

Vinspection Personal Membership

Terms & Conditions

Last updated: September 2026

Important: These Terms & Conditions are intended to provide clear consumer-facing terms for the Vinspection Personal Membership. They are drafted to preserve mandatory consumer rights under UK law. They are not a substitute for independent legal advice, and Vinspection should obtain legal advice if it wants a formal legal review of the final document.

1. Membership Overview

The Vinspection Personal Membership is a fixed-term annual membership providing vehicle support, checks and advisory services.

The membership price is **£299 for 12 months**.

- One personal vehicle basic check per month.
- Household cover for up to 3 vehicles registered at the same home address.
- Negotiation support when purchasing a vehicle (via telephone call).
- One OBD diagnostic plug-in per month.
- One battery health test per month.
- Vehicle advisory support line.
- 20% discount on Vinspection pre-purchase and post-purchase inspections/reports.

The monthly benefits listed above are benefits available within the annual membership; they do not mean that the customer is charged monthly.

Vinspection may reasonably amend or update membership benefits from time to time. Any change will not remove or restrict a customer's statutory rights.

2. Membership Eligibility & Area

- Membership is available to individuals aged 17 or over.
- Membership benefits apply only to vehicles owned or regularly used by the member or their household.
- Household cover is limited to a maximum of 3 vehicles unless otherwise agreed in writing.
- At the time services are requested, the member must be based in Hertfordshire or Bedfordshire.
- The vehicles and household address covered by the membership must be recorded on Vinspection's system. Members must notify Vinspection if these details change.
- Vinspection may refuse or suspend a service where it is reasonably necessary, including where inaccurate information has been supplied or the membership is being used outside these terms.

3. Annual Payment & Renewal

- The annual membership fee is £299.
- Payment is made using a payment link supplied by Vinspection through its chosen payment provider.
- Vinspection does not collect membership fees by Direct Debit and does not take monthly payments for this membership.

- Membership lasts for 12 months from the date payment is successfully received.
- Membership does not automatically renew.
- Before the membership expires, Vinspection may contact the member to ask whether they wish to renew.
- If the member chooses to renew, a new annual payment will be required using a new payment link.
- If the member does not renew, membership benefits end when the current 12-month membership period expires.
- Vinspection may retain reasonable customer and membership records after expiry in accordance with its data protection obligations.

4. 14-Day Cancellation / Cooling-Off Period

- Where the membership contract is entered into as a distance contract (for example, online or by telephone), the consumer normally has a statutory 14-day cancellation period.
- The 14-day period runs from the day after the contract is entered into.
- A customer may cancel within the applicable cancellation period without giving a reason.
- If the customer asks Vinspection to start supplying membership services during the 14-day cancellation period, Vinspection will only start those services where the customer has expressly requested that the service begin during the cancellation period.
- If the customer then cancels during the cancellation period after services have started, Vinspection may retain or deduct a reasonable and proportionate amount for the service actually supplied before cancellation, where permitted by law.
- Vinspection's intended charge for a qualifying membership service supplied during the cooling-off period is £49.00. This is not intended to override the requirement that any amount charged must be lawful and proportionate to the service actually supplied.
- If no service has been supplied before cancellation, Vinspection will provide the refund required by law.
- After the applicable 14-day cancellation period has expired, the £299 annual membership fee is non-refundable where the customer is simply choosing to end the membership early, subject always to any statutory rights the customer may have.
- Cancellation does not remove any services or benefits already properly provided before cancellation.

Important: If Vinspection wants to rely on a charge for services supplied during the cooling-off period, the customer's express request for the service to begin early and the required pre-contract cancellation information should be properly recorded. A fixed £49 charge should not be applied where it would exceed the amount lawfully chargeable.

5. What Happens After 14 Days

- Once the 14-day cancellation period has expired, the membership remains active until the end of the paid 12-month term unless it is suspended or terminated in accordance with these Terms & Conditions.
- No refund is normally available simply because the member decides they no longer want to use the membership after the cooling-off period.
- Members continue to receive the benefits applicable to their membership, subject to appointment availability, fair usage, the recorded household address and vehicles, and the requirement that the member is based in Hertfordshire or Bedfordshire.
- These provisions do not exclude or restrict any consumer right to a remedy where Vinspection fails to provide a service with reasonable care and skill, or where another statutory right applies.

6. Booking & Availability

- All inspections, checks and services are subject to appointment availability.
- Vinspection will aim to provide reasonable booking availability but cannot guarantee same-day or urgent appointments.
- Members must provide accurate vehicle details when booking services.
- Vinspection may require reasonable notice for appointments and may need to rearrange appointments where circumstances outside its reasonable control prevent the service from being provided.
- Please See opening hours for Vinspection (Sundays & Bank Holidays: CLOSED)

7. Vehicle Checks & Inspections

- Basic checks are visual and non-invasive unless otherwise stated.
- OBD diagnostic checks rely on information available from the vehicle's electronic systems and may not identify all existing, intermittent or future faults.
- Battery health tests provide general condition information only and are not a guarantee of future battery performance.
- Vehicle inspections and checks are assessments at the time they are carried out and are not warranties or guarantees against future mechanical failure.
- Members remain responsible for maintaining their vehicles in a safe and roadworthy condition.

