

VEHICLE STORAGE POLICY

To help us manage workshop space efficiently and continue providing a smooth service to all our customers, the following vehicle storage policy applies to all vehicles left on our premises.

FREE STORAGE PERIOD

Once you have been notified by phone, text message, WhatsApp or email that your vehicle is ready for collection, you have **48 hours to collect the vehicle free of charge.**

Where diagnostics have been completed and a repair estimate has been provided, the customer has **24 hours to either authorise the repair or, if they do not wish to proceed, confirm this and collect the vehicle.** If the repair is not authorised and the vehicle is not collected within this 24-hour period, storage charges will begin to apply.

STORAGE CHARGES

From hour 49 after the customer has been notified that the vehicle is ready for collection; or

From hour 25 after a repair estimate has been provided, where the repair has not been authorised and the vehicle has not been collected, the following charges will automatically apply:

- **£25 incl. VAT per calendar day** for standard vehicles
- **£35 incl. VAT per calendar day** for SUVs and vans

All storage fees must be paid in full before the vehicle is released.

WHEN STORAGE CHARGES APPLY

This policy also applies to:

- Vehicles left on our premises without prior authorisation.
- Vehicles remaining on our premises while the customer considers whether to proceed with repairs beyond the free 24-hour period.
- Vehicles remaining on our premises due to non-payment of invoices or other outstanding charges.
- Vehicles for which the customer has not provided instructions or authorisation to continue work within the free storage period.



COLLECTION

Customers are responsible for arranging collection of their vehicle within the applicable free storage period.

Failure to collect the vehicle within this period will result in storage charges being added automatically.

Vehicles will not be released until all outstanding repair, diagnostic, storage and other applicable charges have been paid in full.

GENERAL

Florian Motors is a working garage with limited workshop and storage space and cannot store vehicles indefinitely.

Storage charges are intended to cover the space, administration and operational disruption caused by vehicles remaining on site after work has been completed, declined, suspended or left awaiting customer instructions.

By leaving a vehicle with Florian Motors, the customer acknowledges and accepts this Vehicle Storage Policy.

