



COURTESY VEHICLE & ALTERNATIVE TRANSPORT POLICY

Inyanga Trading 304 (Pty) Ltd T/A Vic Legacy Auto

IMPORTANT: Vic Legacy Auto does not provide courtesy, loan or replacement vehicles.

1. POLICY

Inyanga Trading 304 (Pty) Ltd T/A Vic Legacy Auto does **not provide courtesy, loan or replacement vehicles** while a customer's vehicle is in our possession for inspection, diagnosis, repairs, warranty-related work, rework or any other workshop-related matter.

This policy also applies where a customer's vehicle is required to **return to Vic Legacy Auto for further inspection, diagnosis or repairs**, irrespective of the reason for the return.

2. CUSTOMER'S RESPONSIBILITY FOR ALTERNATIVE TRANSPORT

Customers must make their **own alternative transport arrangements in advance** for the full period during which their vehicle may be unavailable.

Vic Legacy Auto is not responsible for arranging or providing alternative transport, including courtesy or loan vehicles, rental vehicles, taxi or e-hailing services, or collection and delivery transport. Unless otherwise agreed in writing, Vic Legacy Auto will not reimburse alternative transport or vehicle rental costs.

3. REPAIR COMPLETION TIMES

Every reasonable effort will be made to complete inspections and repairs as efficiently as possible. Completion times may, however, be affected by diagnosis, parts availability, supplier delays, authorisations, additional work identified during repairs, or the nature of the work required.

Customers should not rely on their vehicle being available for use until Vic Legacy Auto has confirmed that the vehicle is ready for collection.

4. ACKNOWLEDGEMENT

By booking or leaving a vehicle with Vic Legacy Auto, the customer acknowledges that they have been informed of this policy and understand that arranging alternative transport remains the customer's responsibility.

Customer Name:	_____
Vehicle Registration:	_____
Signature:	_____
Date:	_____

VIC LEGACY AUTO

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