8. Advisory & Negotiation Support

- Advice provided by Vinspection is based on the information available and professional opinion at the time.
- Negotiation support is intended as general assistance and does not guarantee that a seller will accept any proposed price or terms.
- Final purchasing decisions remain the customer's responsibility.
- Nothing in these terms removes a customer's statutory rights where Vinspection has failed to provide a service with reasonable care and skill.

9. Discounts

- The 20% membership discount applies only while the membership is active.
- Discounts cannot be combined with other offers unless agreed by Vinspection.
- Discounted services must be booked directly through Vinspection.

10. Fair Usage & Monthly Benefits

- The personal vehicle basic check, OBD diagnostic plug-in and battery health test are each available once per calendar month during the membership period, subject to appointment availability.
- Unused monthly benefits do not roll over, accumulate or convert to cash or another service.
- Excessive, abusive or unreasonable use of the advisory support line may result in reasonable restrictions.
- Membership benefits are personal to the member and household covered by these terms and are not transferable to unrelated persons or households.

11. Missed Appointments

- Customers should give reasonable notice if they need to rearrange an appointment.
- Repeated missed appointments without notice may result in reasonable restrictions on future bookings.
- Any restriction will be proportionate and will not remove statutory consumer rights.

12. Suspension or Termination

- Vinspection may suspend or terminate membership where there is fraud, abuse, threatening or inappropriate behavior, deliberate misuse of the service, materially inaccurate information, or another serious breach of these terms.
- Where appropriate, Vinspection will give the member reasonable notice and an opportunity to resolve the issue.
- Nothing in this section removes a customer's statutory rights or permits Vinspection to avoid legal responsibilities.

13. Liability & Statutory Rights

- Vinspection will provide services with reasonable care and skill.
- Vinspection is not responsible for faults, defects or future failures that were not reasonably detectable during the service provided.
- To the extent permitted by law, Vinspection is not liable for indirect or consequential losses, loss of earnings or loss of opportunity.
- Nothing in these Terms & Conditions excludes or limits liability or consumer rights where the law does not permit this.
- Nothing in these Terms & Conditions prevents a customer from exercising a statutory right or remedy.

14. Changes to Membership

- Vinspection may amend membership benefits, pricing or these Terms & Conditions.
- Changes will be published or otherwise communicated as appropriate.
- Any new price will apply to future memberships or renewals and will not retrospectively increase the price already paid for the current membership period.
- Vinspection will not use a change to these terms to remove or restrict rights that cannot legally be excluded.

15. Complaints

- Customers should first contact Vinspection with details of any complaint so that Vinspection has a reasonable opportunity to investigate and resolve the issue.
- Vinspection will aim to respond reasonably and promptly.
- Nothing in this complaints process prevents a customer from exercising any statutory rights or seeking independent advice.

16. Privacy & Customer Records

- Vinspection will process customer information for purposes including administering membership, arranging appointments, communicating with members, providing services, keeping appropriate business records and complying with legal obligations.
- Customer information will not be sold to third parties.

- Personal data will be handled in accordance with Vinspection's applicable privacy notice and UK data protection law.
- Customers should be provided with access to Vinspection's current privacy notice before or when their personal data is collected.

17. Governing Law

These Terms & Conditions are governed by the laws of England and Wales. Where applicable, consumers retain any mandatory rights available to them under UK consumer law.

18. Contact Information

Business	Vinspection
Email	Vinspection.info@gmail.com
Phone	07 774 010 774
Website	Vinspection.co.uk

Appendix A – Model Cancellation Form

You may use this form if you wish to cancel your contract during the applicable cancellation period. You do not have to use this exact wording; any clear statement that you wish to cancel is generally sufficient.

To: Vinspection

Email: Vinspection.info@gmail.com

I/We hereby give notice that I/We cancel my/our contract for the Vinspection Personal Membership.

Membership/customer name: _____

Address: _____

Date membership was purchased: _____

Signature (only if this form is sent on paper): _____

Date (Start of service) : _____

Appendix B – Important Operational Note for Vinspection

To rely on charging for a service that the customer expressly asks Vinspection to provide during the 14-day cancellation period, Vinspection should obtain and retain a clear record of the customer's express request to start the service before the cancellation period ends, together with the required cancellation information. The £49 figure should only be used where it represents a lawful and proportionate charge for the service actually supplied. If in doubt, Vinspection should not automatically deduct £49 and should obtain legal advice.

ONLY FILL THIS AREA If any service is carried out by Vinspection during the 14 day - cancellation period or (14 days after payment is made.)

Print Name:

Signature:

Date:/...../.....

This document is a practical consumer-facing draft based on current UK consumer-law guidance and legislation checked in September 2026. It is not a guarantee of legal compliance.