



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
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GASTEC AUTO (PTY) LTD

WEBSITE TERMS & CONDITIONS

Document Number: GA-LEG-004

Version: 1.0

Effective Date: 03 February 2026

Review Frequency: Annual

Document Owner: Managing Director

Approved By: Managing Director

Classification: Public

DOCUMENT CONTROL

Item	Details
Document Title	Website Terms & Conditions
Document Number	GA-LEG-004
Version	1.0
Effective Date	03 February 2026
Review Frequency	Annual
Classification	Public
Owner	Managing Director
Approved By	Managing Director

TABLE OF CONTENTS

1. Purpose
2. Definitions
3. Acceptance of Terms
4. Company Information
5. Website Use
6. Accuracy of Information



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

7. Services Offered
8. Website Enquiries
9. Online Bookings
10. Quotations & Estimates
11. Vehicle Diagnostics
12. Repair Authorisation
13. Additional Repairs
14. Labour Charges
15. Parts Supply & Availability

1. PURPOSE

These Website Terms & Conditions ("Terms") govern access to and use of the Gastec Auto (Pty) Ltd website ("Website") and any information, documents, quotations, enquiries, booking requests, products, or services made available through the Website.

These Terms establish the legal relationship between Gastec Auto (Pty) Ltd ("Gastec Auto", "the Company", "we", "our", or "us") and every visitor, customer, supplier, contractor, fleet client, insurer, or other user of this Website.

By accessing or using this Website, requesting information, submitting an enquiry, requesting a quotation, booking a service, or downloading documents, you acknowledge that you have read, understood, and agree to be bound by these Terms.

These Terms should be read together with our:

- Privacy Policy
- POPIA Notice
- PAIA Manual
- Cookie Policy
- Website Disclaimer

2. DEFINITIONS

Unless the context indicates otherwise:

"Company" means Gastec Auto (Pty) Ltd.

"Customer" means any individual or business requesting services from Gastec Auto.



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

"Vehicle" means any motor vehicle, trailer, caravan, machinery, equipment or component delivered to Gastec Auto.

"Website" means www.gastecauto.co.za and all associated web pages.

"Services" means all mechanical, diagnostic, repair and maintenance services provided by Gastec Auto.

"Quotation" means a written estimate of anticipated repair costs.

"Repair Authorisation" means approval provided by the customer for work to commence.

"Business Day" means any day other than a Saturday, Sunday or South African public holiday unless otherwise stated.

"Personal Information" has the meaning assigned in the Protection of Personal Information Act, 2013.

3. ACCEPTANCE OF TERMS

By using this Website, you agree to comply with these Website Terms & Conditions.

If you do not agree with any provision contained herein, you should discontinue use of this Website immediately.

Your continued use of the Website constitutes acceptance of:

- These Terms;
- Our Privacy Policy;
- POPIA Notice;
- Cookie Policy;
- PAIA Manual; and
- Any other policies published by Gastec Auto from time to time.

4. COMPANY INFORMATION

Company Name

Gastec Auto (Pty) Ltd

Registration Number

2020/189252/07

Physical & Postal Address

14 Pieter Uys Avenue



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Alberton

1450

South Africa

Telephone

082 849 2759

060 550 6063

Email

admin@gastecauto.co.za

Website

www.gastecauto.co.za

5. USE OF THIS WEBSITE

The Website is provided to supply information regarding Gastec Auto's products and services.

Users may:

- Browse the Website;
- Request quotations;
- Submit enquiries;
- Book appointments;
- Download company documents;
- Contact Gastec Auto.

Users may not:

- Use the Website for unlawful purposes.
- Attempt to gain unauthorised access to our systems.
- Upload malicious software.
- Interfere with Website security.
- Copy, distribute or reproduce Website content without written permission.
- Misrepresent their identity.
- Use automated software or bots to scrape Website content.
- Attempt to disrupt Website functionality.



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Any unlawful activity may result in access being restricted and legal action where appropriate.

