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 Auction model, whereby you post a job and wait for quotes, you will be bound by our “Breakdown Assistance 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.

Terms and Conditions

We like to be as transparent as possible with all of our customers, we would therefore like to draw your attention to clause 8 where we set out Alliance 24/7 Vehicle Recovery & Transportation’s liability to you and in particular where it may be limited.

1. These Terms

What These Terms Cover.

These are our terms and conditions (**Terms**) on which we supply the Services to you as a Business Customer.

Why You Should Read These Terms.

Please read these Terms carefully before you submit your Booking Request Form to us. These Terms include, but are not limited to, explaining who Alliance 24/7 Vehicle Recovery & Transportation are, the services We shall provide to you under the Contract between you and us.

Definitions Used In These Terms.

**Alliance 24/7 Vehicle Recovery & Transportation/Our/Us/We**: refers to MutraCorp Ltd. whose further details are provided at clause 2.1.

**Alliance 24/7 Vehicle Recovery & Transportation Quote**: the quote given to you by Alliance 24/7 Vehicle Recovery & Transportation in accordance with clause 2.5.1 together with any additional charges as set out in clause 2.5.4 for the requested services.

**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 :

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)

**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.

**Business Customer/you/your**: you are a Business Customer if you are entering into this agreement for provision of the Services in respect of your business, trade, craft or profession.

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

**Contract**: a binding contract incorporating these Terms is created between you and Us when we have accepted your Booking Request, provided you with an Alliance 24/7 Vehicle Recovery & Transportation Quote and you have confirmed that you wish to proceed with the Alliance 24/7 Vehicle Recovery & Transportation Quote.

**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.

**Services**: the transportation of goods services provided by Us in accordance with these Terms.

**Special Inventory List**: a comprehensive list of vehicles which is pre-agreed by us in writing, to be transported by us that fall within the following categories:

Vehicles including cars, light vans, motorcycles, bicycles, mopeds and any other motorized vehicle;

**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.

**Urgent Booking**: a Booking made with less than forty eight hours’ notice.

**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.

2. Information About and How to Contact Alliance 24/7 Vehicle Recovery & Transportation

Who Alliance 24/7 Vehicle Recovery & Transportation Are

We are MutraCorp LTD, a company registered in England. Our registered office is at 61 Vallence Wood Road, Dagenham, London, RM8 3AS.

How to Contact Alliance 24/7 Vehicle Recovery & Transportation

You can contact Our Customer Care Team by:

* telephone: 020 3633 3303;
* post: Alliance 24/7 Vehicle Recovery & Transportation, 61, Vallence Wood Road, Dagenham, London, RM8 3AS;
* email: contact@alliance-recovery.co.uk; or
* visiting the [Alliance 24/7 Car Recovery Services - Call us now for help! (alliance-recovery.co.uk)](https://www.alliance-recovery.co.uk/).

How Alliance 24/7 Vehicle Recovery & Transportation Will Contact You.

If we have to contact you we will do so by telephone, in writing to the email or postal address provided in your Booking Request Form or by text message to the mobile number provided in your Booking Request Form.

Business Customers.

* If you have confirmed that you are a Business Customer (non-Private Customer) by clicking ‘I am a business customer’ on your Booking Request Form when you enter into the Contract with Alliance 24/7 Vehicle Recovery & Transportation in accordance with these Terms, it will be on the basis that Alliance 24/7 Vehicle Recovery & Transportation are acting as ’principal’. Just to explain some of the legal jargon, a “principal” means that We will be providing the services or will, at Our discretion, subcontract the Services to one of Our Transport Providers but we will always remain responsible for the performance of the Services to you. If we sub-contract the Services, references in these Terms to “drivers”, “vehicles” etc will be to those drivers and vehicles etc. of our sub-contractors. This Contract governs your relationship with Alliance 24/7 Vehicle Recovery & Transportation.
* All of Our Transport Providers are verified by Us and provide Us with requested documentation.

The Alliance 24/7 Vehicle Recovery & Transportation Quote.

