

AA Vehicle Inspection

Terms and Conditions

from April 2026

These terms

Please read these terms carefully before you buy or book the vehicle inspection services offered by the AA (the “**AA Vehicle Inspection Services**”).

By purchasing an AA Vehicle Inspection Services (whether on the AA Vehicle Inspection website, by telephone or other means), you agree to be bound by these terms and acknowledge that we process your personal data in accordance with the AA Privacy Notice and Cookie Policy (which may change from time to time).

Important information

Prices are agreed up front. We'll perform the AA Vehicle Inspection Services that you purchase and you'll pay the fees shown at the time of purchase.

Scope of the inspection. Inspections are prepared from visual and external checks of the Vehicle only and are limited to the parts and/or items identified in section 4. Inspections do not involve dismantling or disturbing any structure, assembly, component or internal mechanism.

Cancellations You can cancel this agreement within 14 days of purchase and receive a full refund, provided the inspection has not been completed. If you ask us to start the inspection within this 14-day period, you can still cancel and receive a full refund up until the inspection is completed. Once the inspection has been fully completed, you will lose your right to cancel and receive a refund.

Limitations on our liability. These terms set out important limitations and exclusions of our liability in section 13. 14

Standalone product. AA Vehicle Inspection Services is **not** included as part of any AA Breakdown membership.

Breakdowns. If you are in a breakdown or accident, please refer to your AA Breakdown policy documents (if applicable) to request assistance.

Please retain these terms. We recommend you save a copy of these terms for your records.

Who are we?

We are **Automobile Association Developments Limited** and we are part of the “**AA Group**” (which also includes any holding company or subsidiary company of Automobile Association Developments Limited).

We'll arrange for AA Vehicle Inspection Services to be provided by one of our engineers or an engineer working on our behalf, however, this agreement remains between you and Automobile Association Developments Limited.

What to do if you need help

What help do you need?	Contact details
Help with a new or existing AA Vehicle Inspection	Telephone: 0330 053 0340

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1 These terms apply to AA Vehicle Inspection bookings

When these terms apply

- 1.1 These terms cover your use of the AA Vehicle Inspection website and any AA Vehicle Inspection Services that you book (whether via the AA Vehicle Inspection website or by phone) or which we otherwise provide (including any additional services which you authorise in relation to a booking).
- 1.2 These terms don't apply to any other product or service (such as AA Breakdown cover).

How we accept your booking

- 1.3 If you purchase AA Vehicle Inspection Services, this constitutes an offer by you to purchase AA Vehicle Inspection Services under these terms.
- 1.4 Acceptance of your offer occurs when we confirm your booking on the AA Vehicle Inspection Website (or by any other means).

We're not responsible if you purchase goods or services from a third-party

- 1.5 If you purchase vehicle inspection or services directly from a third-party then we are not responsible for those services (for example, if you book in a vehicle inspection service with a third-party garage, other than through the AA Vehicle Inspection website).

2 Bookings can be made for eligible Vehicles

Bookings can be made for eligible Vehicles

- 2.1 You can only purchase AA Vehicle Inspection Services for eligible vehicles "**Vehicles**", meaning cars, 4x4s, motorhomes, vans, hybrid vehicles and electric cars.
- 2.2 Whilst we aim to inspect the Vehicle within 2-4 working days of booking, the AA Vehicle Inspection Service is subject to our inspectors' availability.
- 2.3 We try to only show available AA Vehicle Inspection Services on the AA Vehicle Inspection website. If you are unable to get a quote it is likely that we do not inspect that type of vehicle.
- 2.4 In the unlikely event that you've purchased a Vehicle and we determine that we can't perform the purchased Vehicle Inspection, we'll contact you to discuss alternative arrangements.

3 Important information about AA Vehicle Inspection Services

Scope of the AA Vehicle Inspections and additional services

- 3.1 We'll arrange for the AA Vehicle Inspection Services to be performed by one of our engineers or a third party working on our behalf.