6. ACCURACY OF INFORMATION

While Gastec Auto makes every reasonable effort to ensure that information published on this Website is accurate, complete and current, we do not guarantee that all information will always remain free from errors or omissions.

Information published on this Website:

- is provided for general information purposes only;
- does not constitute professional mechanical advice;
- does not replace a physical inspection or diagnostic assessment;
- may change without prior notice.

Vehicle repairs vary according to vehicle condition, previous repairs, maintenance history and diagnostic findings.

7. SERVICES OFFERED

Gastec Auto specialises in professional automotive repair and maintenance services including, but not limited to:

- Mechanical Repairs
- Vehicle Diagnostics
- Engine Rebuilding
- Fleet Maintenance
- Brake Repairs
- Clutch Repairs
- Suspension Repairs
- Steering Repairs
- Cooling System Repairs
- Diesel Injector Testing
- Auto Electrical Diagnostics
- Air Conditioning Repairs
- Preventative Maintenance



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
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- Scheduled Vehicle Servicing
- Fault Finding
- Vehicle Inspections

Additional services may be introduced from time to time.

Nothing on this Website shall be interpreted as guaranteeing that every service is available for every vehicle.

8. WEBSITE ENQUIRIES

Users may contact Gastec Auto through:

- Website enquiry forms;
- Email;
- Telephone;
- WhatsApp;
- Social media platforms.

Submission of an enquiry does not constitute acceptance of work by Gastec Auto.

We endeavour to respond to enquiries as promptly as reasonably possible during normal business hours.

9. ONLINE BOOKINGS

Customers may submit booking requests through the Website.

Submission of a booking request does not guarantee an appointment.

Appointments are confirmed only after:

- workshop availability has been assessed;
- the booking has been accepted by Gastec Auto; and
- confirmation has been provided to the customer.

Gastec Auto reserves the right to reschedule appointments due to:

- technician availability;
- supplier delays;
- emergency repairs;
- equipment failure; or



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Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- circumstances beyond our reasonable control.

10. QUOTATIONS & ESTIMATES

All quotations issued by Gastec Auto are estimates based upon the information available at the time they are prepared.

Quotations may change where:

- additional faults are discovered;
- diagnostic testing identifies further repairs;
- parts prices change;
- supplier pricing changes;
- additional labour is required.

Unless otherwise stated:

- Quotations remain valid for 7 calendar days.
- Parts availability is not guaranteed.
- Prices are subject to supplier availability.
- Quotations do not constitute a binding agreement until accepted by both parties.

11. VEHICLE DIAGNOSTICS

Many vehicle faults cannot be accurately diagnosed without dismantling components or performing specialised diagnostic procedures.

Diagnostic charges apply regardless of whether repairs proceed.

Customers acknowledge that:

- diagnosis may reveal additional faults;
- hidden defects may become apparent during repairs;
- additional work may be required before repairs can be completed.

Diagnostic reports remain the intellectual property of Gastec Auto unless otherwise agreed in writing.

12. REPAIR AUTHORISATION

No repair work will commence until customer authorisation has been received.



Address: 14 Pieter Uys Avenue
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Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Authorisation may be provided by:

- signed quotations;
- signed job cards;
- email approval;
- WhatsApp approval;
- SMS approval where clearly identifiable;
- recorded telephone approval where permitted by law.

Customers warrant that they are authorised to approve repairs on the relevant vehicle.

13. ADDITIONAL REPAIRS

Should additional faults be discovered during repairs, Gastec Auto will make reasonable efforts to contact the customer before proceeding.

No additional work will be undertaken without customer approval unless:

- immediate action is necessary to prevent further damage;
- immediate action is required to ensure safety;
- the customer cannot reasonably be contacted despite repeated attempts.

Additional labour and parts will be charged separately.

14. LABOUR CHARGES

Labour charges are calculated in accordance with Gastec Auto's current labour rates.

