

Michael Gaw

Business Owner
Elite auto tuning NI
21B & 21C bow street
Donaghadee
BT21 0HD
Tel: 02891314318



Pre-Service Terms and conditions

I hereby confirm that my vehicle has been diligently maintained in compliance with the manufacturer's stipulations, including timely cambelt changes /timing chain upkeep, ensuring it is in optimal roadworthy condition.

I willingly authorize the tuning of my vehicle at my personal risk, thereby releasing Elite Auto Tuning NI from any liability in the event of any potential failures. This consent encompasses remapping procedures, rolling road assessments (dyno), and mobile service visits.

Elite Auto Tuning NI provides a 30-day warranty solely for engine ECU software. Our engine and gearbox mappings undergo rigorous testing to ensure superior reliability.

However, it is important to note that certain engine components susceptible to wear may experience issues post-tuning, such as the clutch, DPF, turbo, coil packs, EGR valve, and MAF sensor. These are considered replaceable components typically requiring maintenance as part of standard upkeep.

Please be advised that Elite Auto Tuning does not assume responsibility for any mechanical failures pre, during, or post-performance tuning, and we do not offer warranties for modified vehicles. Any modifications related to DPF/EGR and AdBlue solutions are strictly intended for off-road usage, as driving with emission control software removed is unlawful.

We strongly discourage the removal of fault codes, as this action may conceal underlying vehicle issues. While erasing codes may temporarily extinguish the engine management light, it does not rectify the fault. Consequently, such actions may void the warranty on the remap/tuning service.

Engaging in vehicle remapping without a comprehensive preliminary health Check poses inherent risks to the customer. Except for the ECU, no warranties, explicit or implied, are extended to any vehicle components pre or post the remapping process.

In rare instances, an ECU may encounter failures during the tuning process, necessitating potential replacement at the customer's expense. We aim to inform all customers about the inherent risks associated with tuning any vehicle.

We expect all vehicles to be in sound mechanical condition without any error codes stored in the ECU that could impact the remapping outcomes.

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ELITE AUTO TUNING NI TERMS AND CONDITIONS

If any issues arise, we will recommend resolving them before proceeding with a remap. It is incumbent upon you to ascertain your vehicle's current tuning status before visiting us. In the event that a previous remap is detected in your vehicle, a programming fee (minimum £50) will be applied. Our priority is to employ the least invasive and inconspicuous tuning methods. However, in exceptional cases, we may need to remove and access your ECU.

Kindly note that Elite Auto Tuning NI lacks knowledge regarding the history of your vehicle (including wear and tear) or its maintenance record (regular servicing, health checks). Consequently, any undisclosed issues not identified during the pre-health check are the customer's responsibility.

Customers must acknowledge the potential risks to serviceable components such as the clutch, DPF, turbos, EGR valve, MAF sensors, and injectors before, during, or after a remap.

Elite Auto Tuning NI explicitly advises against implementing "pop and bang" or "hardcut" features on any vehicle, as they may lead to engine damage. These modifications will only be made upon the customer's request and at their own risk.

Any arising issues following the service must be reported within 7 days of completion. Moreover, customers are expected to refrain from making defamatory statements on social media platforms without substantial evidence linking our software to the reported problems.

Failure to comply may prompt Elite Auto Tuning NI to pursue legal recourse.

Warranty:

Our services include a 30-day warranty on all software. Should any problems surface, we will conduct a comprehensive diagnostic scan and adjust the file as necessary at no additional cost.

If you opt for our services, you are required to either return the vehicle to us or incur a nominal fuel fee for our travel to your location.

Please be aware:

The warranty is tied to the specific vehicle and does not transfer to a new owner upon sale. A valid receipt must be presented as proof of purchase, or charges may apply.

If diagnostics reveal issues unrelated to the remap, a diagnostic fee of £40 will be charged. Any visits to alternative tuners or garages will void our warranty, as our software may have been altered.

Money-Back Guarantee:

A full refund will be issued solely in cases where software faults persist despite our attempts to rectify them. The vehicle must be returned to us for correction or restoration to its original state before any refunds are processed. Refunds will not be granted if issues arise from causes unrelated to our software.

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PLEASE COMPLETE THE DETAILS BELOW AND SIGN WHERE INDICATED. IT MUST BE FILLED OUT HONESTLY AND ACCURATE AS POSSIBLE.

Please bear in mind if you don't know, we don't know!

NAME _____

ADDRESS _____

TEL. _____

REG _____

VEHICLE MAKE/MODEL _____

EMAIL ADDRESS _____

PREVIOUS MODIFICATION _____

This includes; previous tunes, modified parts fitted, ghost alarms fitted, immobilizers or engine modifications done prior before your visit today. IF NO, any additional deletes needed after file is written will accrue a £60 map correction charge!

DATE _____

SIGNED _____

If a copy of this is required, please as a member of staff. Thankyou

ALL CUSTOMER INFORMATION IS FOR OUR OWN RECORDS AND WILL NOT BE PASSED TO ANY OTHER COMPANY OR PERSON.