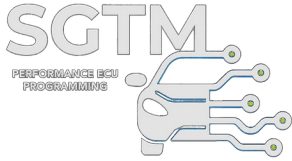


SERVICE AGREEMENT

Workshop • Mobile • Postal • Online ECU Files



ECU • PROGRAMMING • DIAGNOSTICS

Agreement reference: _____

Date: ____ / ____ / ____

1. Customer and vehicle details

Customer / business name	Telephone		
Email	Postcode		
Billing address	Customer type ☐ Consumer ☐ Business / trade		
Vehicle registration	VIN / chassis		
Make / model	Year / mileage		
Engine / gearbox code	ECU / module reference		

2. Service requested

☐ Vehicle diagnostics / electrical testing	☐ ECU remapping - Stage 1 / 2 / 3
☐ ECU cloning / coding / programming	☐ Bricked ECU / failed-flash recovery
☐ TCU / TCM / EGS / DSG programming or cloning	☐ Automatic transmission calibration / remap
☐ Vehicle coding / retrofit programming	☐ Key / immobiliser / PIN / ISN / CAS service
☐ BCM / BSI cloning, repair or software flash	☐ Airbag / SRS crash-data reset, repair or coding
☐ DPF / EGR / AdBlue-SCR / NOx diagnostics	☐ ECU DTC or software calibration work
☐ Mileage calibration after verified repair	☐ Radio decoding / infotainment programming
☐ Car servicing / oil and filter	☐ Brake / suspension / exhaust service
☐ Postal module service	☐ Online tuning / original ECU file service
☐ Mobile service	☐ Other: _____
Reported fault / request	Diagnostic codes
Authorised estimate limit £	Deposit / payment £

Additional instructions / existing modifications / parts supplied by customer:

PARTS, ECU CLONING & WARRANTY SELECTION

Complete this section where a replacement ECU/module/part is involved.

3. Replacement part source and customer choice

☐ CUSTOMER-SUPPLIED PART / DONOR MODULE		No SGTM commercial parts warranty on customer-supplied hardware. SGTM remains responsible for the standard of its own contracted work.	
☐ SGTM-SUPPLIED USED / RECONDITIONED PART		3-month SGTM commercial parts warranty from supply/installation, subject to exclusions and claim procedure; statutory consumer rights are unaffected.	
☐ SGTM-SUPPLIED NEW PART		12-month SGTM commercial parts warranty from supply/installation, subject to exclusions and claim procedure; statutory consumer rights are unaffected.	
Part / ECU supplied by ☐ Customer ☐ SGTM	Part condition ☐ New ☐ Used/reconditioned		
Part number / donor ID	Warranty shown on invoice ☐ 3 months ☐ 12 months ☐ N/A		

4. ECU cloning / module programming declaration

ECU cloning is a data-transfer/programming service. It can transfer supported flash, EEPROM, calibration, coding, VIN and immobiliser/security data between compatible controllers. A successful read/write/bench verification does not certify the physical condition or remaining life of either ECU/module.

IMPORTANT - HARDWARE AND VEHICLE FAULTS

Unless SGTM separately supplies a warranted replacement part or expressly agrees a hardware repair, no SGTM commercial hardware warranty is provided on customer-supplied original or donor ECU/module hardware. ECU cloning does not warrant or repair unrelated mechanical or electrical vehicle faults, including battery/charging, power/ground, wiring/CAN network, relays/fuses, sensors, actuators, injectors, ignition, fuel supply, engine mechanical condition or gearbox faults.

- ☐ I understand that cloning/programming cannot make physically defective or incompatible hardware serviceable.
- ☐ I understand that a correctly cloned ECU/module does not guarantee the vehicle will start or that an underlying vehicle fault is repaired.
- ☐ I have disclosed previous programming, water/impact/fire damage, jump-start/reverse-polarity incidents and known vehicle faults.
- ☐ I understand further diagnosis, coding, adaptation, repair or replacement may be chargeable if a separate hardware/vehicle fault remains.
- ☐ If SGTM supplies the replacement ECU/module, the selected 3-month used/reconditioned or 12-month new commercial parts warranty applies subject to the written conditions.

5. Commercial warranty exclusions - summary

Subject to statutory rights, the SGTM commercial warranty does not cover a fault to the extent it is caused by normal wear/service items, accident or impact, water/corrosion, fire/heat, contamination, incorrect third-party installation, over-voltage/under-voltage, reverse polarity, unsafe jump-starting, battery/alternator/charging faults, wiring/ground/network faults, mechanical failure, abuse outside the agreed specification, or later software/hardware alteration by the customer or another party. A third-party alteration does not automatically remove statutory rights, but it may prevent a commercial warranty claim where the alteration caused the fault or makes the original cause impossible to verify.

Customer initials confirming sections 3-5: _____

AUTHORITY, CONSENT & SIGNATURES

6. Authority to inspect and work

I confirm that I am the vehicle/module owner, or I have the owner's authority to instruct SG-Tronic Motorsport (SGTM). I authorise SGTM to inspect, diagnose, road-test where reasonably required, connect diagnostic/programming equipment, read and store identification or software data, remove/refit agreed components, and perform the selected work up to the authorised estimate limit.

SGTM must obtain approval before materially exceeding the authorised estimate, except for urgent steps reasonably required to prevent immediate damage or make a vehicle safe. I will disclose known faults, previous tuning/programming, water/fire/impact damage, jump-start or low-voltage incidents, non-standard hardware, accident history and customer-supplied parts.

I understand fault codes identify symptoms or monitored conditions and may not prove which component has failed. I authorise reasonable battery support, programming cycles and diagnostic operation required for the agreed work.

7. Important service declarations

Programming risk	ECU/TCU/module programming can expose pre-existing data corruption, communication, voltage, hardware or network faults. SGTM will use reasonable care and skill, but a controller already failing or previously altered may require recovery, replacement or additional work.
Customer-supplied parts	The customer is responsible for compatibility, provenance and condition of customer-supplied donor modules/parts. Similar part numbers do not guarantee compatibility.
Airbag / SRS	Crash-data reset or coding does not repair deployed airbags, pretensioners, wiring, sensors or structural damage. The complete restraint system must be physically repaired and verified before road use.
Mileage	Calibration is requested only to restore a documented accurate reading after legitimate repair/replacement or data corruption. The customer remains responsible for evidence and disclosure obligations.
Security services	Immobiliser, key, PIN, ISN, CAS, BCM and related security work requires satisfactory proof of ownership/authority. SGTM may refuse work where authority cannot be verified.
Emissions / road use	SGTM may refuse requests that would facilitate unlawful road use. Any competition, development, export or off-road service must be used only for its declared lawful purpose.
Digital files	The customer is responsible for correct ECU identification, complete original reads, compatible licensed tools, stable power, backups and correct writing procedure unless expressly included in the service.

8. Customer authorisations

- ☐ I authorise the selected services and confirm the information supplied is accurate.
- ☐ I have received or had the opportunity to read the SGTM Terms & Conditions (Version 2.0, reviewed 18 September 2026).
- ☐ I understand an appointment time or completion date is an estimate unless expressly guaranteed in writing.
- ☐ I authorise diagnostic/programming data backups reasonably required for this job.
- ☐ If this is a distance/off-premises consumer contract, I expressly request SGTM to begin the service during any applicable 14-day cancellation period and understand I may have to pay for work performed if I cancel.
- ☐ For digital content supplied immediately, I expressly consent to supply beginning during the cancellation period and acknowledge that my change-of-mind cancellation right may be lost once supply begins, without affecting statutory rights if the content is faulty or not as described.
- ☐ I understand the ECU cloning and commercial parts warranty conditions recorded on page 2 of this agreement.

Customer name		SGTM representative	
Customer signature		Signature	
Date / time		Date / time	

Consumer rights notice: Nothing in this agreement limits rights or remedies that cannot lawfully be excluded. Consumer services must be performed with reasonable care and skill. SGTM commercial warranty periods are additional to, and do not replace or shorten, statutory consumer rights.

SGTM TERMS AND CONDITIONS

Version 2.0 - reviewed 18 September 2026

These terms apply to SG-Tronic Motorsport / SGTM services supplied through ecu-remap.one, including workshop, mobile, postal, digital-file, diagnostics, mechanical and programming services. A quotation, job card, invoice, online description and service-specific written conditions form part of the contract. These terms define the scope of SGTM services and the separate commercial warranty offered on qualifying SGTM-supplied parts. The commercial warranty is additional to, and does not replace or reduce, any statutory rights that apply to a consumer. Nothing in these terms excludes rights or liabilities that cannot lawfully be excluded.

ECU CLONING Programming/data-transfer service - not a hardware or whole-vehicle warranty.	USED / RECONDITIONED 3-month SGTM commercial parts warranty where supplied by SGTM.	NEW PARTS 12-month SGTM commercial parts warranty where supplied by SGTM.
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1. Definitions, contract and acceptance

“SGTM” or “the Company” means SG-Tronic Motorsport trading through ecu-remap.one. “Customer” means the person or legal entity requesting services. Authorising work, placing an order, sending a module or accepting a quotation confirms acceptance of these terms and any service-specific written conditions.

2. Quotations, prices and payment

Prices are those displayed or agreed at the time of booking and are inclusive of VAT unless expressly stated otherwise. Estimates are normally valid for 30 days. Additional parts, diagnostics or work require a revised quotation and customer approval. Payment timing depends on the service; mobile, online and postal work may require advance payment.

3. Diagnostics and checking fees

A diagnostic, checking, administration, handling or return-postage fee may apply where no fault is found, a quotation is declined, a module is beyond repair, supplied information is incorrect or the requested repair cannot be completed. Programming is not a substitute for mechanical or electrical diagnosis.

4. Customer information and responsibilities

The customer must provide accurate vehicle, ECU/module, file, ownership and contact details; disclose previous repairs or modifications; retain original data backups; and use services lawfully. SGTM may refuse work where information, ownership, intended use, safety or legality cannot be verified.

5. Postal items, delivery and storage

Customers must obtain approval before sending items, package modules securely and use insured tracked delivery. SGTM is not responsible for inbound loss. Customs, duties and underpaid postage are the customer's responsibility. Return liability is limited to the courier's compensation. Storage charges may apply to uncollected items after notice.

6. Digital ECU and tuning files

Customers and installers are responsible for compatible tools, stable power, correct reading/writing procedures, unzipping supplied archives, backing up the original file and verifying vehicle condition. Digital-file purchase does not include hardware, tool or general technical support unless agreed. Once processing or delivery begins, cancellation and refund rights may be limited where legally permitted and expressly acknowledged.

7. Service standard, repair scope and limited warranty

SGTM will perform contracted services with reasonable care and skill. Turnaround times are estimates unless a specific completion time is agreed in writing. Pre-existing faults, hidden damage, unsuitable donor parts, corrupt data, failed sensors, wiring or power-supply faults, mechanical defects and previous repairs or modifications can affect the result and may require further diagnosis or a revised quotation.

Any SGTM commercial warranty applies only to the specific work or SGTM-supplied part identified on the quotation or invoice. It does not convert a diagnostic, programming, coding, cloning or software service into a warranty for unrelated vehicle systems. The commercial warranty is additional to statutory rights and does not exclude remedies that cannot lawfully be excluded.

8. Airbag, mileage and security services

Airbag work requires all deployed restraint components and physical faults to be correctly repaired before road use. Mileage calibration is provided only to restore an evidenced accurate value after legitimate repair or replacement, with disclosure obligations remaining with the customer. Key, PIN and immobiliser work requires proof of ownership or authority.

9. Emissions, DTC and off-road services

DPF, EGR, AdBlue/SCR, emissions-related DTC and similar modifications are supplied only for lawful off-road, motorsport, development, export or otherwise permitted applications. The customer is responsible for compliance with road-use, MOT, tax, insurance, emissions and environmental rules in the relevant jurisdiction.

10. Cancellations, returns and refunds

Cancellation rights depend on the service, customer status and whether work or digital delivery has begun. Custom programming, cloning, recovery and downloaded or supplied digital content may be non-returnable once performed or supplied, to the extent permitted by law. Contact SGTM promptly in writing with any concern.

11. Liability, foreseeable loss and third parties

SGTM is responsible for loss or damage caused by its breach of contract or failure to use reasonable care and skill where liability cannot lawfully be excluded. SGTM is not responsible for loss that was not caused by its breach, was not reasonably foreseeable when the contract was made, or results from customer-supplied defective or incompatible parts, undisclosed pre-existing faults, unlawful use or later third-party alteration.

For customers acting wholly or mainly in the course of a business, SGTM does not accept liability for indirect or consequential business loss, loss of profit, loss of revenue or business interruption except to the extent such exclusion would be unlawful or unreasonable. Nothing in these terms excludes liability for death or personal injury caused by negligence, fraud or fraudulent misrepresentation, or any other liability that cannot lawfully be excluded. Third-party trademarks identify compatible products only and do not imply endorsement.

12. Privacy, cookies and records

Customer contact, payment, vehicle and service information may be used to process orders, provide updates, retain repair records, meet legal obligations and arrange courier delivery. Data is handled under applicable UK data-protection law. Customers may contact SGTM about their personal information.

13. Governing law and disputes

Contracts are governed by the laws of England and Wales and disputes are subject to the courts of England and Wales, except where mandatory consumer rules provide otherwise. Customers should contact SGTM first so concerns can be investigated and resolved.

14. Appointments, mobile attendance and access

The customer must provide a correct address, contact number, safe working space, lawful vehicle access and any parking permission required. Mobile arrival times are estimates because traffic and earlier diagnostic work can vary. A call-out, travel or lost-appointment charge may apply where the customer or vehicle is unavailable, the address is incorrect, access is unsafe, required information is withheld or cancellation occurs after travel has begun. Mobile attendance does not guarantee that every fault can be diagnosed or repaired at the vehicle.

15. Workshop vehicles, storage and road testing

The customer authorises reasonable diagnostic operation, battery support, programming cycles and road testing where necessary and lawful. Personal belongings should be removed before the vehicle is left. SGTM is not responsible for undisclosed valuables or pre-existing cosmetic damage. Vehicles must be collected when notified; reasonable storage charges may apply after the stated collection period and notice. Keys remain at the workshop only for the authorised service period.

16. Diagnostics, fault codes and investigative work

Fault codes are evidence, not proof that a named component has failed. Diagnostic charges cover professional time, testing and findings and remain payable even where the fault is intermittent, no repair is authorised, additional dismantling is required or the vehicle has more than one defect. A successful test or code clear at one point in time does not guarantee that an intermittent or unrelated fault will not return.

17. ECU cloning, TCU/BCM/BSI programming and hardware scope

ECU cloning is a data-transfer/programming service. It may copy supported flash, EEPROM, calibration, coding, VIN and immobiliser/security data from an original controller to a technically compatible donor or replacement controller. A successful read, write or bench verification confirms the programming operation performed; it does not by itself certify the physical condition, remaining life or reliability of either ECU/module.

Unless SGTM separately supplies a warranted replacement part or expressly agrees a hardware repair, no SGTM commercial hardware warranty is provided on a customer-supplied original ECU or donor ECU/module. ECU cloning does not provide a warranty for mechanical or electrical vehicle faults, including battery/charging faults, power or ground problems, wiring or CAN-network faults, relays/fuses, sensors, actuators, injectors, ignition, fuel supply, engine mechanical condition, gearbox condition or other vehicle-side defects.

The customer must disclose previous programming, water/impact/fire damage, jump-start or polarity incidents, replacement modules and known vehicle faults. An unsuitable, internally damaged, previously modified or incompatible module may fail during or after programming despite correct procedures. If the clone data is correctly transferred but the vehicle remains faulty because of hardware or vehicle-side defects, further diagnosis, repair, coding or replacement is a separate chargeable service.

If SGTM supplies the replacement ECU/module, the applicable SGTM-supplied parts warranty in clause 27 applies. If the cloning/programming service itself is not performed with reasonable care and skill, the customer retains the remedies available under applicable law.

18. Remapping, performance and gearbox calibration

Quoted gains are estimates unless a written dyno-tested result is included. Actual output depends on engine condition, fuel, ambient conditions, transmission limits, supporting hardware and factory variation. The customer is responsible for maintenance, suitable fuel, lawful use and informing the insurer or warranty provider where required. Increased torque can reveal wear in clutches, dual-mass flywheels, turbochargers, transmissions and driveline components; pre-existing or wear-related failure is not caused solely by the existence of a calibration file.

19. Online file uploads, ownership and file security

The customer confirms authority to submit each vehicle file and must not upload passwords, payment-card details, malicious content or unrelated personal documents. Files must be correctly identified and read using a suitable tool and method. SGTM may reject corrupt, incomplete, virtual, previously modified or incorrectly identified reads. Website upload acceptance confirms receipt only; it does not confirm compatibility, price, turnaround or successful modification.

20. Digital-file delivery, revisions and writing support

A supplied file is prepared for the stated vehicle, ECU identification, original read and requested specification and must not be transferred to another vehicle or controller. The customer must verify checksums, tool compatibility and writing procedure. Any included revision support is limited to the agreed file scope and accurate diagnostic or logging evidence supplied within a reasonable period. Hardware operation, tool training, recovery from an incorrect write and unrelated mechanical or electrical diagnosis are separate services unless expressly included.

21. Consumer cancellation and immediate performance

Where a statutory cancellation right applies, the customer may ask SGTM to begin a service during the cancellation period. If the customer cancels after requesting early performance, a lawful proportionate charge may be due for work completed. For digital content, supply within the cancellation period will begin only after the legally required express consent and acknowledgement regarding the effect on the cancellation right. These terms do not reduce statutory remedies for services or digital content that do not conform to the contract.

22. Airbag and SRS module services

Crash-data reset, coding or repair of an SRS controller does not replace physical inspection and correct replacement of deployed, damaged or faulty airbags, pretensioners, impact sensors, wiring and related restraint components. The installer remains responsible for correct fitment, manufacturer procedures, final diagnostics and confirming that the complete restraint system operates without faults before the vehicle is used.

23. Mileage and instrument-cluster calibration

Mileage work is accepted only for a legitimate correction following documented repair, replacement or data corruption. The customer must provide the accurate evidenced distance and remains responsible for recording and disclosing any change to purchasers, finance companies, insurers, service records and other parties where required. SGTM may refuse work where the requested value or authority cannot be verified.

24. Keys, immobilisers, PIN, ISN and security data

Proof of identity, vehicle ownership or written authority may be required before security-related work. Additional keys, donor modules and replacement ECUs must be legitimately obtained and technically compatible. SGTM may refuse, pause or report a request where ownership, purpose or vehicle identity is unclear. No security code, PIN, ISN or immobiliser data is supplied for unauthorised access.

25. DPF, EGR, SCR, AdBlue, NOx and DTC services

Road vehicles must retain required emissions-control equipment and remain compliant with applicable construction, use, emissions and MOT rules. Emissions-related software modification or suppression is not offered for unlawful road use. DTC work is limited to specifically agreed codes after the underlying mechanical, electrical or sensor issue has been properly assessed; removing a diagnostic report does not repair a physical defect. SGTM may require evidence that a request is for a lawful off-road, motorsport, development, export or otherwise permitted application.