Labour times may vary depending on:

- vehicle condition;
- previous repairs;
- corrosion;
- seized components;
- aftermarket modifications;
- manufacturer procedures;
- diagnostic complexity.

Published labour estimates are guidelines only and may change where unforeseen circumstances arise.

15. PARTS SUPPLY & AVAILABILITY

Gastec Auto sources replacement parts from reputable suppliers.

We cannot guarantee:

- manufacturer stock availability;
- delivery times;
- supplier pricing;
- discontinued parts;
- imported parts availability.

Repair completion dates are estimates only and may be affected by:

- supplier delays;
- manufacturer backorders;
- courier delays;
- customs clearance;
- circumstances beyond our reasonable control.

Customers requesting the use of non-genuine, second-hand, rebuilt, reconditioned, or customer-supplied parts do so subject to the applicable warranty terms communicated by Gastec Auto.

16. PAYMENT TERMS

Payment for all services, labour, parts, storage charges, towing, diagnostics, inspections, and any additional authorised work shall be due in accordance with the payment terms agreed between Gastec Auto (Pty) Ltd ("Gastec Auto") and the customer.

Unless otherwise agreed in writing:

- Payment is due immediately upon completion of repairs and presentation of the final invoice.
- Vehicles will not be released until all outstanding amounts have been paid in full and cleared funds have been received.
- Ownership of replacement parts supplied and fitted by Gastec Auto shall remain with Gastec Auto until payment has been received in full, where permitted by law.
- Interest may be charged on overdue accounts at the maximum rate permitted by applicable South African legislation, where agreed or legally permissible.



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Contact number: 082 849 2759
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- Payments may be made by EFT, approved debit/credit card, cash (subject to legal limits), or any other payment method accepted by Gastec Auto.

17. DEPOSITS

Gastec Auto reserves the right to require a deposit before:

- Ordering special-order parts;
- Ordering imported components;
- Commencing major repairs;
- Engine rebuilding;
- Gearbox rebuilding;
- Fleet projects;
- Insurance work not yet approved;
- Repairs exceeding a value determined by Gastec Auto.

Deposits are generally non-refundable once parts have been ordered specifically for the customer's vehicle, unless otherwise required by law.

18. CUSTOMER RESPONSIBILITIES

Customers agree to:

- Provide accurate vehicle information.
- Disclose known defects or previous repairs.
- Provide accurate contact information.
- Respond promptly to repair approvals.
- Pay invoices on time.
- Collect vehicles promptly.
- Remove all personal belongings before leaving the vehicle.
- Inform Gastec Auto of any delays in collection.

Customers remain responsible for ensuring that they have authority to authorise repairs on the vehicle.

19. VEHICLE COLLECTION



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Customers will be notified once repairs have been completed.

Notification may be provided by:

- Telephone
- Email
- WhatsApp
- SMS
- Any other agreed communication method

The customer must collect the vehicle as soon as reasonably possible following notification and settlement of all outstanding amounts.

20. STORAGE CHARGES

To ensure efficient workshop operations and availability of workspace for all customers, vehicles must be collected promptly after repairs have been completed.

A 7 (seven) calendar day grace period applies from the invoice date.

If the vehicle has not been collected by the end of the grace period, storage charges shall automatically become payable.

Storage Charges

- Grace Period: 7 calendar days from the invoice date
- Storage Fee: R550.00 (Five Hundred and Fifty Rand) per vehicle per calendar day
- Storage charges continue until the vehicle is collected or lawfully removed from Gastec Auto's premises.

Storage charges are payable in addition to:

- Outstanding repair costs
- Labour charges
- Diagnostic fees
- Parts supplied
- Towing costs
- Third-party storage costs
- Legal costs where recoverable

Failure to issue daily reminders shall not invalidate the customer's liability for storage charges.

21. LONG-TERM STORAGE

Where a vehicle remains uncollected for 90 (ninety) calendar days after the invoice date, despite reasonable efforts by Gastec Auto to contact the customer, the Company reserves the right to transfer the vehicle to an approved secure storage facility.