- 3.2 You must ensure that the level of Vehicle Inspection Services you purchase will cover the checks you require.
- 3.3 When the engineer accesses the Vehicle, they will inspect it and perform visual, internal and external checks of the Vehicle only. They will inspect the parts and items identified on our website and/or any email confirmation sent to you.
- 3.4 Inspections do not involve dismantling or disturbing any structure, assembly, component or internal mechanism.
- 3.5 The Inspector will carry out a road test of the Vehicle in accordance with the level of Vehicle Inspection Services you purchased.
- 3.6 There are certain parts of the Vehicle which will not be looked at. Please refer to section 4 for relevant limitations and exclusions.
- 3.7 A Report will be produced upon completion of the Vehicle Inspection Services. The Report will only be valid at the time of the Vehicle Inspection, and we cannot be held responsible for issues that arise after the Report is issued.
- 3.8 A copy of the Report will be sent to the email address provided when purchasing the Vehicle Inspection Services. If you do not receive the Report, please contact us as soon as possible so we can re-send it to you.
- 3.9 Items which are listed on the [Vehicle Inspection Checklist](#) as a part or item to be checked but which are not reasonably accessible on the Vehicle, will not be inspected and the Inspector will mark the relevant section of the Report accordingly.
- 3.10 The Vehicle should be reasonably clean and dry to ensure that the Inspector can clearly see and accurately report on the relevant Vehicle parts inspected. Where the Vehicle is not clean and dry, the Inspector may not be able to comment on those parts and will mark the Report Checklist accordingly.
- 3.11 The AA Vehicle Inspection Services can only be carried out on the Great Britain mainland. We do not carry out inspections in Northern Ireland, some parts of Scotland and Wales, or any of the islands.

Providing information

- 3.12 If you don't provide information that we ask for within a reasonable time we may be unable to proceed with the inspection. In such case, we will aim to re-book the inspection.

4 Out-of-scope services and other limitations

Out-of-Scope services

- 4.1 We are committed to performing the AA Vehicle Inspection Services detailed in your booking with reasonable care and skill. The inspection is, however, limited to a visual internal and external examination of the Vehicle and may not identify all faults or defects with it.
- 4.2 We do not check the following as part of any of the AA Vehicle Inspection Services:

- (a) Parts which require dismantling, removing, disconnecting or taking apart for inspection purposes;
- (b) Non-standard accessories, as a result of personal modifications or otherwise;
- (c) Vehicle data checks, unless stated otherwise;
- (d) Oil and fuel consumption;
- (e) Source of oil leaks;
- (f) Brake lining material (other than what is immediately visible);
- (g) Brake fluid for contamination, unless an Advanced Inspection is being carried out;
- (h) Operation of in-car entertainment systems including cassette, compact-disc players, TV/DVD/satellite navigation systems, Bluetooth or other in-car entertainment. For the Comprehensive and Advanced Inspection, these will be turned on and off only;
- (i) Sound or radio reception and alarm systems. Only available for the Comprehensive and Advanced Inspection. Items will be turned on and off only;
- (j) Cylinder compression, vehicle electrics and electronics which would require specific diagnostic equipment;
- (k) Exhaust emissions and/or catalytic converters. Our Inspection can only confirm the external condition, gas tightness and security. The Inspection does not include checking the internal condition or effectiveness, as this requires specialist exhaust emission testing, which is not included in the Inspection;
- (l) The accuracy of in-car computer systems (for example, but in no way restricted to, computers used for route finding, fuel efficiency or otherwise);
- (m) Air conditioning functions and efficiency. Only available for the Comprehensive and Advanced Inspections. Items will be turned on and off only;
- (n) The habitation area of Motorhomes - The electrical systems and appliances, water fittings and appliances, and the gas fitting and appliances are not checked. We strongly advise these to be tested and checked by a suitably qualified person prior to Vehicle purchase;
- (o) Vehicle Technical Systems:
 - (i) Many vehicles are fitted or equipped with automatic or computerised operating systems, which may be controlled by microprocessors. These include engine-management systems, fuel systems, ignition systems, air-conditioning systems, lambda-controlled systems, stereo radio, cassettes, amplifiers, compact discs (single and multi), TV/DVD, satellite navigation, active and self-levelling suspensions, gearboxes, turbo-chargers and superchargers, anti-lock braking systems, four-wheel drive and electronic lockable differential units, traction control, alarm and immobiliser systems, catalytic exhaust systems, and variable camshaft timing systems.
 - (ii) It is not possible to check fully the detailed operation of these systems due to the many variations in features and operating modes, and it is not possible to confirm that these systems are functioning fully to the manufacturers design specifications. As a result, the scope of the Inspector in relation to these systems is limited to giving an overall view and opinion on the performances generally inspected or checked.

