

Limited Warranty Agreement

Phone 250-374-4727 (collect calls accepted)

Warranty:

The repair work described as \_\_\_\_\_ on invoice number \_\_\_\_\_ and not including any other parts or labour or components of the vehicle, will be warranted to the buyer against defects in workmanship or materials supplied by B&M Transmission and Car Care Centre; if later repairs are required on parts purchased on this invoice within the time and mileage specified in the terms of this warranty, then it will be provided without charge to the buyer, within the limits of this warranty at any **pre-approved** automotive repair facility. This warranty covers the cost of replacing only those parts which are listed on the original repair invoice and supplied by B&M, and the labour charges needed to perform the repairs. This warranty is only extended to the customer named and does not cover things such as loss of use, loss of earnings, per diem expenses, nor any other consequential or incidental damages with the exception of towing - towing will be covered to a maximum amount of \$100, for vehicles which are un-driveable and fall within this warranty time and mileage and for which this warranty applies. B&M Transmission and Car Care Centre's obligation under this warranty is limited to replacing or repairing defective parts and correcting defectively furnished labour. B&M Transmission and Car Care Centre is only responsible for the parts and labour purchased by the customer on the original invoice that prompted the issuance of this warranty, and not for subsequent failures of, or damage resulting from related parts or units.

Warranty Service Instructions:

Always return vehicle to B&M Transmission and Car Care Centre, whenever possible. If distance prevents your vehicle's return to B&M, then warranty work will be arranged to be performed at a **pre-approved** automotive repair facility with B&M's permission and when completed, we will provide the repair shop with a credit card payment. **You must call our shop prior to all repairs, or your warranty may be voided.** All collect calls will be accepted (250)-374-4727. Weekends you can E-mail us at [bandmtrans@gmail.com](mailto:bandmtrans@gmail.com) and we will help out as best we can. Valid attempts should be made to contact us when there is a possible warranty situation. Should you not be able to contact us, you may, at your discretion, have the necessary repairs carried out and **bring the receipt and faulty parts** to us for **possible** reimbursement. If you choose to have another shop make repairs without prior approval, you risk having this warranty voided, **warranty is at our sole discretion.** No towing allowance will be available for repairs made without prior authorization, without exception. No warranty allowance will be made for non-return of faulty parts as we will not be able to submit warranty application through our parts suppliers.

There are no implied warranties at all. (Details on reverse side)

Repairs or replacements done while under warranty do not extend the terms of this warranty.

Warranty Details:

Customer \_\_\_\_\_ Date \_\_\_\_\_ KM at repairs \_\_\_\_\_

License \_\_\_\_\_ Year Make Model \_\_\_\_\_ VIN \_\_\_\_\_

Warranty Terms: \_\_\_\_\_ Months OR \_\_\_\_\_ ,000 KM

(whichever occurs first)

Warranty Authorized By: \_\_\_\_\_ Warranty Accepted By: \_\_\_\_\_

(Authorized Shop Employee)

(Customer or Person Authorized by Customer)

We recommend a 2 week complimentary check-up after repairs

Warranty Details

Repairs or replacements done while under warranty do not extend the terms of this warranty.

#### A. WARRANTY TERMS:

- (1) This warranty covers parts, and the cost of labour to repair defective parts under the terms of this warranty agreement. This warranty is NON-TRANSFERRABLE and is only EXTENDED to the PERSON & VEHICLE NAMED ON THE REVERSE SIDE. It does not cover things such as towing (in excess of \$100), loss of use, loss of earnings, personal damages, per diem expenses or any other consequential or incidental damages. Warrantor's obligation under this warranty is limited to replacing or repairing defective parts and correcting defectively furnished labour and does not cover other parts damaged as a result of a consequence of the replacement part or parts failure.
- (2) This warranty does not cover failures caused by engines which have been modified to produce more output (horsepower or torque) beyond the original design limits of the vehicle. These items include, but are not limited to; turbochargers; superchargers; performance enhancement chips or tuners; significantly larger tires than what the vehicle was originally equipped; larger or heavier loads than normal limits placed by the manufacturer.
- (3) **Any vehicle which is not properly maintained to at least the manufacturer's recommended intervals will void this warranty.** You MUST keep receipts to prove maintenance has been done. When possible use manufacturer's recommendations; or as a general guideline: Failure to follow these recommendations/manufacturer recommendations may void your warranty!