* Alliance 24/7 Vehicle Recovery & Transportation will supply you with a quote which shall reflect the information provided by you when completing the Booking Request Form. The quote will vary depending upon when the Services are requested and the desired collection and/or completion date.
* Alliance 24/7 Vehicle Recovery & Transportation will accept Edits to the Services booked by you up until 8.00am on the day prior to the Services are required. Edits made after this 8.00am cut off time may be accepted by Us at Our sole discretion and you may incur additional charges in relation to such changes. If on arrival at the address provided by you, We cannot gain access to the premises and you are un-contactable by telephone (using the number provided by you on the Booking Request Form) We shall be entitled at our discretion to cease provision of the Services and/or cancel the Services if you cannot be reached and access gained within 15 minutes. In this case, you shall not be entitled to receive a refund of any sums paid to Alliance 24/7 Vehicle Recovery & Transportation and all sums that you have not yet paid to Us shall become immediately due and payable.
* If We arrive at the final destination for the delivery of the vehicle and are unable to deliver the vehicle after 15 minutes, then Alliance 24/7 Vehicle Recovery & Transporation shall be entitled to charge a storage fee per day. If after ninety days the vehicle still remain within Our possession then Alliance 24/7 Vehicle Recovery & Transportation shall be entitled to sell the vehicle or deal with them as Alliance 24/7 Vehicle Recovery & Transportation think reasonable.
* Additional charges may apply if the Services required are materially different to those in the Booking Request Form. If this is the case, We shall have the right to terminate the Contract.
* Fees or taxes payable to any government bodies (if moving vehicles abroad), customs duties or port storage charges are not included in your Alliance 24/7 Vehicle Recovery & Transporatation Quote. Alliance 24/7 Vehicle Recovery & Transportation is not responsible for such costs.

If Alliance 24/7 Vehicle Recovery & Transportation Does Not Accept Your Booking Request

If Alliance 24/7 Vehicle Recovery & Transportation is unable to undertake the Services, or decides not to accept your Booking Request, you will be notified as soon as possible in writing or by telephone. Accepting your Booking Request is at Alliance 24/7 Vehicle Recovery & Transportation’s discretion.

Your Job Number.

Upon confirming your Booking Request, Alliance 24/7 Vehicle Recovery & Transportation will assign and notify you of the Job Number allocated to your Booking. Please reference this number when contacting Alliance 24/7 Vehicle Recovery & Transportation.

3. Services and Our Contract with You

Your Booking

As set out above, Alliance 24/7 Vehicle Recovery & Transportation will supply you with an Alliance 24/7 Vehicle Recovery & Transportation Quote dependent on your requirements notified in the Booking Request Form. The information you provide on the Booking Request Form is used to produce the Alliance 24/7 Vehicle Recovery & Transportation Quote Any alteration to the information supplied on the Booking Request Form may subsequently alter the Price.

Services

* Alliance 24/7 Vehicle Recovery & Transportation will arrive at the address provided by you and on the date agreed in your Booking or any subsequent date and time notified by you to us and agreed in writing by Alliance 24/7 Vehicle Recovery & Transportation. Please note that any proposed change to the date and time that the Services are to be provided may result in a change to the Price, which will be notified to you in advance of the Services being undertaken.
* Alliance 24/7 Vehicle Recovery & Transportation will load and deliver only the vehicles agreed in the Comprehensive Inventory List and if applicable the Special Inventory List. Alliance 24/7 Vehicle Recovery & Transportation is not liable for vehicles loaded that were not included in your Comprehensive Inventory List; or for any miscalculations in relation to Truck Size on your Booking Request Form.
* Please note that if you wish to make any changes to the Booking, including on the day that the Services are undertaken, all payments must be made to Alliance 24/7 Vehicle Recovery & Transportation, our drivers including any Transport Providers are not authorised to accept any payments directly.
* Alliance 24/7 Vehicle Recovery & Transportation will deliver your vehicle in the same condition as they were in loaded or made ready for transportation. If Alliance 24/7. If you (acting reasonably) believe that damage to your vehicle was caused by Alliance 24/7 Vehicle Recovery & Transportation, written notification including genuine evidence of the damage and loss of value is required within thirty days of the Services being completed. Outside of this time frame, Alliance 24/7 Vehicle Recovery & Transportation is not liable. Our liability will be determined in accordance with clause 8.
* The Alliance 24/7 Vehicle Recovery & Transportation Quote shall include driver costs and fuel unless otherwise stated. Please review the Alliance 24/7 Vehicle Recovery & Transportation Site and contact our Customer Care Team for detail of additional services and the prices of any additional services Alliance 24/7 Vehicle Recovery & Transportation can offer.
* Alliance 24/7 Vehicle Recovery & Transportation reserves the right for environmentally friendly reasons to deliver the vehicle on a truck containing other customer vehicles so as to pool resources and limit pollution.
* Any estimated delivery times or live tracking information given by Alliance 24/7 Vehicle Recovery & Transportation or a Partner is for guidance only and should not be relied upon.

