



Hudsonville 616-669-6692 • Holland 616-393-9363 • Wayland 269-792-9408

# Lifetime Written Warranty

Auto Body Xperts hereby solely and exclusively warrants the workmanship performed by this location on the vehicle described below which meets or exceeds industry standards in workmanship under normal use. This warranty is effective from the date of vehicle delivery, except as otherwise provided on this form. This warranty is not transferable, and extends to and may be exercised only to you by this location, and covers labor and materials only. Related parts may be covered by specific warranties given by the original manufacturers.

If the repair work performed by Auto Body Xperts on the vehicle becomes defective under normal use, Auto Body Xperts will, without charge for the labor and materials, repair any work which proves to be defective. Any defect will be repaired at any Auto Body Xperts location within a reasonable time after delivery of the vehicle. Although most new original equipment parts carry a separate warranty by the original manufacturer, the vehicle owner is responsible for payment for any parts not covered by such separate warranty.

The following are excluded from this warranty:

1. Defects resulting from misuse, negligence, lack of proper maintenance, subsequent damage, modifications, accident, fire or other casualties, or any repairs not done at this store.
2. Normal wear and element exposure.
3. Rust or rust repairs.
4. Defects, damage or deterioration caused by extreme environmental conditions.
5. Repair and/or replacement of tires, batteries, mechanical parts, electrical parts, wiper blades, oils, lubricants and air conditioning recharge, although these may have a warranty from the specific manufacturer.
6. Alignment.

Except for any other written warranties or specific written exclusions issued by Auto Body Xperts applicable to this vehicle, no other express warranty is provided or authorized. Auto Body Xperts disclaim any implied warranty for loss of use of vehicle, loss of time, merchantability or fitness. Auto Body Xperts shall not be liable under this express warranty for loss of use of vehicle, loss of time, inconvenience, towing, rental or substitute transportation, lodging, loss of business or any other incidental or consequential damages.

Some states do not allow disclaimers of implied warranties, nor the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

In order to obtain service under this warranty, bring the vehicle, this warranty certificate, a copy of the repair invoice and a written explanation of your concern to Auto Body Xperts. If you need to obtain warranty service, or if a servicing problem occurs, please feel free to discuss any issues with the management of this store.

Auto Body Xperts is independently owned and operated and is proudly and solely responsible for the workmanship and warranty for the specific repairs provided for this vehicle.

Customer Name \_\_\_\_\_ Phone No. \_\_\_\_\_

Address \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_

Year \_\_\_\_\_ Car Make/Type of Vehicle \_\_\_\_\_

VIN# \_\_\_\_\_ Delivery Date \_\_\_\_\_

Authorized Signature \_\_\_\_\_ Repair Order No. \_\_\_\_\_

## Customer Satisfaction

To help us serve you better, please complete this card and return it to us by mail.

We appreciate the valuable input. The members of our team will do everything possible to earn your continued trust.

## Customer Satisfaction Is Our Goal

Were you treated courteously by our personnel? .....  Yes  No

Were your questions about your vehicle's repair answered? .....  Yes  No

Were your vehicle's repairs completed in a timely manner? .....  Yes  No

Were you satisfied with the quality of your repair? .....  Yes  No

Would you recommend our facility to your friends? .....  Yes  No

Please rate your experience at our shop. Five (5) is the best rating.  1  2  3  4  5

Your comments are appreciated \_\_\_\_\_

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Insurance \_\_\_\_\_ Agent \_\_\_\_\_

Name \_\_\_\_\_ RO# \_\_\_\_\_

Location:  Holland  Hudsonville  Wayland