Where applicable, vehicles may be transferred to:

Lemon Motors

or another secure storage provider nominated by Gastec Auto.

The customer shall remain liable for:

- Outstanding repairs
- Labour
- Storage fees
- Towing charges
- Administration costs
- Third-party storage charges
- Collection costs
- Legal costs where recoverable

22. ABANDONED VEHICLES

A vehicle may be regarded as potentially abandoned where:

- The vehicle remains uncollected for an extended period.
- The customer cannot be contacted despite reasonable efforts.
- Outstanding invoices remain unpaid.
- No arrangements have been made for collection.

Before any further action is taken, Gastec Auto will make reasonable attempts to contact the customer using the contact details provided.

Nothing contained in these Terms shall be interpreted as transferring ownership of the vehicle to Gastec Auto or any third party.

Where a vehicle appears to have been abandoned, Gastec Auto reserves the right to exercise any rights available under South African law to recover outstanding amounts, including the enforcement of any lawful lien, debt recovery proceedings, or other legal remedies.



Address: 14 Pieter Uys Avenue
Alberton North
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Contact number: 082 849 2759
Email: admin@gastecauto.co.za

The detailed process followed by Gastec Auto is set out in Appendix A – Abandoned Vehicle & Long-Term Storage Procedure, which forms part of these Terms & Conditions.

23. VEHICLE CONDITION

Customers acknowledge that:

- Vehicles may already contain hidden defects before repairs commence.
- Additional faults may only become apparent during dismantling or testing.
- Repairs may reveal further components requiring replacement.

Gastec Auto cannot be held responsible for pre-existing defects or failures unrelated to the authorised repair.

24. CUSTOMER-SUPPLIED PARTS

Where customers request that Gastec Auto install parts supplied by the customer:

- Gastec Auto accepts no responsibility for the quality, suitability, compatibility, or durability of such parts.
- Labour relating to customer-supplied parts remains fully payable.
- No warranty is provided on customer-supplied parts.
- Any warranty will apply only to workmanship, where applicable.
- Additional labour required due to defective customer-supplied parts shall be charged at the applicable labour rate.

Gastec Auto reserves the right to refuse installation of parts that are unsafe, damaged, counterfeit, unsuitable, or not fit for purpose.

25. WARRANTIES

Unless otherwise agreed in writing, warranties provided by Gastec Auto apply only to repairs performed by Gastec Auto and are subject to the terms of the applicable manufacturer or supplier warranty.

Warranty claims may be declined where failures result from:

- Misuse;
- Neglect;
- Abuse;



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Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Overheating;
- Lack of maintenance;
- Accident damage;
- Racing or competition use;
- Vehicle modifications;
- Customer-supplied parts;
- Normal wear and tear;
- Repairs carried out by third parties after the vehicle leaves Gastec Auto.

Warranty assessments may require inspection before any decision is made.

26. FLEET CUSTOMERS

Fleet operators, insurers, leasing companies, and commercial customers may be subject to separate agreements or Service Level Agreements ("SLAs").

Where such agreements exist, those agreements shall prevail in the event of any conflict with these Website Terms & Conditions.

27. RIGHT OF RETENTION (LIEN)

Subject to applicable South African law, Gastec Auto reserves the right to retain possession of a vehicle until all amounts lawfully due for labour, parts, diagnostics, storage, towing, or other authorised charges have been paid in full.

Nothing in this clause limits any rights available to customers under applicable legislation.

28. LIMITATION OF LIABILITY

To the fullest extent permitted by law, Gastec Auto shall not be liable for any indirect, incidental, consequential, or special damages arising from:

- Use of this Website;
- Reliance on Website information;
- Delays in repairs;
- Supplier delays;
- Parts shortages;
- Manufacturer recalls;



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Courier delays;
- Circumstances beyond Gastec Auto's reasonable control.

Nothing in these Terms excludes or limits liability where such exclusion or limitation is prohibited by South African law, including the Consumer Protection Act.