Services Alliance 24/7 Vehicle Recovery & Transportation Do Not Provide.

* Alliance 24/7 Vehicle Recovery & Transportation will not do anything to put our drivers (or those of our Transport Providers) in danger. For example, We will not enter any premises unless properly lit, floored and where safe access is provided.
* In order to adhere to permits and insurance, Alliance 24/7 Vehicle Recovery & Transportation will not transport people, unless agreed by Alliance 24/7 Vehicle Recovery & Transportation in writing prior to your Booking Request being accepted.
* Alliance 24/7 Vehicle Recovery & Transportation will not agree to do anything where We do not have the requisite qualifications.
* Alliance 24/7 Vehicle Recovery & Transportation will not transport stolen or dangerous, vehicles & parts. We are within our rights to destroy, dispose of, and to charge you additional costs incurred should we transport any such vehicles or parts without our knowledge. Alliance 24/7 Vehicle Recovery & Transportation shall report vehicles or parts to the relevant authorities where required to do so.
* Alliance 24/7 Vehicle Recovery & Transportation will only transport vehicles that have all required documentation. Alliance 24/7 Vehicle Recovery & Transportation requires advance warning and agreement in writing to transport such vehicles. Alliance 24/7 Vehicle Recovery & Transportation will not accept any liability for loss or damage to any vehicles and you will be liable for any loss suffered by Alliance 24/7 Vehicle Recovery & Transportation for transporting vehicles without prior written agreement of Alliance 24/7 Vehicle Recovery & Transportation and/or without Our knowledge. You will indemnify Alliance 24/7 Vehicle Recovery & Transportation in full for any charges, expenses, damages or penalties claimed against us. Alliance 24/7 Vehicle Recovery & Transportation may, at Our sole discretion, destroy or dispose of such vehicles or parts for which you will be liable for the costs.
* For the avoidance of doubt, our drivers shall not be obligated to drive for longer than nine hours per day. It is at our discretion if Services are provided for longer, however, ensuring the safety and well-being of our drivers and complying with legislation is of utmost importance.

Additional Services

* Alliance 24/7 Vehicle Recovery & Transportation may supply additional services (which must be booked through Alliance 24/7 Vehicle Recovery & Transportation) which include but are not limited to; Comprehensive Insurance Cover, loading and unloading of vehicles or parts, storage;
* For further details and to book of additional services, please visit Our Alliance 24/7 Vehicle Recovery & Transportation Site ([Alliance 24/7 Car Recovery Services - Call us now for help! (alliance-recovery.co.uk)](https://www.alliance-recovery.co.uk/)), or speak with one of Our Customer Care Team on 020 3633 3303. If you decide to book such additional services they will be covered by these Terms.

The Service Provider.

Alliance 24/7 Vehicle Recovery & Transportation Transport Providers are approved by our dedicated transport provider management team and are assessed by the Alliance 24/7 Vehicle Recovery & Transportation team for suitability and eligibility. If all or any of the Services are sub-contracted to one of our Transport Providers, then references to “We”, “Us”, “Our” and Alliance 24/7 Vehicle Recovery & Transportation will be deemed as appropriate to include reference to such Transport Provider.

5. Services Outside Of The United Kingdom

In addition to all other applicable terms, you must comply with the provisions of this clause 5.

You must, at your own cost, obtain all documents, permits, permissions, licences and customs documents necessary for us to be able to undertake the Services required.

Alliance 24/7 Vehicle Recovery & Transportation will not transport any vehicles or parts that require a special licence or government permissions for export and/or import.

