



## Brakes Plus Customer Warranty and Satisfaction

**IF YOU ARE NOT COMPLETELY SATISFIED WITH YOUR SERVICE PLEASE CONTACT US. ALL WARRANTY WORK MUST BE COMPLETED BY *brakes plus*. WE CAN NOT AUTHORIZE OUR WARRANTY WORK TO BE DONE BY ANOTHER FIRM.**

It is our goal to make sure that every customer leaves *brakes plus* with a positive experience. If you have a concern regarding your experience at *brakes plus* immediately contact the Manager / Partner of that store. Stores are staffed with a Manager / Partner that has the authority to resolve the situation for the customer. The Manager / Partner will make every reasonable effort to make the situation right for the customer.

If you are having a problem with the vehicles operation, please call the Manager / Partner of the store where the repairs were done. The Manager / Partner will do everything possible to schedule the vehicle within 24 hours or sooner. If an emergency should occur while you are traveling, please call any *brakes plus* to help you find the nearest *brakes plus* location.

If the Manager / Partner is unable to resolve the situation to your satisfaction, then you should contact the *brakes plus* corporate help center at 303-221-8600 ext. 424. Your call will be returned by a corporate representative within 24 business hours.

Limited Warranty on:	Parts	Labor
Brake Pads	See Invoice Detail	6 months / 6,000 miles
Rotors / Drums	12 months / 12,000 miles	6 months / 6,000 miles
Brake Hydraulics	24 months / 24,000 miles	6 months / 6,000 miles
Brake Hardware	12 months / 12,000 miles	6 months / 6,000 miles
Alignment / Wheel Balance	3 months / 3,000 miles	3 months / 3,000 miles
Shocks / Struts	Lifetime Warranty	6 months / 6,000 miles
Steering / Front End Linkages	Lifetime Warranty	6 months / 6,000 miles
CV Axles / CV Boots / U-Joints	Lifetime Warranty	6 months / 6,000 miles
Fluids	N/A	N/A
A/C Parts	12 months / 12,000 miles	6 months / 6,000 miles
A/C Freon & recharge	3 months / 3,000 miles	3 months / 3,000 miles
Belts / Hoses	12 months / 12,000 miles	6 months / 6,000 miles
Wiper Blades / Headlights / Bulbs	3 months / 3,000 miles	3 months / 3,000 miles
Batteries	Pro Rated - See Invoice Detail	6 months / 6,000 miles
Starters / Alternators	12 months / 12,000 miles	6 months / 6,000 miles
Exhaust	12 months / 12,000 miles	6 months / 6,000 miles
Water Pumps	12 months / 12,000 miles	6 months / 6,000 miles
Radiators	Lifetime Warranty	6 months / 6,000 miles

- \*Applies to private passenger cars & light trucks.
- \*All warranties apply to the original customer.
- \*All warranties are subject to driver abuse / neglect or vehicle malfunction / accident.
- \*Parts not listed above are covered under a 12 month / 12,000 mile warranty.
- \*Original Equipment parts carry a 12 month / 12,000 mile warranty.
- \*All warranties are as stated above unless specified otherwise.
- \*Additional repairs at standard pricing may be necessary when performing warranty work to restore the vehicle to safe proper operation.
- \*The original invoice should be presented by the customer to ensure proper warranty.
- \* Commercial use vehicles are subject to decreased warranty periods due to extreme usage.