29. ROAD TESTING

Where reasonably necessary to diagnose faults, verify repairs, or ensure vehicle safety, Gastec Auto may conduct road tests using appropriately authorised personnel.

Customers authorise such testing by accepting these Terms or signing a job card, provided the testing is carried out lawfully and with reasonable care.

30. PERSONAL PROPERTY

Customers are responsible for removing money, firearms, electronic devices, valuables, documents, tools, and other personal belongings from their vehicles before leaving them at Gastec Auto.

Gastec Auto is not responsible for loss of personal property unless caused by its gross negligence or wilful misconduct.

31. PRIVACY & PROTECTION OF PERSONAL INFORMATION (POPIA)

Gastec Auto (Pty) Ltd respects the privacy of every customer, supplier, employee, contractor, website visitor, and business partner.

We collect, process, store, use, and retain Personal Information in accordance with:

- Protection of Personal Information Act, 2013 (POPIA)
- Promotion of Access to Information Act, 2000 (PAIA)
- Electronic Communications and Transactions Act, 2002 (ECTA)
- Applicable South African legislation

Personal Information is processed only where necessary for legitimate business purposes, including:

- Vehicle servicing and repairs
- Diagnostics
- Quotations
- Job cards



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Invoicing
- Warranty administration
- Insurance claims
- Fleet management
- Customer communication
- Legal compliance
- Health and Safety compliance
- Quality management
- Fraud prevention

Our complete Privacy Policy and POPIA Notice are available on our Website.

32. PERSONAL INFORMATION COLLECTED

Depending on the services requested, Gastec Auto may collect:

- Full names
- Identity or company registration details (where applicable)
- Telephone numbers
- Email addresses
- Physical or postal addresses
- Vehicle registration numbers
- Vehicle Identification Numbers (VIN)
- Vehicle make and model
- Service history
- Diagnostic reports
- Insurance information
- Payment information
- Fleet information
- CCTV recordings where installed
- Website enquiry information

We collect only information that is reasonably necessary for our business operations.

33. USE OF PERSONAL INFORMATION

Personal Information may be used to:

- Communicate with customers
- Book appointments
- Prepare quotations
- Perform diagnostics
- Repair vehicles
- Process payments
- Order parts
- Manage warranties
- Process insurance claims
- Comply with legislation
- Improve customer service
- Conduct quality assurance
- Prevent fraud

Gastec Auto does not sell Personal Information to third parties.

34. DISCLOSURE OF INFORMATION

Personal Information may be disclosed where reasonably necessary to:

- Vehicle manufacturers
- Parts suppliers
- Fleet management companies
- Insurance companies
- Financial institutions
- Payment service providers
- Auditors
- Legal advisers
- Information technology providers



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Government authorities
- Law enforcement agencies
- Courts

Information will only be disclosed where legally permitted or required.

35. DATA SECURITY

Gastec Auto implements appropriate technical and organisational measures to protect Personal Information, including:

- Password-protected systems
- Firewalls
- Antivirus software
- Secure cloud backups
- Access control
- Locked filing cabinets
- Secure document disposal
- Staff confidentiality agreements
- Employee awareness training
- Controlled access to customer information

While reasonable precautions are taken, no electronic system can be guaranteed to be completely secure.

36. COOKIES

Our Website may use cookies and similar technologies to:

- Improve website functionality
- Remember user preferences
- Analyse website traffic
- Improve website performance
- Enhance user experience

Users may disable cookies through their browser settings.

Disabling cookies may affect certain Website functionality.



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

37. WEBSITE SECURITY

Users agree not to:

- Attempt to hack the Website.
- Introduce malware or viruses.
- Attempt unauthorised access.
- Disrupt Website operations.
- Use automated software to extract Website content.
- Circumvent Website security measures.

Any unlawful activity may be reported to the appropriate authorities.

