is mechanically sound and in a good working condition before remapping it.** Once a new map is put on your vehicle you are likely to be asking more of your vehicle when driving it. Any existing mechanical

issues may be exacerbated. SA Tuning is not responsible for fixing existing or underlying mechanical issues. You will also be charged for any additional services you request from us.

2.6 It is important that you **tell us about the following before we start work**, and preferably before confirming your booking:

- Any **existing mechanical faults**
- Any **existing ECU faults**
- If you have an **after-market vehicle alarm fitted** (these can interfere with the ECU) or any other after-market fittings
- If you have an **add-on tuning box fitted**
- If your vehicle has any **modifications**
- If your vehicle has **previously been remapped or tuned** elsewhere

Please be aware of our full **Terms and Conditions** relating to these points.

2.7 **We advise against sourcing your own parts independently for any modifications you may be requesting**, for example as part of a Stage 2 remap. This is because problems can arise if customers accidentally source incorrect or poor quality parts. **However, if you choose to use your own parts then please be aware of our terms and conditions.**

2.8 If you find a **suspected fault** following the completion of work by SA Tuning, **please tell us as soon as possible and within a week of collecting your vehicle. Do not let a third party work on or interfere with the ECU or the vehicle itself before coming back to us.** If you or a third party has interfered with the ECU / vehicle then further damage may have been caused, which could result in more serious issues. SA Tuning will no longer be responsible for resolving a suspected fault in such a situation.

Waiting Room – Conditions of Use

A waiting room is available for customer use. Please be aware of the following points:

3.1 Please mind your head. The waiting room has a low ceiling and contains low beams.

3.2 Unfortunately the waiting room is not accessible for people with a significant mobility disability. This is because of the stairs. We urge customers with a disability to contact us in advance so that we can try to meet your needs when visiting SA Tuning.

- 3.3 Visitors and customers are asked to be careful when using the stairs. Running and crossing on the stairs is not permitted.
- 3.4 Visitors and customers are responsible for supervising children at all times, ensuring their safety and safe use of the stairs.
- 3.5 Smoking is not permitted in the waiting room or anywhere else inside the building.
- 3.6 Personal items should not be left unattended at any time. Visitors and customers are responsible for the security of all their personal items.
- 3.7 Visitors and customers are asked not to leave any rubbish in the waiting room.
- 3.8 Visitors and customers must not enter any other areas of the premises unless given permission and escorted by a representative of SA Tuning.
- 3.9 In the event of an emergency, such as a fire, please leave the waiting room and exit the premises quickly and calmly.
- 3.10 Please exit the waiting room and the premises quickly and calmly if you hear an alarm bell, or are instructed to do so by an SA Tuning representative.
- 3.11 Please take extra care in wet and cold weather. Floors, surfaces and stairs may be slippery.

I confirm that I have:

- Read, understood and agree to the **Terms and Conditions**
- Read and understood the **Points for Consideration**
- Read, understood and agree to the **Conditions of Use for the waiting room.**

Signed _____

Print name _____

Date _____

Details of SA Tuning Services Requested

(This section will be completed with an SA Tuning representative.)

Vehicle Registration Number: _____

Vehicle Make and Model: _____

Type of service: _____

Price: _____

Are there **any details regarding the ECU or vehicle to note?** Please list them below. Customers should consider the points set out in the *Terms and Conditions* and *Points to Consider* section.

I confirm that:

- I am requesting the service stated
- I agree to pay the price stated
- I have disclosed all relevant information relating to the ECU / vehicle in accordance with the terms and conditions.

Signed _____

Print name _____

Date _____

SA Tuning representative to note any changes or additional work discussed and agreed with the customer after the original work commenced. Please ask the **customer to sign and date** any notes made.

Notes: