



Vehicle Breakdown Recovery

All recoveries will need to have the callout fee paid in advance as a minimum to book or for us to action any recovery.

The balance will be settled once the driver arrives with you.

Auction recoveries need to be paid in full to book, please see Auction recoveries in our terms and conditions for more information below. Under no circumstance is the callout charge refundable for any recovery.

If you pay in full for the recovery and you wish to cancel the recovery at any time the call out fee is non-refundable and any remaining balance will be refunded to you minus any charges incurred (admin fee, mileage, congestion charge/ULEZ, time and tolls etc.) Please also see payment and cancellation policies.

Pound & Auction Recoveries

All police pound recoveries and Auction house recoveries will have to be paid in full at the time of booking. By Bank transfer or debit/credit card. If the customer is not present, Failed collections are non-refundable for callout, admin and waiting time fees unless it is our fault. (This means the police or auction house will not release the vehicle to us due to our paperwork not being correct or we cannot load the vehicle) Callout fees still apply. All documents for your vehicles release including lot numbers and membership numbers will need to be forwarded to us prior to collection and release fees/remaining balance will need to be transferred to us via bank transfer or paid using a debit/credit card only at the point of booking; if not already paid to police/auction house, we may require proof. (NO EXCEPTIONS)

Vehicle Transportation

All pre-booked transportation needs to be paid for in advance, payments should be received no later than two days before the collection is made. If the booking is made less than two days in advance, payment is required immediately on booking. Until payment is received, your booking will not be confirmed, and therefore we may not be able to undertake your job, or offer you your preferred date or time. If you cancel the booking, we secure the right to charge you 50% of the total price for up-to 24 hours' notice, within 24 hours of the agreed booking slot the FULL fee is non-refundable.

Payment, Cancellations, Waiting Times & Refund Policy

Payment should be made either by bank transfer, cash or credit/debit card over the phone prior to the recovery. For transportation jobs, payment needs to be made at least two days in advance of collection. All funds need to be paid in full before the vehicle is loaded. For all cancellations you will have to pay a cancellation fee of £60 as long as it's canceled before the driver has been dispatched to you. If the driver has already been dispatched then you will be charged a callout fee plus mileage, tolls, congestion charge and time travelled. If the driver arrives with you and you wish to cancel you will be charged the full recovery fee no exceptions. Please see specific service required for full refund information.

We are very transparent and honest about our pricing and never increase the price of a job unless the job changes.

The price quoted is the price you will pay!

If the pick up or drop off point changes the price may change.

If the vehicle is not in the condition stated on the phone or you have decided to withhold vital information of the condition, type, weight or position of the vehicle, then the price may change for this as well i.e. The vehicle is not at a normal ride height from when manufactured, The vehicle is stuck in gear, it can't steer or is stiff, the vehicle is on its roof or side, the vehicle is impounded, the vehicle was seized for no insurance, the vehicle is trapped or in a very tight space to get to, or get it out, the vehicle is overloaded or heavier than the manufacturer weight.

The vehicle is in an underground car park, the vehicle has a lock on the steering wheel or it is missing, drive wheels are immobilised/ not rolling, missing or damaged. We will wait up to one hour on any job but this is at our discretion. After the first twenty minutes you will start to incur charges and will have to pay the first hours waiting charge which is £120 If this is refused, we will cancel the job and all fees will stand. Standard waiting time rate is £120. After the first hour has elapsed, we will decide whether we will continue to wait. This is decided on a case-by-case basis. After two hours your job will be canceled no exceptions and all waiting fees will need to be paid.

Insurance & Cover

We are only responsible for your vehicle while it is loaded in/on ours. All vehicles are covered by our 'carriage of vehicle motor trade insurance policy' a copy of which is available on request. Any additional insurance required for vehicles in excess of our 'carriage of vehicle cover' will be negotiated and maybe invoiced separately.

Whilst every effort is made to keep to promised delivery schedules or quoted callout times, HR RECOVERY SERVICES LTD will not be held responsible for late or failed collections or deliveries due to unforeseen circumstances beyond our control, such as road works, traffic delays, accidents, breakdowns or adverse weather conditions. We will try our best to get your vehicle as close as we can to the drop off point but this is not always possible due to the size of our vehicles and you're that is vehicles that is immobilised or damaged. Any damage not identified at time of drop off will not be accepted by us. All damage would need to be viewed by us prior to any repairs taking place. HR RECOVERY SERVICES LTD will not be held responsible for any damage that cannot be attributable to negligence on behalf of HR RECOVERY SERVICES LTD or our staff. For example, Acts of God (Storm damage, Bird Strike etc.) HR RECOVERY SERVICES LTD will not provide or be liable for the costs of any hire cars, replacement vehicles or compensation whilst the vehicle is being repaired.

Accident Damaged & Immobilised Vehicles

HR RECOVERY SERVICES LTD will not be held liable for any further damaged caused when loading/unloading damaged or immobilised vehicles. This also includes steps taken to secure the vehicle for recovery or the pressure to damaged component's when pulled on or off of the recovery vehicle and being secured down. This includes but is not limited to; further wheel or suspension damage while being dragging on to our vehicle, cutting or pulling items off to then secure them properly. This may also include removing of damaged items such as bumpers, wings, lights, wheels or forks causing safety issues with loading or could fall from our vehicle while in transit. These damaged parts may be placed inside your vehicle if we cannot hold them on the trucks bed securely while in transit. Therefore, HR RECOVERY SERVICES LTD is not responsible for any damage this may cause to your interior. Such as stains scrapes, scratches tears and dirt. We will also not be responsible for any reimbursement for any cleaning of the interior from dirty parts being placed inside.

Passenger Information, Restrictions & Safety

You are responsible for your own safety and that of any of your passengers or animals at all times during a recovery or when in our vehicles. Please do not enter or get on top of our vehicle unless the operator tells you it is safe to do so. Do not open any doors or interact with our vehicle or yours during the recovery unless the operator lets you know it's safe to do so. Please do not get involved with the loading or unloading of your vehicle! Please stand well back and do not distract the operator while the recovery is taking place. Please listen to the operators instructions for your safety. (such as putting on a high visibility vest and standing back behind the barrier or where you are instructed to stand. Also please give the operator room to work without distraction. While in our vehicles there is no smoking or vaping. We do not allow consumption of any food or drink while in our vehicles. Any food or drink should be kept off of seats. And any damage to our vehicle while you are onboard will incur charges. This includes spillage and stains. While the vehicle is in operation do not distract the driver or attempt to open any doors or put anything out of the window. The driver will let you know when it safe to enter and exit the vehicle. A safety belt must to be worn at all times while in our vehicle and if you have young children, you need to make sure they have their belt on as well. We do not allow pets or animals in our vehicles. they can stay in your vehicle as long as they are secure and safe in there. ie proper ventilation and they have been hydrated and the doors of your vehicle are secured.

Customer Conduct

We have a zero abuse policy and we have the right to cancel any job that is unsafe due violence, aggression, spitting or rudeness. We will not tolerate any swearing or any acts of violence and aggression. We also will not accept customers not following the rules. ie attempting to smoke or eat in our vehicles putting your feet up on the dashboard or on the seats. We also will not tolerate unhygienic people in our vehicles. ie If your clothes are dirty, soiled or stained you will not be permitted to travel with your vehicle in ours and will need to make your own way to your destination. This is also the case If you are bleeding or have relieved yourself we also cannot take you in our vehicles.

By accepting a quote given by us, you are deemed to have fully accepted these terms and conditions.

The above is true and takes effect as of Friday 31st January 2025.