

# *Chesapeake Auto Service*

## **36 MONTH / 36,000 MILE LIMITED AUTOMOTIVE REPAIR WARRANTY**

This limited warranty is extended only to you, the original purchaser, and not to anyone who may purchase your vehicle from you during the term of the warranty. This limited warranty is made by the Independent Repair Facility ("Facility") who is so named on the original repair invoice and performed the service/repairs on your vehicle. This warranty may be honored by other Facilities participating in this program, or other authorized non-participating facilities anywhere in the United States.

### **WHAT IS COVERED BY THE LIMITED WARRANTY**

This warranty covers the following types of repairs and services, subject to the exclusions listed within:

- Air Conditioning, heating and climate control systems
- Brake system
- Engine cooling system
- Electrical system, including the starting and charging systems
- Engine performance, drivability services and repair
- Exhaust system
- Fuel system
- Ignition system
- Electronic engine management system and on-board computer systems, (engine, body, brake and suspension computers)
- Cruise control system
- Steering/suspension system, wheel bearings, CV joints/U-joints, Half-shafts and driveshafts
- Other minor repairs

Chesapeake Auto Service warrants that the above repairs and services performed at their location will be free from defects in materials and workmanship for 36 months or 36,000 miles of use, whichever comes first, measured from the date of the first repair and the odometer reading shown on the original repair invoice. This warranty is conditioned on the vehicle being subjected only to normal, non-commercial use, and receiving reasonable and necessary maintenance during the warranty period.

Warranty repair costs shall in no case exceed the costs of the original repair or service. If there is a defect in either materials or workmanship within the warranty period, Chesapeake Auto Service has the option to: 1. Perform remedial service work at no charge to you, 2. Replace the defective warranted part(s) without charge to you, or 3. Refund the charge for the warranted repairs, minus any previous refunds. If a defect exists within the warranty period, the warranty will not expire until the defect has been fixed. If, after a reasonable number of attempts, the defect has not been fixed, the buyer may return the vehicle for a replacement of parts, if applicable, or a pro rata refund, in either case, subject to deduction of a reasonable charge for usage. This warranty applies to only the defective items and may not include all items on an invoice. This does not affect the protections or remedies the buyer has under any law.

### **WHAT IS NOT COVERED BY THIS WARRANTY**

You must pay for any non-warranty service you order to be performed at the same time as any warranty service. This warranty will not apply to your repaired vehicle if it has been damaged by abnormal use, misuse, neglect, accident, acts of nature ie.( rain, snow, wind etc.), or alteration. This warranty covers only NEW or Rebuilt parts and the labor necessary to install those parts replaced by Chesapeake Auto Service. The warranty does not apply to any used parts, customer supplied parts, or any part not directly purchased from and installed by Chesapeake Auto Service. Chesapeake Auto Service employees and/or

agents do not have authority to modify the terms of this warranty, nor to make any promises in addition to those contained within this warranty. Some states do not allow the exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

## **REPAIRS AND SERVICES EXCLUDED FROM THE LIMITED WARRANTY**

This warranty does not cover repair(s) or service(s) except as listed in the section, "What is Covered by this Warranty," even though Chesapeake Auto Service may offer other services. THIS WARRANTY DOES NOT IN ANY WAY INCLUDE INCIDENTAL OR CONSEQUENTIAL DAMAGES (additional expenses which you may incur as the result of faulty parts, repair or service). Repairs and services excluded from the 36 month 36,000 Mile Limited Repair Warranty include:

### **ENGINE:**

Any internal repairs, replacement of internal components, or replacement of the engine assembly.

### **TRANSMISSION, TRANSAXLES:**

Automatic or Manual – any internal repair or component replacement requiring the removal of the transmission or transaxle from the vehicle or disassembly of same.

**CLUTCHES** – Clutch component(s), assembly repair or replacement.

### **DRIVE AXLE/DIFFERENTIAL ASSEMBLY:**

Any repair or component replacement requiring the removal of internally lubricated components or replacement of the drive/axle differential assembly.

1. Ring gear, pinion gear and other related gears.
2. Associated bearing with above.

### **AUTO BODY, PAINT, MOLDING REPAIR:**

Any repair or materials related to auto body repair work.

**GLASS REPLACEMENT OR REPAIRS.**

**COMMERCIAL VEHICLES.**

**TIRES AND TIRE BALANCING.**

**ALIGNMENTS.**

Replacement of anti-freeze or clamps is not included in the warranty on belts/radiator hoses. Cost of refrigerant and recharging of the air conditioning system is not included with the warranty on air conditioner parts or air conditioner compressors.

Cost of additional brake system components, including rotors and drums and/or labor to restore Brake System to its safe proper operation is not included with the warranty on Brake Shoes, Disc Pads, Calipers and/or Wheel Cylinders and all other hardware.

Parts not replaced and / or not invoiced by Chesapeake Auto Service although said parts may have been removed and reinstalled during a repair or service.

Any parts and labor which have not been paid for including free promotional items and items charged to a billed account.

Batteries are covered by a separate warranty from the manufacturer.

## HOW TO OBTAIN WARRANTY SERVICE

**You must keep a copy of the original repair invoice and present it when seeking service under this warranty.** If warranty work is performed, you must temporarily surrender possession of the original repair invoice, or a legible copy of the same. If you are less than 25 miles away from Chesapeake Auto Service, you must return your vehicle to Chesapeake Auto Service for any warranty repairs. If you are further than 25 miles from Chesapeake Auto Service, you must notify Chesapeake Auto Service before you may take your vehicle to a non-participating Repair Facility in your area. If the non-participating Repair Facility will not accept payment from Chesapeake Auto Service, you must pay for the warranty service and submit your original repair invoice (or legible copy) and subsequent warranty repair invoice (or legible copy) to the Administrator for review, within 60 days of the date of repair. If your vehicle is inoperable, and you are further than 25 miles from the original facility, you may be eligible for certain towing benefits, to a maximum of \$60.00. You may also be eligible for Rental Car benefits if your vehicle cannot be repaired the same day due to circumstances beyond your control. The maximum benefit is 2 days at a maximum of \$35.00 per day, as determined by the Warranty Administrator.

### **100% Satisfaction Gaurantee**

We want you to be 100% satisfied with our service facility. If you are not 100% satisfied with your service visit, we will offer a 10% discount on your next purchase (discount cannot exceed \$25.00) which is valid at Chesapeake Auto Service only. The subsequent second visit must occur within one year of the original service. This discount can not be used to reduce outstanding debt.