38. ELECTRONIC COMMUNICATIONS

By contacting Gastec Auto electronically, customers consent to receiving communications electronically.

Electronic communications may include:

- Quotations
- Invoices
- Repair approvals
- Booking confirmations
- Payment confirmations
- Service reminders
- Warranty information
- Customer support

Emails, WhatsApp messages, SMS messages, and other electronic communications may be accepted as valid records of communication where permitted by law.

39. INTELLECTUAL PROPERTY

Unless otherwise stated, all content published on this Website remains the exclusive property of Gastec Auto (Pty) Ltd or its licensors.

This includes:



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Company name
- Logos
- Branding
- Images
- Videos
- Documents
- Policies
- Manuals
- Text
- Graphics
- Layouts
- Software
- Website design

No content may be copied, reproduced, modified, distributed, republished, or used for commercial purposes without prior written permission.

40. THIRD-PARTY LINKS

This Website may contain links to third-party websites for the convenience of users.

Such links do not constitute an endorsement by Gastec Auto.

Gastec Auto is not responsible for:

- Third-party content
- Third-party privacy practices
- Website availability
- Accuracy of external information
- Products or services offered by third parties

Users access external websites at their own risk.

41. WEBSITE AVAILABILITY

Gastec Auto aims to keep the Website available at all times.



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

However, uninterrupted availability cannot be guaranteed.

The Website may be temporarily unavailable due to:

- Planned maintenance
- Software updates
- Server failures
- Internet service interruptions
- Cybersecurity incidents
- Power failures
- Circumstances beyond our reasonable control

Gastec Auto shall not be liable for losses arising from temporary Website unavailability.

42. DISCLAIMER

The information published on this Website is provided for general information purposes only.

While reasonable care is taken to ensure accuracy, Gastec Auto does not warrant that:

- All information is current.
- The Website is error-free.
- Repair estimates are guaranteed.
- Technical information applies to every vehicle.

Website users should obtain professional advice before relying solely on Website content.

43. LIMITATION OF LIABILITY

To the maximum extent permitted by South African law, Gastec Auto shall not be liable for any direct, indirect, incidental, consequential, special, or punitive damages arising from:

- Use of the Website;
- Inability to access the Website;
- Reliance on Website information;
- Errors or omissions in Website content;
- Delays in responding to enquiries;
- Website interruptions;



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Viruses or malicious software introduced by third parties; or
- Links to third-party websites.

Nothing in these Terms limits any rights or remedies available to consumers under the Consumer Protection Act, 2008, or any other applicable legislation.

44. FORCE MAJEURE

Gastec Auto shall not be liable for any failure or delay in performing its obligations where such failure or delay results from circumstances beyond its reasonable control, including but not limited to:

- Natural disasters
- Floods
- Fires
- Epidemics or pandemics
- Labour disputes
- Civil unrest
- Government actions
- Power failures
- Internet or telecommunications outages
- Supplier failures
- Transport disruptions
- Cybersecurity incidents

During such events, Gastec Auto may suspend or delay services without incurring liability.

45. GOVERNING LAW

These Website Terms & Conditions shall be governed by and interpreted in accordance with the laws of the Republic of South Africa.

Any dispute arising from these Terms or the use of this Website shall be subject to the jurisdiction of the competent courts of South Africa.

Nothing in these Terms excludes or limits any statutory rights available under applicable South African legislation.



Address: 14 Pieter Uys Avenue
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Contact number: 082 849 2759
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46. COMPLAINTS

Customers who wish to lodge a complaint regarding the Website or services provided by Gastec Auto should first contact the Company directly.

Email: admin@gastecauto.co.za

Telephone: 082 849 2759 / 060 550 6063

Gastec Auto will endeavour to investigate and respond to complaints within a reasonable period.

Where a complaint cannot be resolved internally, customers may refer the matter to the appropriate regulatory authority or pursue any remedies available under South African law.

47. CHANGES TO THESE TERMS

Gastec Auto reserves the right to amend these Website Terms & Conditions at any time.