Limitations in the AA Vehicle Inspection Services

- 4.3 We cannot advise of defects that we cannot see upon a visual internal or external examination of the Vehicle. Vehicles (particularly older ones, that have a high mileage, and/or that have been subjected to abnormal use) may have latent defects; serious

internal, structural or mechanical defects; and/or hidden corrosion. These issues may not always be detectable from an external, visual examination.

4.4 The Vehicle Inspection Services cannot:

- (a) confirm whether the passenger or luggage compartments (including the body or caravan area of any Motorhome) are watertight;
- (b) predict the life expectancy of exhaust systems, clutches or dual-mass flywheels;
- (c) provide any indication of any faults which might have become apparent had the Vehicle been driven in excess of the speed reached or the distance travelled during any road test carried out by the Inspector;
- (d) confirm that all or any of the components of the Vehicle are original, or replacement components that have been manufactured by the manufacturer of the Vehicle;
- (e) confirm whether the Vehicle would pass an MOT test. If the vehicle's MOT has less than 3 months' left, we strongly recommend that an MOT test be carried out prior to the purchase;
- (f) include the inspection of any parts, components or areas of the Vehicle that are not reasonably visible or accessible to the Inspector at the time of the Inspection;
- (g) confirm authenticity of the Vehicle's V5 Registration Document, the mileage, the MOT certificate, the Excise Licence, the Vehicle Identification Number (VIN), the Engine Number, the Registered Number or the Vehicle service history; or
- (h) check for any recall notices. We recommend that you check with the Vehicle manufacturer that the Vehicle has not been subject to such notices.

Older cars and high mileage

4.5 If there is no documentary evidence of a recent engine timing belt (cam belt) replacement, we recommend that the belt of the Vehicle is checked or replaced prior to purchase.

4.6 If the Vehicle does not have a recent service history or it was not available to the Inspector at the time of the Inspection, we recommend that a service in accordance with the Vehicle manufacturer's specifications be undertaken prior to purchase.

5 We'll let you know what fees are payable in advance

What are Fees?

5.1 The "**Fees**" are the amounts you agree to pay for the AA Vehicle Inspection Services under these terms and include VAT and are calculated in pounds sterling (£) (GBP).

5.2 AA Vehicle Inspection Services provided under these terms are **not** included in or as part of any other product (such as an AA Breakdown Membership).

Fees are paid up front

5.3 When you purchase the AA Vehicle Inspection Services, we'll show you the Fees specified in your purchase. You'll pay the fees shown on the AA Vehicle Inspection website.

5.4 We'll perform the level of AA Vehicle Inspection Services purchased.

5.5 We require you to pay for the AA Vehicle Inspection before we confirm the time and date for the inspection to be carried out.

Payment method

5.6 We accept payment with the payment methods specified on the AA Vehicle Inspection website. We cannot accept other forms of payment.

5.7 You agree that the payment card you provide is yours or that you have been specifically authorised to use it to purchase the booked AA Vehicle Inspection Services.

5.8 Payments will be subject to the terms and conditions of our third-party payment platform as may be notified to you from time to time.

