# Member Terms and Conditions

**NexaMax Garage Club**

These terms form the agreement between you and NexaMax Garages Ltd ("NexaMax", "we") for membership of NexaMax Garage Club. Please read them before signing your membership application.

## 1. Who can join

**1.1** Membership is for private individuals only. It is not available to businesses or fleets.

**1.2** Each membership covers one car or light van (up to 3,500 kg) registered in the UK. The vehicle must be identified on your sign-up form.

**1.3** Additional vehicles at the same home address can join at the additional-vehicle price. Each vehicle has its own membership term.

**1.4** You must be 18 or over and the holder of a UK bank account able to pay by Direct Debit.

## 2. Price, payment and term

**2.1** Membership costs £8.99 a month per vehicle, or £7.49 a month for each additional vehicle at the same address. Prices include VAT.

**2.2** Optional add-ons are charged on top: Service Plan £19.49 a month and Collection & Delivery £6.99 a month, per vehicle.

**2.3** Payments are collected monthly by Direct Debit. Your membership starts on the date your Direct Debit mandate is confirmed.

**2.4** The minimum term is 12 months. Add-ons taken at sign-up share the same term. Add-ons taken later run to the end of your current membership year.

**2.5** If a payment fails, we will try again and contact you. If two payments in a row fail, your benefits are paused until the account is brought up to date.

**2.6** We may change prices for future membership years. We will give you at least 30 days' notice before your renewal date. Prices will not change during a membership year.

## 3. What is included

**3.1** **MOT.** One MOT test per membership year, carried out at NexaMax. A retest within the free-retest period is included. Repairs needed to pass are charged separately.

**3.2** **Seasonal Health Checks.** Two inspections per membership year: one in spring (March to May) and one in autumn (September to November). Each includes a written report with photos. Health Checks not used within their season do not carry over.

**3.3** **Priority Access.** If you contact us before 11:00 on a working day (Monday to Saturday, excluding bank holidays), we will book your vehicle in for a diagnostic assessment the same day. Where parts and workshop capacity allow, we will carry out the repair the same day. Otherwise we will offer you the earliest available repair slot, ahead of non-member bookings. Priority Access does not apply to MOT tests, which are booked in the normal way.

**3.4** **Major repair labour discount.** 10% off labour on any single job with a standard labour time of 4 hours or more. Examples include timing belt or chain, clutch and flywheel, head gasket, turbocharger, engine or gearbox replacement. The discount does not apply to parts, fluids or MOT tests.

**3.5** **Repair Wallet and Club Contribution.** See section 4.

**3.6** **Vehicle history and reminders.** We keep a record of work done on your vehicle and send reminders for your MOT, Health Checks and servicing.

## 4. Repair Wallet and Club Contribution

**4.1** You can pay money into your Repair Wallet by a monthly Direct Debit, by one-off payments, or both. You choose the monthly amount and can change it with one month's notice.

**4.2** Your Wallet balance is made up only of the money you pay in. It can be used for any work and parts at NexaMax on any Club vehicle at your address.

**4.3** **Club Contribution.** You build up a Club Contribution allowance as follows:

- 10% of each monthly Direct Debit Wallet top-up, on up to £100 per month, available immediately;
- 5% of each one-off top-up, available 30 days after the top-up.

**4.4** When you pay for work from your Wallet, NexaMax will contribute towards the invoice up to your available allowance. The contribution is shown on your invoice as a discount. It is not paid into your Wallet and cannot be exchanged for cash.

**4.5** The Club Contribution can be used together with the major repair labour discount in section 3.4.

**4.6** Unused allowance carries over when you renew. It lapses if your membership ends.

**4.7** If your membership ends, you can either ask for your Wallet balance to be refunded in full, or leave it with us to spend on work at NexaMax within 24 months. Refunds are paid to the bank account used for your Direct Debit within 14 days of your request.

**4.8** Your Wallet is a prepayment for our services. It is not a savings account, earns no interest, and is not an insurance or warranty product. NexaMax does not promise to pay for any repair.

## 5. Optional add-ons

**5.1** **Service Plan.** One full service per membership year at the member price of £234 (standard price £260), spread across 12 monthly payments. We recommend booking it with your MOT.

**5.2** **Collection & Delivery.** Up to 3 collections and returns per membership year for MOT, servicing or repairs, from an address within 5 miles of the garage. Please book at least 24 hours in advance. Unused collections do not carry over.

## 6. Joining offers

**6.1** **Join on your MOT day.** If you join on the day of an MOT at NexaMax, that MOT is free and counts as the MOT included in your first membership year. Your next MOT is included when you renew.

**6.2** **Free first Health Check.** Available once per vehicle to customers who have not used NexaMax before. There is no obligation to join.

## 7. Cancelling

**7.1** **Cooling-off period.** You can cancel within 14 days of joining for any reason. If you asked us to provide a service during this period (for example your MOT on the day you joined), we will charge for the services already provided at our standard prices, less any payments you have made.

**7.2** **After the cooling-off period.** Membership runs for the full 12-month minimum term. If you want to leave early, you will pay the lower of: (a) the remaining monthly payments for the term; or (b) the standard price of the benefits you have already used, less the payments you have made. The charge is never less than zero.

**7.3** **Moving away or selling your car.** If you sell your vehicle, you can transfer the membership to your replacement vehicle at no charge. If you move more than 25 miles from the garage, you can leave early on the terms in 7.2.

**7.4** **Cancelling at renewal.** You can cancel at the end of any membership year with no charge by telling us before your renewal date.

**7.5** **When we can end your membership.** We may end your membership if payments remain unpaid for 60 days, or in case of abusive behaviour towards our staff. Section 4.7 still applies to your Wallet balance.

## 8. Renewal

**8.1** Your membership renews for a further 12 months at the end of each membership year, unless you cancel before the renewal date.

**8.2** We will remind you at least 30 days before renewal, with the price for the next year and how to cancel.

## 9. General

**9.1** Benefits are for the registered vehicle only and have no cash value, except your Wallet balance.

**9.2** All work is carried out under our standard terms of business and workmanship guarantee.

**9.3** We may improve Club benefits at any time. We will not reduce the benefits of your current membership year.

**9.4** We handle your personal data in line with our privacy notice and UK data protection law.

**9.5** These terms are governed by the law of England and Wales. Nothing in them affects your statutory rights as a consumer.

**9.6** Contact: NexaMax Garages Ltd, nexamaxgarages.co.uk.