Updated versions will be published on the Website and will become effective upon publication unless otherwise stated.

Users are encouraged to review these Terms periodically.

Continued use of the Website following publication of updated Terms constitutes acceptance of the revised Terms.

48. SEVERABILITY

If any provision of these Website Terms & Conditions is found by a court of competent jurisdiction to be unlawful, invalid, or unenforceable, that provision shall be severed from the remaining provisions, which shall remain in full force and effect.

49. ENTIRE AGREEMENT

These Website Terms & Conditions, together with the following documents published by Gastec Auto, constitute the entire agreement relating to the use of this Website:

- Privacy Policy
- POPIA Notice
- PAIA Manual
- Cookie Policy
- Website Disclaimer
- Any additional policies published by Gastec Auto from time to time



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50. CONTACT DETAILS

Gastec Auto (Pty) Ltd

Registration Number: 2020/189252/07

14 Pieter Uys Avenue

Alberton

1450

South Africa

Telephone

082 849 2759

060 550 6063

Email

admin@gastecauto.co.za

Website

www.gastecauto.co.za

51. ACCEPTANCE OF TERMS

By accessing, browsing, or using this Website, requesting quotations, submitting enquiries, booking services, downloading documents, or otherwise interacting with Gastec Auto (Pty) Ltd through this Website, you acknowledge that you have read, understood, and agree to be bound by these Website Terms & Conditions.

Where repairs are authorised electronically, including by email, WhatsApp, SMS, or other electronic means, such authorisation shall, where legally permissible, be deemed to have the same force and effect as a handwritten signature.

52. ELECTRONIC RECORDS

In accordance with the Electronic Communications and Transactions Act, 2002 (ECTA), Gastec Auto may maintain electronic records of:

- Website enquiries
- Booking requests
- Quotations



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Job cards
- Repair authorisations
- Email correspondence
- WhatsApp communications
- SMS communications
- Payment confirmations
- Invoices
- Vehicle photographs
- Diagnostic reports
- CCTV footage (where applicable)

These records may be retained as evidence of transactions and communications.

53. RECORD RETENTION

Business records will be retained for the period required by applicable legislation, contractual obligations, insurance requirements, tax legislation, and the Company's Records Retention Policy.

Records may include:

- Quotations
- Job Cards
- Invoices
- Diagnostic Reports
- Photographs
- Customer Communications
- Payment Records
- Warranty Information
- Fleet Service Records
- Insurance Documentation
- Storage Records

Records will be disposed of securely once retention periods have expired.



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

54. TERMINATION OF WEBSITE ACCESS

Gastec Auto reserves the right to suspend or terminate access to this Website without notice where a user:

- Breaches these Terms & Conditions;
- Engages in unlawful conduct;
- Attempts to compromise Website security;
- Uses the Website fraudulently;
- Interferes with Website operations; or
- Infringes the intellectual property rights of Gastec Auto or others.

Termination of Website access does not affect any legal rights or obligations that have already arisen.

55. APPENDIX A – ABANDONED VEHICLE & LONG-TERM STORAGE PROCEDURE

55.1 Purpose

This procedure outlines the process followed by Gastec Auto when a vehicle remains uncollected after repairs have been completed and an invoice has been issued.

Its objectives are to:

- Protect customer property.
- Protect Gastec Auto's legal rights.
- Ensure fair and consistent treatment of customers.
- Recover outstanding costs lawfully.
- Minimise disruption to workshop operations.

55.2 Completion of Repairs

Repairs are regarded as complete when:

- All authorised work has been completed.
- The vehicle has undergone final inspection (where applicable).
- The final invoice has been issued.
- The customer has been notified that the vehicle is ready for collection.

Notification may be made by:



Address: 14 Pieter Uys Avenue
Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

- Telephone
- WhatsApp
- Email
- SMS
- Any other agreed communication method

Gastec Auto will retain records of all communication attempts.

