

LIMITED WARRANTY SUMMARY & PROCEDURES

Our Promise

At Good Carma Auto Repair, we stand behind the work we perform. This summary explains what is covered, how to request warranty service, and what to expect if a concern arises after a repair. Our goal is to provide quality workmanship, honest communication, and a fair warranty process for every customer.

What Is Covered

Unless otherwise stated in writing, qualifying repairs performed by Good Carma Auto Repair are covered by a **Three (3) Year Limited Workmanship Warranty** beginning on the date of the original repair. If a covered repair fails due to our workmanship during that period, we will correct the original repair at no additional charge. Replacement parts supplied by Good Carma Auto Repair are covered by the warranty provided by their manufacturer or supplier. If a manufacturer approves a warranty claim, we will replace the defective part and perform the labor necessary to complete that replacement at no additional charge. This Limited Warranty applies only to the original repair and does not extend to unrelated parts, systems, or future component failures.

Repairs Not Covered

Repairs consisting solely of labor, repairs using customer-supplied parts, and repairs using used parts not supplied by Good Carma Auto Repair are performed without warranty. Because we cannot verify the quality, history, fit, condition, or compatibility of these components, Good Carma Auto Repair makes no express or implied warranty regarding customer-supplied or non-Good Carma supplied parts.

Requesting Warranty Service

If you believe you are experiencing a concern related to a previous repair, please contact Good Carma Auto Repair as soon as reasonably possible. We encourage customers to report concerns within **seven (7) days** of first noticing an issue whenever practical. Concerns reported within **thirty (30) days** of the original repair qualify for a complimentary comeback inspection. Requests submitted after thirty (30) days may still be eligible for warranty consideration; however, additional diagnostic time may be required to determine whether the concern is related to the original repair. If the concern is determined to be covered under this Limited Warranty, any diagnostic charges incurred solely to verify the warranty issue will be credited toward the warranty repair.

Inspection & Approval

Before warranty coverage can be approved, Good Carma Auto Repair reserves the right to inspect the vehicle and verify the reported concern. Warranty eligibility will be determined based on our inspection, diagnostic findings, repair history, manufacturer

information, and the terms of this Limited Warranty. Repairs performed by another repair facility without prior written authorization from Good Carma Auto Repair are not eligible for reimbursement or warranty consideration.

Opportunity to Cure

As a condition of this Limited Warranty, the customer agrees to provide Good Carma Auto Repair with a reasonable opportunity to inspect the vehicle and correct any warrantable defect before authorizing repairs by another repair facility. Failure to provide Good Carma Auto Repair with this opportunity may void warranty coverage for the claimed repair and relieve Good Carma Auto Repair of any obligation to reimburse subsequent repairs performed by others.

Customer Responsibilities

To maintain warranty eligibility, customers are expected to operate and maintain their vehicles in a reasonable manner and address warning signs promptly. Warranty coverage may be limited or denied if damage results from continued operation after overheating, operation with insufficient engine oil or coolant, ignoring warning lights or obvious mechanical concerns, or from abuse, neglect, misuse, racing, off-road use, or unauthorized vehicle modifications. If a serious concern develops, we recommend discontinuing vehicle operation and contacting Good Carma Auto Repair as soon as possible.

Warranty Exclusion

This Limited Warranty does not cover normal wear and tear, scheduled maintenance, pre-existing conditions, unrelated mechanical or electrical failures, cosmetic concerns, interior, trim, or accessory damage not caused by Good Carma Auto Repair, accidents or collisions, towing expenses, rental vehicles, lost wages, lodging, loss of vehicle use, incidental or consequential damages, manufacturer warranty denials, or repairs performed by another repair facility without prior written authorization from Good Carma Auto Repair.

Warranty Limits

This Limited Warranty applies only to the original customer and the original vehicle identified on the repair order, is non-transferable, and terminates upon the sale or transfer of the vehicle. Coverage is limited solely to the original warrantable repair. If a covered replacement part fails, Good Carma Auto Repair's responsibility is limited to replacing that part and performing the labor necessary to complete that repair. Damage to unrelated components resulting from the failure of a warranted part is not covered under this Limited Warranty. Repairs beyond the original warrantable repair will be billed at Good Carma Auto Repair's standard labor rates and parts pricing. No employee or representative of Good Carma Auto Repair may modify this Limited Warranty unless authorized in writing by Good Carma Auto Repair.

Our Commitment

We want every customer to feel confident bringing their vehicle to us. If you have a concern about a previous repair, please reach out. We will inspect your vehicle, explain our findings, answer your questions, and work toward a fair resolution whenever possible.

Thank you for choosing Good Carma Auto Repair.

This Limited Warranty is incorporated into and governed by Good Carma Auto Repair's Terms of Service. In the event of any conflict between this Limited Warranty and the Terms of Service, the Terms of Service shall control.