Alliance 24/7 Vehicle Recovery & Transportation Quote will include a time estimate for transit. Times can vary when vehicles are being transported. Alliance 24/7 Vehicle Recovery & Transportation will keep you updated with any material changes but will not be liable for any loss or damage which may occur as a result of delays in transit times, unless they are as a result of Alliance 24/7 Vehicle Recovery & Transportation’s negligence.

6. Customer Obligations

By entering into the Contract you must comply with the following obligations. If you fail to comply with these obligations, Alliance 24/7 Vehicle Recovery & Transportation is not liable to you for any losses incurred.

* You must guarantee that all vehicles transported belong to you and that if anyone has legal interest in the vehicles, you have their permission to transport them.
* You must provide Alliance 24/7 Vehicle Recovery & Transportation with your current telephone number and email address. If these contact details were to change, you must let Us know immediately. Correct and precise addresses for pickup and delivery locations are compulsory.
* Accessibility information for both pickup and delivery locations is compulsory at the time of Booking.
* You will be present or represented upon collection, loading, unloading and delivery of your vehicle.
* An accurate list of vehicles or parts for transportation is required (Comprehensive Inventory List and if applicable a Special Items List). Or if when making your Booking you chose the Truck Size option if the vehicles or parts exceed the agreed Truck Size, additional costs will apply.

7. Cancellation & Postponement

Consumers Statutory Cancellation Right.

As you are a Business Customer, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 are not applicable the Contract.

Postponement & Cancellation By The Customer.

If you wish to postpone or cancel the Contract please notify us, in writing as soon as possible. If you cancel by telephone, We will write to you confirming cancellation. All postponement and cancellation charges are charged as follows:

* Vehicle Transport Services

If a Vehicle Transport Service is booked and Alliance 24/7 Vehicle Recovery & Transportation receives notice in writing or by telephone more than forty eight hours before the day the Services are due to be provided, there will be no charge. If a Transport Service is booked and Alliance 24/7 Vehicle Recovery & Transportation receives notice in writing or by telephone less than forty eight hours before the day the Services are due to be provided, you will incur a charge equal to 50% of the Price. If you paid in full upon booking the Services, you are entitled to a 50% refund of the Price.

* International

If International Services or Additional Vehicle Transport Services are booked and Alliance 24/7 Vehicle Recovery & Transportation receive notice of cancellation in writing or by telephone more than five business days before the date that the Services are due to be provided, there will be no charge. If you paid in full upon booking the Services, you are entitled to a full refund.

If International Services or Vehicle Transport Services are booked and Alliance 24/7 Vehicle Recovery & Transportation receive notice of cancellation in writing or by telephone less than five business days before the date that the Services are due, you will incur a charge equal to 50% of the Price. If you paid in full upon booking the Services, you are entitled to a 50% refund of the Price.

If you postpone or cancel the Services (international and vehicle transport services) less than twenty four hours before the date that the Services are due to be provided, you will be charged the full Price. If you paid in full upon booking the Services, you will not be entitled to a refund.

Urgent Bookings are non-refundable if cancelled or postponed.

If you postpone or cancel the Services and as a result of this clause 7, additional amounts are owed to Alliance 24/7 Vehicle Recovery & Transportation, these will be due immediately.

If you postpone or cancel the Services and have a dispute regarding a payment made to Alliance 24/7 Vehicle Recovery & Transportation, a charge pending or an issue relating to the Service, you must notify us as soon as possible, and no later than seven days after the Services have been provided, by contacting our Customer Care Team.

Cancellation By Alliance 24/7 Vehicle Recovery & Transportation.

* If you breach any term of this Contract then Alliance 24/7 Vehicle Recovery & Transportation is entitled to terminate the Contract.
* If Alliance 24/7 Vehicle Recovery & Transportation is unable to perform the Services agreed upon Booking, whether through its own fault or as a result of something outside of our control then Alliance 24/7 Vehicle Recovery & Transportation will notify you as soon as possible in writing or by telephone.
* If you make a Booking, Alliance 24/7 Vehicle Recovery & Transportation shall use its reasonable endeavours to try and accommodate your Booking. If Alliance 24/7 Vehicle Recovery & Transportation is unable to do so, we are not in breach of the Contract but you will be entitled to a full refund.

