

## **Waikato Vehicle Compliance 2008 Ltd**

### **Important Message to Customer - Terms & Conditions**

Waikato Vehicle Compliance (WVC) is the business which facilitates the Entry Vehicle Certification inspection. (compliance inspection) Vehicle Testing New Zealand LTD (VTNZ) carries out the Entry Vehicle Certification inspection under contract to, and in accordance with guidelines set by NZ Transport Agency (NZTA) at our premises. It is our intent to help all customers through the process as easily as possible. However, customers need to realise that compliance is not always a simple or guaranteed process.

The fee paid to Waikato Vehicle Compliance Ltd 2008 covers the preparation of the vehicle for inspection, the inspection carried out by VTNZ and the reassembly of the vehicle after the compliance inspection. Under no circumstances does payment of the fee guarantee that a vehicle will pass.

It is the customers responsibility to provide the correct paperwork as required by VTNZ to complete the inspection. In most instances the original documentation is required. Failure to do this may result in inspection failure. In the case of imported vehicles, the onus is on the customer to have ensured that the vehicle meets all compliance standards before importing. If any information or paperwork is suspected or proved to be dishonest or fraudulent WVC reserves the right to terminate the inspection without financial recourse.

Vehicles must be in a clean condition, empty of all personal effects to allow the inspection to progress. WVC does not accept responsibility for loss or damage to personal items left in the vehicle. WVC also reserves the right to refuse to prepare for inspection if the vehicle's condition is deemed inappropriate and may request a rescheduling. A refund in this instance is not automatic.

If a vehicle fails the inspection the customer will be provided with an inspection sheet from VTNZ which indicates the failure items as "items that need immediate attention". It is the responsibility of the customer, or an agent of the customer, to understand the repairs or items needed to meet the required standards, in order to pass the recheck.

If the customer needs to make any additional applications to NZTA or VTNZ in order to meet compliance requirements, WVC takes no responsibility or liability for these applications and under no circumstances guarantees that the application will be successful.

On infrequent occasions, additional items may be noted at a re-check. This is not the responsibility of WVC. Complaints resulting from such issues need to be initially directed to WVC who will facilitate further discussion with VTNZ.

Any repairs performed in order to comply with standards as noted on the inspection sheet, carried out by any agency other than WVC, are the responsibility of the customer. It is at the discretion of the VTNZ inspector completing the re-check as to whether these repairs meet the required standards.

If an inspection fails to proceed due to inaccurate vehicle / customer identification there will likely still be a charge for the service as the vehicle will have gone through the preparation and reassembly of the vehicle, in addition to inspector time.

WVC endeavours to make the compliance inspection a simple process. However, on occasions other agencies such as NZTA, Repair Certifiers, VTNZ Technical Division, mechanical workshops, panel beaters may be involved in the process. WVC accepts no responsibility or liability resulting from the actions of other agencies.