55.3 Vehicle Collection

Customers are expected to collect their vehicles promptly once notified that repairs have been completed.

Vehicles remaining at the workshop beyond the applicable grace period become subject to storage charges.

55.4 Storage Charges

Storage charges apply as follows:

- Grace Period: 7 (seven) calendar days from the invoice date.
- Storage Fee: R550.00 (Five Hundred and Fifty Rand) per vehicle per calendar day.

Storage fees continue until:

- The vehicle is collected; or
- The vehicle is lawfully transferred to long-term storage.

Storage charges are additional to:

- Labour
 - Parts
 - Diagnostics
 - Towing
 - Administration
 - Third-party storage costs
 - Legal costs where recoverable
-

55.5 Customer Communication Timeline



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1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

Gastec Auto will make reasonable efforts to contact customers using the details provided.

Time Action

Day 1 Vehicle Ready Notification

Day 7 Storage Charges Commence

Day 14 First Reminder

Day 30 Second Reminder

Day 60 Final Notice Before Transfer

Day 90 Vehicle transferred to approved secure storage facility

All communication attempts will be documented.

55.6 Transfer to Secure Storage

Where a vehicle remains uncollected for 90 (ninety) calendar days after the invoice date, despite reasonable efforts to contact the customer, Gastec Auto may arrange for the vehicle to be transferred to an approved secure storage facility.

Where applicable, vehicles may be transferred to:

Lemon Motors

or another secure storage provider appointed by Gastec Auto.

The customer remains responsible for:

- Repair costs
- Labour charges
- Storage fees
- Towing costs
- Third-party storage costs
- Administration charges
- Legal costs where recoverable

55.7 Abandoned Vehicles

Where a vehicle appears to have been abandoned, Gastec Auto reserves the right to exercise any remedies available under South African law to recover outstanding amounts.



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1451
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Email: admin@gastecauto.co.za

This may include:

- Debt collection proceedings;
- Enforcement of any lawful lien recognised under South African law;
- Legal proceedings; or
- Any other lawful remedy.

Ownership of the vehicle does not transfer to Gastec Auto or any third party except in accordance with applicable law or an order of a competent court.

55.8 Personal Property

Customers are responsible for removing all personal belongings before leaving a vehicle at the workshop.

Gastec Auto accepts no responsibility for:

- Cash
- Firearms
- Electronics
- Laptops
- Mobile phones
- Tools
- Documents
- Personal effects

unless loss results from Gastec Auto's gross negligence or wilful misconduct.

55.9 Vehicle Photographs

For quality assurance, insurance claims, warranty claims, training, and record-keeping purposes, Gastec Auto may photograph:

- Vehicles
- Damaged components
- Repairs performed
- Odometer readings
- Vehicle identification numbers (VIN)



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Alberton North
1451
Contact number: 082 849 2759
Email: admin@gastecauto.co.za

These photographs form part of the repair record and are managed in accordance with Gastec Auto's Privacy Policy and POPIA Notice.

55.10 Dispute Resolution

Customers who dispute:

- Storage charges;
- Repair costs;
- Outstanding invoices; or
- Vehicle collection arrangements

should contact Gastec Auto as soon as possible.

The Company will endeavour to resolve disputes amicably before either party pursues legal remedies.

56. RELATED DOCUMENTS

This Website Terms & Conditions should be read together with:

- Code of Conduct & Ethical Standards (GA-POL-001)
- Quality Management Policy (GA-POL-002)
- PAIA Manual (GA-LEG-001)
- Privacy Policy (GA-LEG-002)
- POPIA Notice (GA-LEG-003)
- Cookie Policy (GA-LEG-005)
- Website Disclaimer (GA-LEG-006)

57. DOCUMENT APPROVAL

Document	Website Terms & Conditions
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Document Number	GA-LEG-004
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Version	1.0
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Effective Date	03 February 2026
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Review Frequency	Annual
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Document Website Terms & Conditions
Classification Public
Document Owner Managing Director
Approved By Managing Director