Refunds:

* If you cancel the Contract in accordance with these Terms, money that is due to be refunded to you will be transferred within five working days of our Customer Care Team receiving a written request for a Refund. Alliance 24/7 Vehicle Recovery & Transportation require confirmation of your bank account details within five days of submitting the request to us by email. The request must be submitted no later than seven days after the date when notification that you are cancelling the Contract was sent.

8. Liability For Loss Or Damage

Alliance 24/7 Vehicle Recovery & Transportation shall have no liability to you for any reason whatsoever, including negligence for any loss or damage to any of your vehicles, parts or premises or any other loss suffered by you arising out of the Contract other than in accordance with this clause 8.

Alliance 24/7 Vehicle Recovery & Transportation’s total liability to you for all claims for loss or damage to goods, due to its negligence or breach of the Contract will be limited to an aggregate of £50,000 (fifty thousand pounds for all vehicles when taken together). If all of the vehicles or parts transported by Alliance 24/7 Vehicle Recovery & Transportation are stolen during the provision of the Services or destroyed by fire, Our liability to you will be limited to a total of £50,000 for all such lost or destroyed vehicles or parts.

Alliance 24/7 Vehicle Recovery & Transportation’s total liability to you for all claims for loss or damage to your premises or property (other than the vehicles or parts) in connection with the Contract, is limited to the lower of the cost of repairing the damaged area or a sum of £1,000 (one thousand pounds) and it will only be liable to repair the damaged area.

Alliance 24/7 Vehicle Recovery & Transportation is only liable to you for loss or damage under clause 8 subject to you producing satisfactory evidence that such loss or damage was caused by Us and not by you or a third party. In order for Us to consider whether such evidence is satisfactory, you must notify us within seven days of any loss or damage and provide the relevant photographic/video evidence you are relying on. In respect of any damage, We will require photos of the damage caused at the time of the alleged incident and proof that the item was not in any way damaged previously.

Should you decide to help our Transport Provider with the moving, loading or unloading of any vehicles or parts, or travel with the Transport Provider in a vehicle, you do so at your sole risk and we shall not be liable for any loss or damage suffered as a result of such actions.

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

* Damage caused as a result of your actions and/or your breach of these terms.
* Damage caused by moths or vermin or any other infestation.
* Damage caused by fire.
* Damage caused to the vehicles or parts loaded and unloaded, by you or a third party.
* Normal wear and tear.
* Vehicles or parts loaded and/or unloaded against our advice.
* Damage to any vehicles or parts, or premises not caused by us.
* Damage or loss caused by you or a third party when loading or unloading them on and/or off our vehicles or otherwise.
* Damage to your vehicle electrical system (unless you can provide evidence that such damage was as a result of our negligence).
* Loss incurred if any of your vehicles or parts were already damaged or had an inherent defect.
* Damage if any of your vehicles or parts are susceptible to damage including but not limited to breakage, internal spoilage, leakage, malfunctions.
* Damage to any collections or documentation left in the vehicle.
* Personal items left in the vehicle.
* 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; and our total liability to you for all other losses arising under or in connection with this agreement or any Contract arising under it, whether in contract, tort (including negligence), breach of statutory duty or otherwise shall be limited as set out in clause 8.
* Loss or damage which occurs after the vehicle or parts have been delivered to you or your representative.
* Loss or damage not caused by us or our employees, subcontractors or agents.
* Loss which is not reasonably foreseeable.
* Damage caused to your vehicle or parts which are held by us in accordance with clause 8 and clause 10.

Transit Outside Of the United Kingdom

If you require Services outside of the United Kingdom, in addition to the liability provisions in clause 8, Alliance 24/7 Vehicle Recovery & Transportation are not liable for any vehicles or parts confiscated, seized, removed or damaged by any customs authorities or any other government agency unless such damage, confiscation, seizure or removal was as a result of our negligence or breach of contract.

Events Outside Of Our Control

Alliance 24/7 Vehicle Recovery & Transportation is not liable for any damage or loss if any of the below occur:

* Acts of God, including but not limited to flood, drought, earthquake or other natural disaster;
* Epidemic or pandemic;
* Acts of war, threat or preparation for war, riot, nuclear or chemical containment, change in the law or action taken by a government or public authority, collapse of buildings, fire, explosion or accident and any labour or trade dispute, strikes industrial action or lockouts;
* Delay in transit;
* Any events which can reasonably be considered outside of our control.

