



Vehicle Repair and Service Contract

April 7, 2026

Carmedis Limited
Document Sender : Carmedis Limited
Signer: Carmedis Limited



Vehicle Repair and Service Contract

Carmedis operates on a first-come, first-served basis. Repair and diagnostic timelines are managed according to vehicle intake order, workload, and technical requirements. All inspections, diagnostics, and repairs are carried out in good faith, and all customer complaints are handled professionally, fairly, and without bias.

A. SCOPE OF WORK

Carmedis shall carry out vehicle inspection, diagnostics, and/or repairs strictly based on professional technical assessment and customer approval.

1. Repairs shall be performed only for faults identified in the inspection/diagnostic report.
2. Repairs shall be executed only using parts quoted, approved, and listed on the official Carmedis invoice.
3. No repair outside the approved scope or invoiced parts shall be implied or assumed.

Diagnosis and inspection are professional evaluations and do not guarantee identification of all faults, particularly latent, intermittent, electronic, software-related, or internal mechanical issues that may manifest after service.

B. INSPECTION, DIAGNOSTICS & REPAIR AUTHORITY

1. Inspection and diagnostic services are chargeable and non-refundable, whether or not repairs proceed. Inspection and diagnostic fees cover a period of thirty (30) days from the date payment is made.
During this period, Carmedis may inspect and diagnose the vehicle as required in relation to the reported concern.
This inspection and diagnostic validity expires automatically after thirty (30) days, after which a new inspection or diagnostic fee may apply.
2. Repair decisions are based on technical findings, safety considerations, and manufacturer-recommended procedures.
3. The vehicle owner does not determine repair methods, procedures, tools, or required parts.
4. Carmedis retains full professional authority to recommend and execute repairs necessary for safety, reliability, and proper vehicle operation.

C. CUSTOMER DISCLOSURE & COOPERATION OBLIGATION

By signing this Agreement, the customer agrees to:

1. Fully disclose the vehicle's driving experience, warning messages, abnormal behaviour, prior repairs, accidents, modifications, and relevant history.
2. Cooperate truthfully to support accurate diagnostics.

Failure to disclose relevant information may affect repair outcomes, for which Carmedis shall not be held liable.

D. REPAIR/DIAGNOSTIC TIMELINE & DELIVERY



1. An estimated timeline for diagnostics and/or repairs will be communicated after invoice payment is confirmed
2. All timelines are estimates only and may change due to parts availability, additional findings, technical complexity, supplier delays, or external factors.
3. Customers shall be notified promptly of any changes via email, Whatsapp or SMS.

E. ADDITIONAL WORK & APPROVAL

1. Any work outside the approved scope requires customer authorisation before commencement.
2. Authorisation may be provided in writing, electronically, or via WhatsApp/Email/SMS.
3. *Declining recommended repairs may compromise safety, reliability, and performance, and limit Carmedis' responsibility for related outcomes.*

F. PARTS POLICY, INVOICING & WORK QUALITY

1. This policy is necessary to ensure safety, traceability, warranty integrity, and regulatory compliance.
2. Carmedis does not accept customer-supplied parts under any circumstances.
3. All parts are sourced, supplied, and installed by Carmedis to ensure quality, compatibility, traceability, and warranty integrity.
4. Parts listed on an invoice are required for complete and proper operational repair.
5. If a customer declines, removes, or instructs exclusion of any listed part, and such action affects vehicle performance, safety, or durability, Carmedis shall not be liable for resulting faults.
6. Parts may be genuine, OEM, first-grade aftermarket, or equivalent, as agreed.

G. PRICING, INVOICE VALIDITY & PAYMENT

1. Estimates are based on findings at the time of inspection and may change if additional issues are discovered.
2. All invoices are valid for five (5) days from the date of issuance.
3. Expired invoices may be reviewed, revised, or reissued based on updated pricing or availability.
4. Hundred per cent payment or 80% deposit may be required before work commences.
5. Full payment is required before vehicle release, unless otherwise agreed in writing.

H. WARRANTY & LIMITATIONS (CUSTOMER VALUE PROTECTION)

1. Warranty applies only to the specific repairs performed and parts supplied by Carmedis.
2. Warranty covers workmanship defects within the stated warranty period (2 weeks). Warranty period begins on the date of vehicle collection
3. Warranty does not cover:
 - Wear-and-tear items
 - Misuse, neglect, accidents, overheating, or continued driving with warning signs
 - Failures of unrelated components
4. No warranty applies where recommended repairs are declined, altered, or partially approved.
5. This warranty does not extend to any implied warranties beyond those expressly stated.

I. VEHICLE CONDITION, RISK & LIABILITY LIMITATION



1. The vehicle is brought in good faith for diagnostics and/or repairs.
2. Carmedis is not responsible for:
 - Pre-existing faults and damages or personal items left in the car.
 - Failures resulting from vehicle age, mileage, prior poor repairs from others, or manufacturer defects
1. Carmedis' liability, where applicable, is limited strictly to the cost of the specific repair performed.
2. Test drives may be conducted for diagnosis, calibration, verification, or quality assurance.

J. CONDUCT & RIGHT TO REFUSE SERVICE

1. Respectful conduct toward Carmedis staff and technicians is mandatory.
2. Abusive language, threats, harassment, or intimidation will not be tolerated.
3. Carmedis reserves the right to suspend or terminate service where conduct compromises safety, professionalism, or workflow.

K. ABANDONED VEHICLES

Vehicles left unpaid or uncollected after three notifications (via email, SMS, or WhatsApp) may attract storage charges of 10,000 Naira per day and recovery actions in accordance with applicable laws and due process.

