Terms & Conditions

Alliance 24/7 Vehicle Recovery & Transportation has three different sets of Business Terms, each applicable dependant on what service you use. If you use our Breakdown model, whereby you post a job and wait for quotes, you will be bound by our “Breakdown Terms and Conditions”.

If you use our Instant Price model, where prices are instantly viewable in our Calendar, you will instead be bound by either our “Instant Prices for Business Customers” or “Instant Prices for Private Customers” terms and conditions depending on what sort of customer you are. Definitions can be found in both sets of Terms and Conditions.

If you are unsure which terms apply to you, please call our team on 020 3633 3303 who will happily elaborate.

**Where Breakdown Assistance is available:**

Breakdown Assistance detailed in this Policy only applies for those who live in London, United Kingdom. The following service does not apply for any other cities in United Kingdom.

**How to contact Alliance 24/7 Vehicle Recovery & Transportation:**

If you have broken down and require assistance, please contact Alliance 24/7 Vehicle Recovery & Transportation on **020 3633 3303**, or fill the form in our website.

**Member Registration in Alliance 24/7 Vehicle Recovery & Transportation:**

Before purchasing any of our transporting services, the client must do a *member registration*,which includes, first two names of the client, contact number, contact mail, vehicle number plate. If you want to change/add some of your details, it can be easily done by going to your member dashboard. Many vehicles such as cars, motorcycles, vans, can be added to your account, for Free.

**Changes to your data**

You should tell us so that we can update our records. The contact details for this purpose are in your

policy documents. We’ll then update your records if we can.

**Monitoring communications**

We may monitor communications with you, where permitted by law. We do this for quality control

and staff training purposes, to comply with regulatory rules, to prevent or detect crime, to protect

the security of our communications, data, and systems, and to enforce compliance with our internal

policies.

**If you require assistance following an accident:**

If you have been involved in an accident and require assistance, Alliance 24/7 Vehicle Recovery & Transportation may, at its discretion and

upon payment of the appropriate fee, provide you with Breakdown Assistance. The cost of this will be confirmed to you at the time of purchase. Where a roadside repair is not possible, if You agree we can arrange, but not pay for,

repairs or recovery of the vehicle from the scene of the accident, the fees and who is liable for these will be advised at the time.

**If you need to complain**

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to

complain, we will do our best to try and resolve the situation.

There are several ways you can contact us:

Phone: 020 3633 3303

Email: contact@alliance-recovery.co.uk

Post: Customer Assistance

61 Vallence Wood Rd.

London, Dagenham

United Kingdom

RM8 3AS

Text users can contact us on any of our published telephone numbers.

We will either acknowledge your complaint within 5 working days of receipt, or offer you our final response if we have concluded our investigations within this period.

If we acknowledge your complaint, we will advise you who is dealing with it and when we expect

to respond. We aim to respond fully within 8 weeks. However, if we are unable to provide a final

response within this period we will write to you before this time and advise why we have not been able

to offer a final response and how long we expect our investigations to take.

**Vehicle eligibility**

Breakdown assistance is only available for cars, vans or motorcycles (including quads and trikes) which meet the specifications set out below.

Please note that “car, van or motorcycle” does not include, amongst other things, electric pavement vehicles, electrical wheelchairs, bicycles (including electric bicycles), any vehicle which cannot lawfully be used on the public highway and/or any non-motorised vehicle.

**Maximum Vehicle Weight:** 3.5 tonnes (3,500kg) gross vehicle weight

**Maximum Vehicle Width:** 8ft 3in (2.55m) which constitutes the overall width of the vehicle bodywork excluding mirrors measured at the widest points Assistance will also be provided for a caravan or trailer which was on tow at the time of the breakdown, provided that each vehicle falls within the above limits. The Alliance 24/7 Vehicle Recovery & Transportation does cover electric cars, hydrogen vehicles, vans and motorcycles.

c. **Assisting where unsafe or unlawful activities,** that is where other than solely as a result of a failure on the part of the Alliance 24/7 Vehicle Recovery & Transportation, the giving of service would involve any breach of the law (including, without in any way restricting the type of breach being referred to under this sub-clause, a breach of the Alliance 24/7 Vehicle Recovery & Transportation’s health and safety duties which includes, for the avoidance of doubt, post production conversions from conventional fuel to electric, where We are unable to determine that it is safe to do so);

d. **We cannot verify your policy:** that is where You cannot produce a valid customer number

(or appropriate receipt). If this cannot be produced, and Alliance 24/7 Vehicle Recovery & Transportation is unable to verify that the

appropriate Breakdown Assistance Service is purchased, Alliance 24/7 Vehicle Recovery & Transportation reserves the right to refuse service. Alliance 24/7 Vehicle Recovery & Transportation may, at its discretion, offer service on the immediate payment (by credit or debit card) of the usual price for Breakdown Assitance Service.

