

Terms & Conditions

AutoMate • Effective date: 27 May 2026

These Terms & Conditions (the "Terms") govern your access to and use of the AutoMate mobile application, website and related services (the "Platform") operated by AutoMate ("AutoMate", "we", "us" or "our"), a company established in the Republic of Cyprus.

By creating an account or using the Platform you ("you" or "User") agree to these Terms. If you do not agree, do not use the Platform.

1. Definitions

- "Customer" means a vehicle owner or driver using the Platform to request automotive services.
- "Mechanic" means an independent workshop, garage or professional technician offering services through the Platform.
- "Job" means a service request, quote, booking and completed work between a Customer and a Mechanic facilitated by AutoMate.
- "Platform Fee" means the flat or tiered fee charged by AutoMate per Job.

2. The role of AutoMate

AutoMate provides a technology platform that enables Customers and Mechanics to discover each other, communicate, agree on a quote, schedule a Job, and settle payments. Where stated in the relevant transaction, AutoMate may act as Merchant of Record and issue a compliant VAT invoice to the Customer; in such cases AutoMate collects payment from the Customer and remits the net amount to the Mechanic, after deduction of the Platform Fee and any taxes.

Subject to any Merchant of Record arrangement, the contract for the supply of automotive services is concluded directly between the Customer and the Mechanic. AutoMate is not a workshop, does not employ Mechanics, and does not perform the underlying repair work.

3. Eligibility and accounts

- You must be at least 18 years old and have legal capacity to enter into contracts.
- You must provide accurate, current and complete information and keep it updated.
- You are responsible for all activity under your account and for keeping credentials confidential.
- We may suspend or terminate accounts that breach these Terms, the law, or our community standards.

4. Customer obligations

- Provide accurate vehicle and fault information, including VIN where requested.
- Make the vehicle available at the agreed time and place.
- Pay the agreed price through the Platform; off-platform payments are at your own risk and void warranty and dispute protections.
- Treat Mechanics with respect and provide honest reviews.

5. Mechanic obligations

- Hold all licences, permits, certifications and insurance required to operate a workshop in Cyprus, and keep them current.
- Successfully complete the AutoMate Trust Vetting process and maintain its standards.
- Provide accurate quotes, perform work to professional standards, use parts as quoted, and honour warranty terms.
- Issue or accept compliant invoicing as required, and cooperate with AutoMate on VAT reporting where AutoMate is Merchant of Record.
- Use the Platform's Car Health File to record parts, dates and mileage for every Job.
- Not solicit Customers off-platform for work originating through AutoMate.

6. Quotes, bookings and pricing

Quotes issued through the Platform are binding on the Mechanic for the stated scope. Additional work discovered during a Job requires Customer approval through the Platform before being performed. Final price is the agreed quote plus any approved additions.

7. Fees and payment

AutoMate charges a Platform Fee per Job (flat or tiered) which is disclosed in the app before booking. Where AutoMate acts as Merchant of Record, it will charge the Customer the full amount, retain the Platform Fee and applicable taxes, and pay the balance to the Mechanic according to the published payout schedule. All amounts are in EUR unless stated otherwise.

Mechanics are responsible for any income tax obligations on amounts they receive. Customers are responsible for any duties or charges not collected by AutoMate.

8. Cancellations and refunds

- A Customer may cancel free of charge until the Mechanic begins preparation (as defined in-app). After that, cancellation fees may apply.
- A Mechanic who cancels a confirmed Job without reasonable cause may be subject to penalties, rating impact, or removal from priority routing.
- Refund requests for unsatisfactory work are handled through the AutoMate Resolution Centre.

9. Warranty

Mechanics warrant their workmanship and the parts they install for the period stated at the time of the Job, and at minimum to the extent required by Cyprus consumer-protection law. AutoMate facilitates warranty claims through the Resolution Centre but is not itself the warrantor of the underlying work.

10. Reviews and content

Customers may post reviews and ratings of Mechanics. Reviews must be truthful, based on a genuine experience, and free of unlawful, defamatory or offensive content. AutoMate may remove content that violates these Terms.

11. Prohibited conduct

- Circumventing the Platform to avoid fees, taxes or warranty obligations.
- Misrepresenting identity, qualifications, vehicle data or Job details.
- Posting false reviews, manipulating ratings or coordinating bookings to inflate metrics.
- Uploading malware, scraping the Platform, or attempting unauthorised access.
- Any use that violates Cyprus or EU law.

12. Intellectual property

The Platform, including the AutoMate brand, software, AI Diagnostic Match models and the Car Health File schema, is owned by AutoMate or its licensors and is protected by intellectual-property laws. You receive a limited, non-exclusive, non-transferable licence to use the Platform for its intended purpose. You retain ownership of content you submit but grant AutoMate a worldwide, royalty-free licence to use it to operate, improve and promote the Platform.

13. AI Diagnostic Match

The AI Diagnostic Match provides probabilistic suggestions to help Customers describe vehicle faults and to help Mechanics prepare. It is not a substitute for professional inspection and AutoMate makes no warranty as to the accuracy of any specific diagnosis.

14. Limitation of liability

To the maximum extent permitted by law, AutoMate is not liable for indirect, incidental, consequential or punitive damages, or for loss of profit, data or goodwill. Our aggregate liability arising out of or in connection with the Platform in any 12-month period is limited to the Platform Fees you paid to AutoMate in that period, or EUR 200, whichever is higher. Nothing in these Terms limits liability for death, personal injury caused by negligence, fraud, or any liability that cannot be excluded under Cyprus law.

15. Indemnity

You agree to indemnify and hold harmless AutoMate, its directors, employees and agents from any claim arising out of your breach of these Terms, your misuse of the Platform, or your provision of (or failure to provide) automotive services.

16. Suspension and termination

We may suspend or terminate your access to the Platform at any time for breach of these Terms, suspected fraud, risk to other users, or non-payment. You may close your account at any time, subject to settlement of outstanding obligations and to legal retention of certain records.

17. Changes to the Terms

We may amend these Terms from time to time. We will notify Users of material changes at least 14 days before they take effect. Continued use of the Platform after the effective date constitutes acceptance.

18. Governing law and jurisdiction

These Terms are governed by the laws of the Republic of Cyprus. The courts of Cyprus have exclusive jurisdiction over any dispute arising out of or in connection with these Terms, without prejudice to mandatory consumer-protection rights to bring proceedings in the consumer's place of residence within the EU.

19. Contact

Questions about these Terms can be sent to [contact@automate.cy].