Changes to fees and what happens if we get the price wrong

5.9 We may update and change the Fees from time to time and without notice, but these changes will not affect the AA Vehicle Inspection Service already purchased.

5.10 If we have made a pricing error when your purchase the AA Vehicle Inspection Service, we may end this Agreement and refund you any pre-paid sums.

6 Accessing and Inspecting the Vehicle

Accessing the Vehicle

6.1 You will need to obtain all necessary permissions from the Vehicle's owner and any occupier of the premises where the Vehicle is located before our Inspector arrives.

6.2 Our Inspectors need enough room to safely park near the Vehicle and to safely walk round it to provide the AA Vehicle Inspection Services.

6.3 Our Inspectors can only provide AA Vehicle Inspection Services in daylight or in a well-lit location.

6.4 If our Inspector determines that it is unsafe to work on the Vehicle in its location, the AA Vehicle Inspection Services will not be provided and your booking may need to be re-arranged.

6.5 You must ask the owner of the Vehicle to remove any personal belongings from the Vehicle before the Inspection takes place as we cannot be held responsible for any personal belongings left in the Vehicle.

6.6 If the vehicle is in a garage, the vehicle should be parked within designated areas and you are expected to follow all garage safety instructions.

Car location and road testing

6.7 Our engineers can only provide AA Vehicle Inspection Services if the vehicle is on private land.

6.8 An AA Vehicle Inspection is not able to be carried out on any public road (including street parking and other public spaces).

6.9 In order to provide the AA Vehicle Inspection Services, our engineers will carry out a road test on the Vehicle. To do so, the Vehicle must contain sufficient water; oil; fuel or vehicle charge.

6.10 The carrying out of a road test does not mean that our Inspector has seen a valid MOT certificate (unless the Vehicle is under 3 years old). The MOT certificate must be presented to the Inspector at the time of Inspection.

7 Cancellation and Your Right to Change Your Mind

Your 14-day right to cancel

7.1 You can cancel the inspection at any time before it has been completed and receive a full refund, including where you ask us to start the inspection within 14 days of purchase. Once the inspection has been fully completed, you will lose your right to cancel and receive a refund.

Refunds

7.2 After you notify us that you wish to cancel, we will refund any amount due to you within 21 days of receiving your cancellation request.

7.3 Refunds will be made using the same method of payment that you used to pay for the Inspection.

Rearranging a Vehicle inspection

7.4 If the Vehicle is no longer available for an Inspection, please let us know as soon as possible so we can arrange the Inspection of an alternative vehicle. Additional charges may apply if there is a change in the make and model of Vehicle.

8 You have rights if there is something wrong with the AA Vehicle Inspection Services

Delays outside our control

8.1 If you think there is something wrong with any AA Vehicle Inspection Services, please contact us using the number shown at the start of these terms.

8.2 We honour our legal duty to provide you with goods and services that are as described to you and that meet all the requirements imposed by law.

8.3 Your legal rights are summarised below. These are subject to certain exceptions.

8.4 For detailed information please visit the Citizens Advice website www.citizensadvice.org.uk.

8.5 Please also remember that you have several options for resolving disputes with us.

Summary of key legal rights for consumers

8.6 If you are a consumer and you purchase the AA Vehicle Inspection Services:

- (a) You can ask us to repeat or fix a service if it's not carried out with reasonable care and skill, or get some money back if we can't fix it.
- (b) If a time hasn't been agreed upfront, it must be carried out within a reasonable time.

9 We're not responsible for delays outside our control

Delays outside our control

- 9.1 If our supply of AA Vehicle Inspection Services is delayed by an event outside our control, including a delay caused by the current owner of the vehicle we are inspecting, lack of availability of goods or services from third parties, traffic and adverse weather, we'll contact you as soon as possible to let you know and do what we can to reduce the delay.
- 9.2 As long as we do this, we won't compensate you for the delay, but you can contact us using the details at the start of these terms to end this Agreement and receive a refund.