**Additional services**

4. Any additional services made available by the Alliance 24/7 Vehicle Recovery & Transportation which are not described in these Terms & Conditions are provided on a purely discretionary basis and may be withdrawn at any time.

**Alliance 24/7 Vehicle Recovery & Transportation/Our/Us/We**: refers to MutraCorp Ltd.

**Alliance 24/7 Vehicle Recovery & Transportation Site**: our website, which can be found at [www.alliance-recovery.co.uk](http://www.alliance-recovery.co.uk).

**Basic Compensation Cover**: is insurance cover :

1. up to £50,000 including for fire & full theft (full theft is the theft of your vehicle that We are transporting); Public Liability (minimum £1m);
2. included in the Price for every Booking, in accordance with clause 8 & 9.2

**Booking**: a request for Services made by completing a Booking Request Form.

**Booking Request**: the process of filling in the online form a customer inputs move details into.

**Booking Request Form**: the listing process on the Alliance 24/7 Vehicle Recovery & Transportation Site which you will complete and submit to Alliance 24/7 Vehicle Recovery & Transportation and provides Alliance 24/7 Vehicle Recovery & Transportation with the information we require to provide you with the Alliance 24/7 Vehicle Recovery & Transportation Quote.

**Comprehensive Inventory List**: a full and complete list of vehicles to be transported by us.

**Edit**: shall mean any amendment or change to any aspect of the delivery of the Services to be provided to include but not be limited to dates, timeslots, contact details, addresses (collection and delivery), vehicles to be delivered, vehicles to be collected, vehicles weight and details.

**Insurer**: TradeX

**International**: Services provided outside, or which causes Us to provide Services outside, of the United Kingdom.

**Job Number**: upon Confirming your Booking Request, Alliance 24/7 Vehicle Recovery & Transportation will assign you a Job Number allocated to your Booking.

**Job Sheet**: the job sheet provided as confirmation that the “job” (Services) was completed, and Services were provided to a satisfactory standard.

**Price**: the price payable by you to Us for the Services which is based on the Alliance 24/7 Vehicle Recovery & Transportation Quote together with any agreed amendment which has been accepted by you.

**Private Customer/you/your**: you are a Private Customer if you are an individual and you are entering into an agreement for the provision of the Services wholly or mainly for you personally and not for use in connection with your trade, business, craft or profession.

**Transport Provider**: Alliance 24/7 Vehicle Recovery & Transportation’s sub-contractors who may at Alliance 24/7 Vehicle Recovery & Transportation’s discretion undertake the Services on its behalf.

**Truck Size**: this refers to the option on the Booking Request Form which allows you to choose the size of van required to transport your goods based on your own calculations, this is opposed to or in addition to a Comprehensive Inventory List and Special Items List.

A reference to **writing** or **written** includes email, live chat and post.

**Alliance 24/7 Vehicle Recovery & Transportation is not liable for:**

1. Damage caused by fire.
2. Damage caused to the vehicle loaded and unloaded, by you or a third party.
3. Normal wear and tear.
4. Vehicles loaded and/or unloaded against our advice.
5. Damage to the vehicle not caused by us.
6. Damage caused by you or a third party when loading or unloading your vehicle.
7. Damage to your vehicle electrical system (unless you can provide evidence that such damage was as a result of our negligence).
8. Loss incurred of your vehicle were already damaged or had an inherent defect.
9. Damage to your vehicle is susceptible to damage including but not limited to breakage, internal spoilage, leakage, malfunctions.
10. Damage to any documentation left in the vehicle.
11. Personal items left in the vehicle.
12. Any business loss whatsoever. We shall not be liable to you whether in contract, tort (including negligence), breach of statutory duty, or otherwise, for any loss of profit, or any indirect or consequential loss arising under or in connection with any Contract between us;