

Terms & Conditions

Last Updated: [September 4, 2026](#)

Thank you for choosing Devon Mobile Mechanic. By booking or using our mobile automotive services, you agree to the following Terms & Conditions.

1. Mobile Service

Devon Mobile Mechanic provides mobile automotive repair, maintenance, inspection, and diagnostic services at the customer's requested location, including homes, offices, parking lots, and other accessible locations.

The customer is responsible for providing a safe, legal, and accessible location where the technician can perform the requested service.

2. Booking Accuracy

Customers are responsible for reviewing their booking before confirming the appointment. Please make sure the vehicle information, requested services, address, and other booking details are accurate.

Devon Mobile Mechanic is not responsible for services that were omitted or incorrectly selected by the customer. Additional services may require additional charges and scheduling.

3. Diagnosis

A diagnostic service is an evaluation of a specific reported problem or symptom. A diagnosis does not guarantee that every problem with the vehicle will be identified during one visit.

Additional diagnostic work or separate issues may require an additional diagnostic fee or appointment.

time, knowledge, testing, and travel and are generally non-refundable once the diagnostic service has been performed.

4. Additional Repairs

If the technician discovers additional repairs that are outside the original work order, the customer will be informed before additional work is performed whenever reasonably possible.

Additional work requires customer approval and may result in additional charges.

5. Customer-Supplied Parts

For labor-only services, the customer is responsible for providing the correct, compatible, and safe parts and necessary supplemental materials.

If customer-supplied parts are incorrect, defective, incomplete, incompatible, or missing,

the customer remains responsible for applicable labor, travel, diagnostic, or service-call charges. Devon Mobile Mechanic is not responsible for defects, failures, or damage caused by customer-supplied parts.

6. Parts Availability

If required parts are missing or unavailable when the technician arrives, the technician may be unable to complete the repair.

The customer may be responsible for the technician's applicable travel, labor, service-call, or other charges. A new appointment may be required and additional charges may apply.

7. Cancellation and Rescheduling

Cancellations made more than 24 hours before the scheduled appointment may be eligible for a full refund, subject to any non-refundable fees or

special-order parts.

Cancellations made less than 24 hours before the appointment may be subject to a \$50.00 cancellation fee and applicable parts or restocking charges.

Rescheduling less than 24 hours before the appointment may be subject to a \$24.99 rescheduling fee.

Once a technician has been dispatched or is traveling to the customer's location, the order is considered in progress. If the customer cancels or declines the service after that point, the customer may be responsible for the full quoted labor amount and applicable fees.

8. No-Show Policy

Customers must be available at the scheduled appointment time.

If the customer is unavailable, does not provide

access to the vehicle, or fails to appear, a \$50.00 no-show/service-call fee may apply.

The technician may wait up to 15 minutes before the appointment is considered a no-show.

9. Incorrect or Incomplete Address

Customers are responsible for providing a complete and accurate service address and any necessary access instructions.

If an incorrect or incomplete address prevents the technician from providing the service, applicable cancellation, no-show, service-call, labor, or travel charges may apply.

10. Service Time

Any estimated arrival or completion time is an estimate and is not guaranteed. Traffic, weather, previous appointments, parts availability, vehicle condition, and other unforeseen circumstances

may cause delays.

Devon Mobile Mechanic is not responsible for losses resulting from delays, including missed work, transportation expenses, rental vehicles, or other indirect costs.

11. Service Limitations

Our technicians perform the service listed on the confirmed work order. A repair to one component does not guarantee that other vehicle problems will be resolved.

If additional problems are discovered, those repairs may require separate authorization, pricing, or appointments.

12. Pre-Purchase Inspections

A pre-purchase inspection is a limited inspection of the vehicle's observable condition at the time of inspection.

It is not a guarantee, warranty, certification, appraisal, or guarantee of future reliability. Technicians cannot identify every hidden, intermittent, internal, or developing problem. The vehicle may not be placed on a professional lift, and components may not be disassembled unless specifically included in the service. The customer is solely responsible for deciding whether to purchase the vehicle.

13. Special-Order Parts

Special-order parts purchased specifically for a customer's vehicle may require full payment before ordering.

Special-order parts may be non-refundable, non-returnable, or subject to supplier restocking policies.

Customers may also be responsible for applicable labor and other costs associated with

special-order parts.

14. Body Work and Paint

Body and paint repairs may have variations in color, texture, finish, or alignment. Exact matching of existing paint cannot always be guaranteed due to age, fading, paint formulas, and other conditions.

Body work is performed according to the agreed scope of the work order.

15. Difficult or Seized Parts

Services involving stuck, rusted, seized, stripped, broken, or damaged components—including bolts, oil filters, and other hardware—are performed on a best-effort basis.

Labor charges apply to the technician's time and effort even if the component cannot ultimately be removed.

Additional work required because of damaged or seized components may require additional authorization and charges.

16. Warranty

Any warranty provided by Devon Mobile Mechanic applies only to the services and parts specifically covered by the applicable warranty. Warranty coverage may be affected by customer-supplied parts, misuse, further damage, unrelated vehicle problems, or repairs performed by another party.

Warranty claims must be reported to Devon Mobile Mechanic and may require an inspection or diagnostic appointment.

17. Claims

Customers must contact Devon Mobile Mechanic promptly regarding any concern with

work.

The company may require an inspection or diagnostic appointment to determine whether a reported issue is related to the original service. A new diagnostic fee may apply when the reported issue is unrelated to the original repair.

18. Third-Party Diagnosis

If a customer relies on a diagnosis performed by another mechanic or repair facility, Devon Mobile Mechanic is not responsible for the accuracy or completeness of that third-party diagnosis. Our responsibility is limited to the work specifically authorized and performed by Devon Mobile Mechanic.

19. Payments

Customers agree to pay all authorized service charges, applicable taxes, parts costs, labor,

diagnostic fees, cancellation fees, and other applicable charges.

By booking a service, the customer authorizes Devon Mobile Mechanic to charge the approved payment method for authorized amounts.

20. Independent Technicians

Technicians performing services may operate as independent contractors. Nothing in these Terms creates an employment, partnership, joint venture, or agency relationship between the customer and the technician.

21. Customer Conduct

Customers must treat technicians respectfully and provide a safe working environment.

Devon Mobile Mechanic reserves the right to refuse or discontinue service when conditions are unsafe, unlawful, abusive, threatening, or

otherwise unsuitable for the technician.

22. Limitation of Liability

To the maximum extent permitted by applicable law, Devon Mobile Mechanic will not be responsible for indirect, incidental, consequential, or special damages, including lost wages, lost income, missed work, transportation expenses, rental vehicles, or business interruption resulting from service delays, vehicle downtime, or other circumstances beyond the company's control. Nothing in these Terms is intended to waive rights or liabilities that cannot legally be waived under applicable law.

23. Disputes

Customers are encouraged to contact Devon Mobile Mechanic directly to resolve any service-

related concern before pursuing a formal claim. Any dispute-resolution provisions will be applied only to the extent permitted by applicable law.

24. Changes to These Terms

Devon Mobile Mechanic may update these Terms & Conditions from time to time. The most current version posted by Devon Mobile Mechanic will apply to future bookings and services, subject to applicable law.

25. Acceptance

By booking, paying for, or receiving services from Devon Mobile Mechanic, you acknowledge that you have read, understood, and agreed to these Terms & Conditions.