Claiming on insurance? Do this first

1. Lodge a misfuel claim with your insurer and get your claim number.
2. Tell your insurer EEK Mechanical is your principal repairer for this job. Not the workshop: the workshop works for us, does not invoice you or your insurer, and cannot answer for the job. You have the right to choose your own repairer; panel or preferred-repairer arrangements do not override that choice.
3. Give your insurer your EEK job reference and our claims contact: claims@eek.nz, 09 885 2000. Our insurer terms are at eek.nz/claims/terms.
4. Add your insurer and claim number in your customer portal so the technical report goes to them directly.
5. Send your insurer the itemised invoice and insurance report, both in your portal. If you would rather we claim from your insurer directly, tell us before you pay.

Your job, start to finish

What happened to your car, who did the work, and where your money went

If you are reading this, you have probably just paid more than you expected on a bad day.

The most common thing customers tell us is that misfuel recovery cost more than they thought. You deserve a straight answer, so here it is: the work you did not see, the people who did it, and exactly where the money goes.

Michael Smith, Owner, EEK Mechanical

When your price was agreed

The price framework is agreed when you pay your booking deposit: at that point you accept our Terms of Service and the published rate card (eek.nz/rate-card).

Your invoice is built from that same rate card and your job record — every line maps to it, and we will walk you through any line you ask about.

Rates are published and fixed; they change only by time of day and public holidays (because tow operators and workshops cost more then) — never because you are stuck, never because demand is high. We do not surge-price.

Our promises

- No surge pricing — published, fixed rates; loadings only for time of day and public holidays.
- Every line on your invoice maps to the rate card you accepted — ask and we will show you.
- If we get it wrong, we fix it — in about 1 in 8 completed billing disputes we found a genuine fault on our side, and we put it right.
- 12-month no-fault warranty on fuel pump and injector work after misfuel remediation (Terms §12.5).

The work, stage by stage



Book — accept terms and rate card

You accept our Terms of Service and published rate card and pay your deposit. That is when your price framework is agreed.



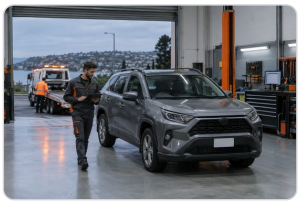
Certified operator confirmed

We find the nearest available certified tow operator and workshop in our network and assign your job once they accept.



Tow truck collects your car

Your car is collected and transported sealed — no engine start, no ignition, no work at the roadside. You do not need to follow it; network workshops are not open to the public for safety.



Check in at the workshop

The technician inspects the car and confirms the contamination before any work begins. If anything unexpected comes up, we contact you first.



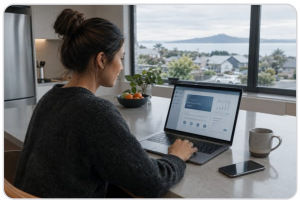
Fuel system recovery

We fully extract contaminated fuel under ignition control, flush the system and refill with the correct fuel to the manufacturer's procedure, then test the engine. Waste fuel goes to a licensed disposal carrier.



Invoice issued

We build your invoice from the rate card you accepted and your job record — every line maps back, and we will walk you through any of it.



Payment received

You pay by NZ bank transfer; once payment clears, your car can be released.



You collect your car

You collect your car from the workshop and confirm collection in your portal.



Insurance report sent

We email you a full technical report, signed off by your technician (and to your insurer if you gave us their details). Keep it for your claim and warranty.



Filed on the NZIFDA register

We file your job on the NZIFDA National Misfuel Register, giving you a Certificate of Compliance for your insurer, finance company or a future buyer.

Where your money goes

We are going to do something most businesses don't: show you where an invoice goes.



Local suppliers — 41%
The tow operator and workshop who did the physical work: their trucks, workshops, technicians, fuel, parts, consumables and disposal. Mostly small, family-owned New Zealand businesses.

Finding you — 20%
Advertising so that at 2am on a motorway, the right people come up when you search. It is the price of being findable when it matters.

The people who run EEK — 30%
Dispatch, coordination, customer support, disputes, accounts, and the engineering behind the EEK platform. EEK is run by its owner, who designs, builds and runs the dispatch and compliance systems himself and is on call around the clock. Without that work, nothing moves. We value this time at the New Zealand market rate for a senior software developer/architect.

Technology — 5%
The dispatch and customer-portal platform, servers, AI-assisted development and support tools, the 0800 phone system, SMS and email, and vehicle lookups.

Insurance, accounting & compliance — 2%
Liability insurance, accounting, banking, legal and regulatory compliance.

Left over — 2%
What remains when every cost, including the people who run the business, is paid at market rates.

The costs you don't see

A misfuel recovery looks like one truck and one workshop, but behind it sits a business that has to answer the phone at 3am on Christmas Day, keep a platform running, keep records for the register, and stand behind the job afterwards.

Together, the people, technology and compliance behind every job come to about 37% of what you pay. They exist whether or not anyone misfuels that night.

Once every cost is paid at market rates, about 2% is left over.

Based on EEK invoices and supplier costs for the 30 days to 2 November 2026 (40 jobs), rounded. People costs are valued at New Zealand contractor market rates for a senior developer/architect (NZ$100-150 per hour; Absolute IT 2026 IT Salary & Contractor Rate Guide) rather than what the owner draws. Technology and administration are estimates of monthly running costs. Percentages are averages; your job may differ.

Why we don't do it cheaper at the roadside

Petrol gives off vapour that can ignite from a single spark — a tool, a phone, static, a hot exhaust. New Zealand law treats petrol as a highly flammable hazardous substance (HSNO Act 1996; Health and Safety at Work (Hazardous Substances) Regulations 2017) and makes the business doing the work responsible for controlling ignition sources, containment and disposal (Health and Safety at Work Act 2015). Contaminated fuel may not be discharged to land or water (Resource Management Act 1991, s 15).

Real incidents overseas and in NZ show what happens when fuel is handled without those controls — fires, injuries, and environmental damage.

Check us yourself

- Your Certificate of Compliance and NZIFDA register entry (nzifda.org — an industry register founded by EEK's parent company, Forman Pacific; this is disclosed).
- Your full job record in your customer portal.
- The rate card at eek.nz/rate-card.

- Our Terms at eek.nz/terms.

If something isn't right

Talk to us first — reply in your customer portal or call 0800 769 000 and ask for a manager. A real person reviews every concern against your job record.

If we still disagree, you can use our disputes portal at eek.nz/disputes-tribunal, and your rights under the Consumer Guarantees Act 1993 and Fair Trading Act 1986 are never removed.

EEK Mechanical is a trading name of Forman Pacific, LLC, a Delaware limited liability company registered in New Zealand as an overseas company (company number 9461852, NZBN 9429053988492), 2 Ascot Road, Mangere, Auckland 2022.