26. Car servicing, brakes, suspension, oil and exhaust work

Mechanical quotations cover the listed labour, parts and consumables only. Additional corrosion, seized fasteners, damaged threads, previous poor repairs or related safety defects may require revised approval. Customer-supplied parts are fitted only by agreement and carry

no SGTM commercial parts warranty; SGTM remains responsible for the standard of its own fitting service where applicable. SGTM-supplied parts are covered according to clause 27. Service intervals, fluid specifications, wheel-bolt rechecks and manufacturer instructions remain applicable after work. Any safety-critical concern identified may be recorded and the customer advised not to drive until repaired.

27. SGTM-supplied parts, donor modules and commercial warranty periods

The quotation or invoice will identify whether a replacement part supplied by SGTM is new, used/reconditioned or customer-supplied. Where the customer chooses an SGTM-supplied used or reconditioned part, SGTM provides a 3-month commercial parts warranty. Where the customer chooses an SGTM-supplied new part, SGTM provides a 12-month commercial parts warranty. The period starts on the date the part is supplied, collected or installed by SGTM, as applicable. If a longer manufacturer-backed warranty is expressly stated on the quotation or invoice, that written period will apply.

The commercial parts warranty covers a qualifying defect in the SGTM-supplied part under normal intended use, subject to the exclusions and claim process in these terms. It does not guarantee that replacing a part will cure an unrelated vehicle fault and does not cover customer-supplied items. Used/reconditioned parts may have reasonable age-related cosmetic wear or previously disclosed limitations consistent with their description.

The customer is responsible for the provenance, condition and compatibility of any part, module, key, file, tool or accessory supplied by the customer. Part-number similarity alone does not guarantee compatibility. Labour, diagnosis, coding and return postage may remain chargeable where a customer-supplied item proves incorrect, incompatible or defective and SGTM has performed the authorised work correctly. Removed parts are disposed of unless return is requested before completion and lawful handling permits return.

28. Bricked ECU recovery, damaged data and reasonable-efforts work

Recovery work is undertaken on a reasonable-efforts basis because previous failed flashing, corrupt memory, locked processors, missing original data, damaged circuit boards, water/corrosion, heat/fire, over-voltage or physical processor/memory failure may prevent restoration. A recovery attempt does not guarantee that a controller or vehicle will become operational and is not a warranty of the controller's remaining hardware life.

Where possible, SGTM will explain whether original-software restoration, donor cloning, replacement programming or further vehicle-side diagnosis is required. If an SGTM-supplied replacement part is used, the parts warranty in clause 27 applies to that supplied part.

29. Radio, infotainment, retrofit and coding services

Code recovery and component-protection, retrofit or infotainment programming require compatible legitimate hardware and authority to work on the vehicle or unit. Third-party retrofits may not provide every factory function and can be affected by later dealer software updates. Navigation maps, subscriptions, online accounts, licences and manufacturer services are not included unless expressly stated.

30. Data retention, uploaded files and records

Vehicle identifiers, correspondence, diagnostic records and software backups may be retained only for service delivery, warranty support, accounting, legal obligations and legitimate dispute handling, then reviewed and deleted or anonymised when no longer necessary. Website-uploaded ECU files are transmitted to the service inbox and are not intended to remain stored in the public website directory. Customers should keep their own original backups and may contact SGTM with a lawful data-rights request.

31. Commercial warranty exclusions and causes outside SGTM control

Subject always to statutory rights, the SGTM commercial warranty does not cover a fault to the extent it is caused by normal wear or a service item, accident or impact, water/corrosion, fire/heat, contamination, incorrect installation by another party, over-voltage or under-voltage, reverse polarity, unsafe jump-starting, battery/alternator/charging faults, wiring or grounding faults, vehicle network faults, mechanical failure, motorsport/competition abuse outside the agreed specification, or a later software/hardware change by the customer, another repairer, dealer or manufacturer.

