

# **FREQUENTLY ASKED QUESTIONS**

## **What's the catch?!**

No catch, simply book your MOT online and pay only £27!

## **No, seriously, what's the catch?!**

There really is none! Just book your vehicle in via our website booking form. It's really that simple!

## **How do I book my vehicle in with you?**

It's very simple. All you do is complete in the MOT booking form (which can be found on your website) and follow the step by step instructions. Once you have confirmed your booking you will receive a confirmation e-mail confirming the date, time and location of your booking.

## **I haven't received a confirmation e-mail yet, what should I do?**

We will always try to contact you as soon as you have booked your vehicle in with us. However, sometimes there can be a delay due to the high volume of bookings we take. If you haven't received confirmation by the end of the next working day please call us on 01753518727 or 01753790065, or e-mail at: [mot@candgautos.com](mailto:mot@candgautos.com).

## **What vehicles do you MOT?**

We MOT all Class 4 vehicles, including all cars, and vans up to 3500KG weight.

For more information on different classes of vehicles, please click on the link below:

[http://www.direct.gov.uk/en/Motoring/OwningAVehicle/Mot/DG\\_4022514](http://www.direct.gov.uk/en/Motoring/OwningAVehicle/Mot/DG_4022514)

If you are still unsure as to what Class your vehicle falls under, please call us on 01753518727 or 01753790065 and we'll be happy to help you.

## **What happens if my vehicle fails it's MOT? Is there a re-test fee?**

There is no re-test fee providing the re-test is carried out within 10 working days of the original test.

If your car does fail its MOT, we are more than happy to give you a quote on any repairs that are required. However, you are under no obligation to have the repair work carried out by C&G Autos. If you do have the vehicle repaired somewhere else, all we ask is that the vehicle is brought back for its re-test within 10 working days. If not, a full test will have to be carried out, which will be subject to the standard MOT fee.

## **How long does it take to carry out an MOT?**

A full test usually takes between 40-60 minutes, but can sometimes take longer depending on the condition of your vehicle. However, we do ask that you can leave your vehicle with us for up to 3 hours. If you need to have the MOT done for a specific time, please leave a note in the comment box on the booking form and we will try our best to accommodate you. If that time is unavailable, one of our booking team will be in touch as soon as possible to re-arrange a time for you.

## **How often do I need to have an MOT? When do I know when it is due?**

If your vehicle is less than three years old, you are not required to have your vehicle tested until the third anniversary of your cars registration, Information of which can be found inside your V5 document (log book). You are then legally required to have your vehicle MOT'd every year, however in some circumstances you may have to your vehicle tested more frequently (for more information on this, please visit;)

[http://www.direct.gov.uk/en/Motoring/OwningAVehicle/Mot/DG\\_10020539](http://www.direct.gov.uk/en/Motoring/OwningAVehicle/Mot/DG_10020539)

If you are unsure when the MOT is due on your vehicle, please call us on 01753518727 or 01753520442 and we'll be happy to check for you.

## **MOT ONLINE BOOKING TERMS AND CONDITIONS**

1. This offer is only available to customers who book via our website. To qualify for the offer, you must book your MOT online via our booking form.
2. This offer is valid for Class 4 vehicles only.
3. This offer is only valid for individual customers. Trade customers are not eligible.
4. This offer cannot be used in conjunction with any other offer, unless at the sole discretion of C&G Autos.
5. In most circumstances, your vehicle will need to remain on site for approximately three hours, unless prior arrangement has been made with C&G Autos.
6. If you wish to cancel or re-arrange your booking, you must inform us at least one working day prior to your booking.
7. This offer is valid from 01.09.2011 until 31.12.12 but may be withdrawn, or amended at any time. Information of which will be posted on this website.