

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 of that store. Stores are staffed with a Manager that has the authority to resolve the situation for the customer. The Manager 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 of the store where the repairs were done. The Manager 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 is unable to resolve the situation to your satisfaction, please send an email to myservice@brakesplus.com. Your email will be responded to 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 | 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.