We will not exclude our liability for death or personal injury caused by our negligence, fraudulent misrepresentation or liability which under the laws of England may not be limited or excluded.

None of our employees or subcontractors including our Transport Providers, are independently liable for any loss, damage, mis-delivery, errors or omissions under this Contract.

Delays In Transit:

* If there is a delay in transit or Alliance 24/7 Vehicle Recovery & Transportation are unable to deliver your vehicles or parts for reasons not caused by our negligence or breach of Contract, we may store them. You may at Alliance 24/7 Vehicle Recovery & Transportation’s discretion be liable for any storage re-delivery costs.
* Alliance 24/7 Vehicle Recovery & Transportation will provide you with an estimated time for collection and delivery based on information in our possession. Times may vary due to events outside of our control. We will not be liable for any loss suffered by you as a result of this.

 If you ask a driver to take vehicles or parts that was not previously agreed with Alliance 24/7 Vehicle Recovery & Transportation and which we believe could potentially damage property due to its size or weight, We will be under no obligation to deliver that item from the lorry into the premises, unless you have agreed in writing to waive our liability in respect of it.

9. Insurance and Basic Compensation Cover

Basic Compensation Cover is included in the Price. This provides:

* cover up to a limit of £50,000 including fire and & full theft (full theft is the theft of your vehicles or parts that We are transporting); and

Comprehensive Insurance Cover is made available to all eligible customers upon booking the Services subject to payment of the required premium. The premium will be calculated according to the value of the vehicles or parts being carried. Full details of the cover available and our insurance terms and conditions can be found on the insurance policy page of our website found in the footer.

You shall not take or fail to take any action or permit anything to occur that would invalidate any claim under the Basic Compensation Cover and / or the Comprehensive Insurance Cover (if applicable).

Alliance 24/7 Vehicle Recovery & Transportation and the Insurer shall not be liable in respect of any claim under the Basic Compensation Cover or the Comprehensive Insurance Cover if and to the extent that you are entitled to make a claim under any other policy of insurance in respect of the matter or circumstance giving rise to such claim.

10. Our Rights To Hold The Vehicles or Parts

Alliance 24/7 Vehicle Recovery & Transportation has the right to hold your vehicles or parts, until all money owed under the Contract, including applicable interest, has been paid. This includes costs we have incurred for storage and legal costs.

If full payment of any monies owed by you to Alliance 24/7 Vehicle Recovery & Transportation is not received within ninety days We shall be entitled to sell the goods or deal with them as We think reasonable and apply any proceeds towards Our costs incurred and the money you owe to us.

11. Complaints

Complaints About Our Services.

If you have any complaints about the Services, please contact our Customer Care Team who will endeavour to review your complaint and make any necessary actions within seven days of the complaint being received. (020 3633 3303)

12. How We May Use Your Personal Information

Your Personal Information.

We will use the personal information you provide to us:

* undertaking the Services;
* to process your payment for the Services;
* if you agreed upon booking the Services, to give you information about similar services that We provide.

Please read our privacy policy to fully understand how we use your data.

We will only give your personal information to other third parties where the law either requires or allows us to do so.

13. Other Important Terms

Transferring This Agreement To Someone Else

We may transfer our rights and obligations under the Contract to another organization and We may subcontract any of our rights and obligations under it without notice to you. Alliance 24/7 Vehicle Recovery & Transportation will ensure that the transfer will not affect your rights under the Contract.

Transferring Your Rights

You may only transfer your rights or obligations under the Contract to another person if Alliance 24/7 Vehicle Recovery & Transportation agree to this in advance in writing.

Rights Under This Contract

The Contract is between you and Alliance 24/7 Vehicle Recovery & Transportation. No other person has rights to enforce any of its Terms unless expressly provided for in these Terms.

The Law And The Contract

Each clause of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining clauses remain in full effect.

Enforcing The Contract

If We do not enforce these Terms immediately, or if you break the Contract and We delay taking steps against you, that will not prevent us taking steps against you at a later date.

Applicable Laws To The Contract

The Contract is governed by English law whose courts shall have exclusive jurisdiction over any legal proceedings in connection with it.