L. DIAGNOSTIC AND REPAIR LIABILITY CLAUSE FOR TOWED VEHICLES

Where a vehicle is delivered or towed to Carmedis in a non-starting or non-operational condition, Carmedis technicians shall rely primarily on the complaint provided by the vehicle owner or authorized representative, as proper diagnostic verification may not be possible until the vehicle becomes operational.

Upon payment and commencement of work based on the customer's stated complaint, if additional faults or defects are discovered that were not disclosed by the vehicle owner and are unrelated to the initial complaint, Carmedis reserves the right to issue a separate invoice for such additional repairs.

Where the customer declines to authorize or pay for the additional repairs and such unresolved faults prevent the vehicle from operating or leaving the workshop, Carmedis shall not be held liable for the vehicle's inability to start, move, or function.

M. REFUND POLICY

1. Inspection and diagnostic fees are non-refundable.
2. Where Carmedis terminates service due to unresolved issues, safety concerns, non-cooperation, or other valid operational reasons, and the customer has already made payment:
3. No refund shall apply to:
4. **Work already completed or partially completed**
5. **Parts already ordered, installed, or specially procured**
6. **Costs incurred before service termination**

Repair invoice paid shall be refundable only if part cost has not been incurred, less a deduction of ten per cent (10%) of the invoice value to cover administrative, handling, and operational costs.



All refunds, where applicable, shall be processed through the original payment method within a reasonable timeframe

N. GOVERNING LAW & DISPUTE RESOLUTION (NIGERIA)

1. This Agreement shall be governed by and interpreted in accordance with the laws of the Federal Republic of Nigeria.
2. If a dispute arises, the Parties will attempt to resolve it by discussion and negotiation before instituting arbitral proceedings.
3. This agreement and any dispute arising from it will be governed by the laws of the Federal Republic of Nigeria and all disputes arising from the agreement shall be resolved by binding arbitration in accordance with the provisions of the Arbitration and Mediation Act 2023 by a sole arbitrator appointed by the Chairman of the Nigeria branch of the Chartered Institute of Arbitrators.
4. The arbitration shall be conducted in English and the seat of arbitration shall be in Lagos. Each Party shall bear its own costs and expenses of fees incurred in connection with the arbitration process.
5. This clause shall not preclude Carmedis from obtaining interim relief from a Court of competent jurisdiction in Nigeria.

O. ENTIRE AGREEMENT

This document constitutes the entire agreement between Carmedis and the customer and supersedes all prior verbal discussions, promises, or representations.

P. POST -REPAIR ACKNOWLEDGMENT AND LIABILITY CLAUSE

Once a vehicle has been fully repaired, the reported customer complaint has been resolved, and the vehicle is inspected and collected by the customer, it shall be deemed that all agreed services have been properly rendered and completed to standard.

Carmedis shall not be held liable for any defects, failures, or damages that arise after vehicle collection, where such issues are caused by:

- improper or aggressive driving,
- misuse or neglect,
- third-party repairs or tampering,
- accidents, or
- any external factors (Flood, electric voltage, etc.) beyond Carmedis' control,



particularly where such issues occur 1-2 days after completion of the repair.

This clause does not exclude Carmedis' responsibility for faults that can be clearly traced to poor workmanship by Carmedis within the agreed warranty or service guarantee period. In such cases, Carmedis will take reasonable steps to inspect and, where applicable, rectify the issue.

By taking delivery of the vehicle, the customer confirms satisfaction with the repair at the point of handover

Q. CHANGES TO REPAIR AND SERVICE CONTRACT

Carmedis reserves the right, at its sole discretion, to change, modify, add or remove portions of this agreement at any time. Changes to this agreement will be notified to you via the phone number or e-mail address provided by you. The changes will apply to the use of our services after we have given notice.

If you do not wish to accept the new terms, you should immediately notify Carmedis. Your continued use of our services indicates your agreement to be bound by the new terms. Changes shall not apply retrospectively to services already commenced or completed.

R. INDEMNIFICATION

You hereby indemnify, to the fullest extent, the Company, its Affiliates, Third Party Service Providers (and their employees, agents, officers, directors, and contractors) (the "Indemnified Parties") from and against any and/or all liabilities, costs, demands, causes of action, damages and expenses arising out of or in connection with:

1. Your use of our services, including but not limited to any violation of this agreement.
2. Your breach of any Applicable Laws.
3. Your negligence or willful misconduct.

S. SEVERABILITY

Should any of the provisions of this Agreement be held to be invalid, unlawful or unenforceable, such provisions will be severable from the remaining provisions of this agreement which will continue to be valid and enforceable.

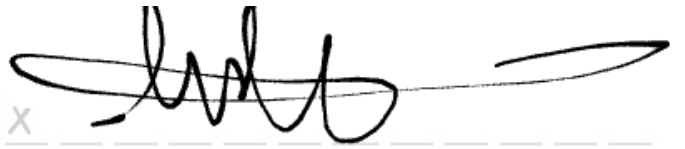
T. ACCEPTANCE & AUTHORIZATION

By signing below, the customer confirms that they have read without duress, understood, and accepted all terms of this Agreement and authorise Carmedis to proceed accordingly.



X

X

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke at the end, positioned above a dashed line.

Signed By Carmedis Limited

Signed On: April 7, 2026



Signature Certificate

Document name: Vehicle Repair and Service Contract

🔒 Unique Document ID: 5F608D3DE061BE1909EE32FA84823506FE538AA6

LEGALLY SIGNED USING
WPsignature
Build. Track. Sign Contracts.

Timestamp

Audit

January 1, 2026 2:41 pm
WAT

Carmedis Limited - hello@carmedis.com added by
Carmedis Limited - hello@carmedis.com as a CC'd
Recipient Ip: 98.97.77.67:4045

January 1, 2026 2:41 pm
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This audit trail report provides a detailed record of the online activity and events recorded for this contract.

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