10 We can change products and these terms

Changes we can always make

- 10.1 We can change the AA Vehicle Inspection Services at any time:
- (a) to reflect changes in relevant laws and regulatory requirements; and
 - (b) to make minor technical adjustments and improvements, for example to address a security threat.

Changes to these terms

- 10.2 We may change these terms at any time by publishing modified terms on our website or by providing you with a copy of updated terms.
- 10.3 If you purchase AA Vehicle Inspection Services after a change to these terms has been made available to you then this will be deemed to signify your acceptance of the modified terms.

Changes we can only make if we give you notice and an option to terminate

- 10.4 If we make more significant changes to the AA Vehicle Inspection Services or these terms we'll notify you and, should you wish, you can contact us to end an existing booking before the change takes effect and receive a refund for any AA Vehicle Inspection Services you've paid for in advance, but not received.

11 Your rights if we suspend the provision of the services

We can suspend the provision of AA Vehicle Inspection Services

- 11.1 We can suspend the provision of AA Vehicle Inspection Services to:
- (a) deal with technical problems or make minor technical changes;

(b) update the product to reflect changes in relevant laws and regulatory requirements; or

(c) make changes to the AA Vehicle Inspection Services or these terms.

11.2 We'll contact you in advance to tell you that we'll be suspending the services, unless the problem is urgent or an emergency. We'll refund any sums you have paid in advance for the services which you will not receive.

12 We can withdraw services and we can end our contract with you

We can withdraw products

12.1 We can stop providing the AA Vehicle Inspection Services. We let you know at least 30 days in advance and will refund any sums you've paid in advance for services which you'll not receive.

We can end our contract with you

12.2 We can end our contract with you for the AA Vehicle Inspection Services (or any other product) if:

- (a) you don't make any payment to us when it's due;
- (b) you are in material breach of these terms;
- (c) you don't provide us with information, cooperation or access that we need to provide the AA Vehicle Inspection Services, for example, suitable access to the vehicle or information about it; or
- (d) you behave in a threatening way towards our staff or service providers.

13 If you're a consumer, we don't compensate you for all losses caused by us or our services

Losses we are not responsible for

13.1 If you're a consumer, we're responsible for losses you suffer caused by us breaking these terms, unless the loss is:

- (a) **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- (b) **Caused by a delaying event outside our control.** As long as we've taken the steps set out in Section 9 (We're not responsible for delays outside our control), we are not responsible.
- (c) **Avoidable.** Something you could have avoided by taking reasonable action. For example, damage to the vehicle which was caused by AA Vehicle Inspection Services we provided and which you could have avoided by following our advice.
- (d) **A business loss.** If you use any product (including the AA Vehicle Inspection Services) for purposes of your trade, business, craft or profession. This

includes (without limitation) loss of profit, loss of business, business interruption and loss of business opportunity.

When we are responsible for damage to the Vehicle

13.2 If we've performed AA Vehicle Inspection Services on a vehicle, we'll make good any damage that we cause to the vehicle. However, we are not responsible for the cost of repairing any pre-existing faults, defects or damage to the vehicle or any other property.

When we are responsible for other losses if you are a consumer

13.3 If you are a consumer then apart from the responsibility we accept under Section 13.2 and under any terms implied into this agreement by law, we are responsible for losses you suffer that are a foreseeable result of us failing to perform the AA Vehicle Inspection Services with reasonable care and skill.

13.4 Subject to that, the most we'll pay to you in relation to other losses you incur under these terms is limited to £5,000 or the total Fees paid for the AA Vehicle Inspection Services (whichever is greater).

14 Different limitations on our liability apply if you aren't a consumer

Losses we are not responsible for

14.1 If you are not a consumer (for example, if you're a business customer), then we are not responsible for any losses which are:

- (a) **Unexpected.** It was not obvious that it would happen and nothing you said to us before we accepted your order meant we should have expected it (so, in the law, the loss was unforeseeable).
- (b) **Caused by a delaying event outside our control.**
- (c) **Avoidable.** Something you could have avoided by taking reasonable action. For example, damage to the Vehicle, which was caused by AA Vehicle Inspection Services we provided and which you could have avoided by following our advice make it available to us to repair.
- (d) **Business losses.** This includes (without limitation) loss of profit, loss of business, business interruption, loss of revenue, loss of business opportunity, loss of data, loss of anticipated savings, goodwill or reputation.