Opening, tampering with or reprogramming a warranted unit by a third party does not automatically remove rights that cannot lawfully be excluded, but it may prevent a commercial warranty claim where the alteration caused the fault or makes the original cause impossible to verify.

32. Warranty claim procedure and inspection

A customer who believes a covered SGTM service or supplied part is faulty should contact SGTM promptly, provide the invoice or job reference, vehicle registration/VIN, symptoms and relevant diagnostic fault codes, and avoid further programming or dismantling where reasonably possible until SGTM has had an opportunity to assess the issue.

SGTM may require the vehicle, module or part to be returned or made available for inspection and may request the original and donor modules for a cloning-related claim. If inspection confirms a fault covered by the SGTM commercial warranty, SGTM will provide the applicable commercial warranty remedy. If no covered fault is found, or the fault is caused by an excluded or unrelated condition, reasonable diagnostic, labour, courier or return-postage charges may apply after the customer is informed. Statutory remedies remain available where applicable.

33. Warranty remedy, replacement parts and repeat work

Under the SGTM commercial warranty, the normal first remedy is inspection followed, where appropriate, by repair, reprogramming or replacement of the affected SGTM-supplied part or correction of the affected SGTM work. The appropriate remedy depends on the fault, availability of parts and the original service. A commercial warranty repair or replacement does not create a new warranty period unless SGTM confirms this in writing; it continues for the balance of the original commercial warranty period. This does not limit any statutory remedy that applies to a consumer.

34. Vehicle recovery, downtime and consequential costs

Unless expressly included in the quotation or required by law, the SGTM commercial warranty does not include vehicle recovery, towing, storage at another business, replacement vehicle hire, loss of use, missed work, business interruption or third-party diagnostic/repair charges.

arranged without SGTM's prior agreement. Customers should contact SGTM first and allow a reasonable opportunity to inspect and remedy an alleged covered fault. Nothing in this clause excludes losses for which SGTM is legally liable and which cannot lawfully be excluded.

35. Consumer statutory rights and business customers

For customers acting as consumers, goods, digital content and services may carry statutory rights under UK law, including requirements relating to satisfactory quality, fitness for purpose, description and reasonable care and skill. The 3-month and 12-month periods above are SGTM commercial warranty periods only; they do not replace, reduce or shorten statutory consumer rights.

Customers purchasing wholly or mainly for business purposes are treated as business customers. Business-to-business limitations and exclusions in these terms apply only to the extent permitted by law and subject to any applicable requirement of reasonableness.

MODEL CANCELLATION FORM

For eligible consumer distance or off-premises contracts. You do not have to use this form; any clear statement is acceptable.

Send to: SG-Tronic Motorsport, Unit 3 Glass Court, 70 Hayes Lane, Stourbridge, DY9 8QT
Email: sgtronicmotorsport@gmail.com

I/We hereby give notice that I/We cancel the contract for the following service or digital content:

Agreement / order reference	Contract date		
Customer name	Telephone		
Address	Email		
Customer signature (paper form only)	Date		

If you asked SGTM to begin a service during the cancellation period, you may be required to pay a proportionate amount for services supplied before cancellation. If eligible digital content supply began after your express consent and acknowledgement, the change-of-mind cancellation right may have been lost. Statutory remedies for faulty or misdescribed services, goods or digital content are unaffected.

LEGAL INFORMATION USED FOR THIS TEMPLATE

This document is a practical business template intended to align the customer service agreement with SGTM website Terms & Conditions. It is not a substitute for advice from a solicitor or Trading Standards about SGTM's exact services and sales process. Particular legal review is advisable for emissions-related services, consumer cancellation, business-customer liability, storage/disposal and international transactions.

- Consumer Rights Act 2015 - goods, digital content, services, unfair terms and statutory remedies.
- Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 - distance/off-premises cancellation and information requirements.
- GOV.UK guidance on implied/statutory rights, warranties/guarantees and writing fair consumer contracts.
- SG-Tronic Motorsport website Terms & Conditions - Version 2.0, reviewed 18 September 2026.