Change engine oil change every 5,000km or every 3 months  
Change transmission fluid every 30-50,000km or every 2-3 years  
Change transfer case and differential fluids every 100,000km or every 3-4 years  
Change engine coolant every 100,000km or every 5 years maximum  
Change fuel filter (if external) every 20-30,000km or every 2 years  
Change air filter (or clean) every 20-30,000km or every year  
Change timing belt (especially if interference engine) every 100,000km  
Change spark plugs every 100,000km (unless driveability problem exists)

- (4) The repairs performed can many times fail, due to no fault of the warrantor. Parts related to, but not part of the original repair, can fail after the repair has been made thereby affecting the systems repaired on the original repair invoice. Under these circumstances, your warranty is not valid. In no way can the warrantor predict these events, and therefore is not responsible for them. The warrantor is only responsible for the parts and labour purchased by the customer on the invoice that prompted the issuance of this warranty; not damages resulting from related parts or units consisting of, but not limited to; computer control units, including programming; sensors; actuators; cooling lines/hoses or fittings; faulty wiring; fuel system components, including injectors; ignition systems.

#### B. How To Obtain Warranty Service:

- (1) **Always return vehicle to B&M Transmission and Car Care Centre, when possible.** This must be done at your own expense, except for \$100 allowance for warranty applicable instances. You may charge the tow to our shop, if on a weekend and you are not able to contact us, and we will apply the \$100 credit, if applicable. You may also pay the tow and if warranty is approved, and a valid receipt is produced, we will reimburse up to \$100. Call us for appointment (250)374-4727 as soon as possible to avoid further damages or delays in repairs. Weekends you can E-mail us at [bandmtrans@gmail.com](mailto:bandmtrans@gmail.com) and we will help as best we can.
- (2) If distance prevents return, call our shop collect and we will accept charges. We will direct you to an appropriate repair facility as best we can, and if the repairs are warranty approved by us, we will pay that shop direct by credit card upon completion of the warranty repairs. **You must retain the old parts and return them to us in this situation, so we may submit claim to our parts suppliers.** You can E-mail us at [bandmtrans@gmail.com](mailto:bandmtrans@gmail.com) and we will help as best we can. If, after valid attempts of contact fail, you may choose to have repairs done and pay the repair invoice direct and submit for reimbursement on your return home. **IF you choose this option, warranty is at our sole discretion** and a proper receipt and originally replaced parts must be returned to us for consideration. Only those parts which were charged on the original repair invoice are covered by this warranty and no allowance for towing will be given if pre-authorization is not given by B&M Transmission and Car Care.

We make every attempt to purchase and install only the highest quality parts. Our opinion on parts manufactured these days is that many times the highest quality parts necessary to help prevent subsequent failures come from the original equipment manufacturers', or OEM parts. Examples of these parts include rear main engine seals, crank and cam position sensors, coil packs, many brake components, control modules, and many more parts. We are sometimes able to source these OEM manufactured parts from sources other than the vehicle dealerships, resulting in lower cost but still retaining the highest quality repairs. Lower quality "white box" parts available at some parts stores are in many cases more prone to problems and also many times have a very short lifespan. We try to avoid these parts whenever possible and in some cases will refuse to install them altogether if we have found a pattern of failure with a particular part. We will always try to keep the costs of your repairs/parts cost as low as possible, while maintaining our high standards of repairs. Many times the cost savings on the cheaper parts are eaten up by having to pay to have the repairs performed again a short time later. By using only the highest quality parts that we can, we are many times able to offer warranties that are much higher than the industry standards. That is why we hope you agree with our parts policies and understand why...

**Automotive parts are not created equally, or work the same, or last the same...**