14.2 If you are not a consumer then, except as these terms expressly provide otherwise:

- (a) all statements, conditions or warranties as to the quality of the AA Vehicle Inspection Services or their fitness for purpose are excluded; and
- (b) all terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and sections 3 to 5 of the Supply of Goods and Services Act 1982 are excluded.

When we are responsible for damage to a Vehicle

14.3 If we've performed AA Vehicle Inspection Services on a vehicle then we'll make good any damage that we cause to the vehicle while doing so. However, we are not

responsible for the cost of repairing any pre-existing faults, defects or damage to the vehicle or any other property.

When we are responsible for other losses if you are not a consumer

14.4 Nothing in these terms shall limit or exclude our liability for:

- (a) death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors;
- (b) fraud or fraudulent misrepresentation;
- (c) breach of the terms implied by section 12 of the Sale of Goods Act 1979 or section 2 of the Supply of Goods and Services Act 1982;
- (d) any matter in respect of which it would be unlawful for us to exclude or restrict liability.

14.5 If you are not a consumer, then most we'll pay to you in relation to other losses you incur under these terms is limited to the total Fees paid by you.

15 We own materials, brands and logos

Who owns materials, brands and logos

15.1 All materials presented on the AA Vehicle Inspection website and any other materials we send you, unless specifically indicated otherwise, are owned by us or our licensors and we reserve all rights in any such materials (including copyright, trademarks, registered designs, design rights, domain names, database rights, patents, trade names and all other intellectual property rights).

15.2 You must not reproduce or redistribute materials on the AA Vehicle Inspection website without our prior written permission.

15.3 All AA trademarks, brands and logos used on the AA Vehicle Inspection website or other materials we send you are the registered trademark of AA Brand Management Limited and are used under licence.

15.4 You have no right to use, replicate or produce any of the AA's trademarks, brands or logos.

16 Other important terms apply

Please read these terms carefully

16.1 **We can transfer all or part of our contract with you, so that a different organisation is responsible for supplying your product.** We'll contact you if this happens and we'll take reasonable steps to ensure that this does not adversely affect your rights under this agreement.

16.2 **You need our consent to transfer your rights under these terms to someone else.**

16.3 **Nobody else has any rights under this (except other AA Group companies).** This contract is between you and us. Nobody else can enforce it (except other AA Group

companies) and neither of us will need to ask anybody else to sign-off on ending or changing it.

16.4 **If a court invalidates some of this contract, the rest of it will still apply.** If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

16.5 **Effect of termination.** If our agreement with you ends, then this will not affect our right to receive any money which you owe to us under it.

16.6 **Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

16.7 **Governing law.** These terms are governed by English law and wherever you live you can bring claims against us in the English courts. If you live in Wales, Scotland or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in.

17 You can contact us about a complaint

Resolving complaints

17.1 We aim to always provide you with a high level of service. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we'll do our best to try and resolve the situation.

17.2 No repairs should be effected or any parts replaced on the Vehicle which is the subject of a complaint before the Vehicle has been re-inspected by us. Should emergency repairs be required to make the Vehicle safe, you must ensure that a complaint is made within a reasonable time after discovering the problem, and that any faulty or worn parts which are repaired or replaced are retained for future re-examination. We will not be responsible for the cost of any repairs carried out or parts replaced without our previous agreement in writing.

17.3 We reserve the right to require another of our Inspectors to re-inspect any Vehicle at our own expense. We will provide an unbiased second opinion on the initial Report issued

Contacting us

17.4 Please see the contact information at the start of these terms for how to contact us.