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Frampton Garage South Glos. Ltd Warranty Policy

Purpose

Warranties are provided by Frampton Garage to resolve any issues in relation to recent work carried out on a vehicle. If any repair is not sufficiently carried out, we will endeavour to reassess the vehicle and put the job right at no extra cost to the customer should Frampton Garage be at fault, or if any parts fitted are faulty.

This warranty is provided to ensure that any damage or fault caused by Frampton Garage is resolved and repaired to keep the vehicle off the road for as little as possible with minimal costs. It is also reassurance that if a part that has been fitted by Frampton Garage and has failed that this will be replaced under warranty with no extra costs to the customer. These terms are subject to Frampton Garages' discretion and are not applicable to any other garage or work carried out by third parties.

Frampton Garage will assist the customer with any claim regarding work carried out by an alternative garage. However, you must check with the third-party garage prior to arranging further work to be carried out by Frampton Garage if you are not covering the costs and are arranging a warranty claim. Once the work has been completed, the vehicle must be paid for in full, any queries on who will be paying must be decided amongst the customer and the third party.

Any warranty is only valid as per the terms and conditions. Warranties can only be authorised as long as the reason for failure is not due to customer negligence or improper care. This includes lack of regular servicing, checking oils and fluids weekly and regularly inspecting the vehicle before and after use. Continuing to drive the vehicle and ignoring any changes to the drive of the vehicle or continuing to drive with any unusual noises or leaks without having the vehicle investigated promptly before the issue worsens. We recommend not to drive the vehicle if you are unsure that it is safe to do so. It is against the law to drive your vehicle with a known fault which could affect your safety or the safety of other road users.

Warranty expiry date

All parts other than bulbs, fluids, and wiper blades, are given a one year or 12,000 mile (whichever is soonest) minimum manufacture warranty. Some extended parts warranties can be purchased at an extra cost, this is subject to supplier terms and varies per product. Some products will come with a longer warranty as standard, such as vehicle batteries (excluding key fob batteries) All warranties begin from invoice date, not date of installation. No warranty can be given to parts supplied by the customer, or second-hand parts. Please ask a member of staff about the length of warranty for the part before committing to going ahead with any work. Warranty periods cannot be negotiated after the work has been completed. Please ask Frampton Garage about the warranty on the parts and services on your vehicle when you pick up the vehicle to ensure that you are aware of the level of cover you have.

Frampton Garage will not assist with any warranty claim that exceeds the one year manufacturer warranty or the warranty set out by Frampton Garage (excluding any parts that have more than a one year manufacturer warranty)

Bodywork Damage

Frampton Garage will not accept blame for physical damage to the vehicle that is not identified immediately following repair work. It is best advised to check your vehicle before leaving the premises. Frampton Garage have 24-hour CCTV which will assist with the investigation, unfortunately copies of which are not allowed to be given to the customer due to employee privacy and protection. You must make Frampton Garage aware of any damage to the body or exterior of the vehicle prior to leaving the vehicle. Your vehicle will be inspected upon arrival, and this will be noted in the technician's report, this damage will be identified before any work has been carried out.

Frampton Garage will not be responsible for the vehicle if it has been parked on the public roads, if any bodywork damage has been caused by a third party. We will assist with providing information, witness statements and CCTV if applicable.

Should you leave your vehicle out of hours, the vehicle is left at the owner's risk, we cannot be responsible if the vehicle is left and not stored within our properties. All vehicles are parked within the car park, workshops or on the roads local to the garage. We will only drive the vehicle to and from these locations and for test driving. Due to lack of space we cannot guarantee that all vehicles can be parked in our car park.

Warranties are not transferrable and are only valid whilst you own the vehicle. It cannot be passed onto the new owner of the vehicle and Frampton Garage will not provide a warranty once the vehicle has been sold.

General points

The vehicle must come back to Frampton Garage to be investigated as to why the fault or damage has occurred, Frampton Garage will not accept any diagnosis from a third-party or alternative garage. Frampton Garage must authorise any repair work to be carried out following a warranty claim on the parts and services otherwise the claim will be invalid, this includes any work to be carried out at Frampton Garage or at an alternative repairing garage. Frampton Garage will not be able to help with a claim if a third-party repairing garage has carried out any work to the components in question between the vehicle leaving Frampton Garage and a claim being submitted.

Acknowledging a fault with the vehicle for an extended period without notifying Frampton Garage can worsen the overall outcome of the fault and could cause your vehicle more damage, due to this negligence, Frampton Garage will not be able to assist with the warranty claim. To prevent this from happening, it is best advised to be vigilant and to check fluid levels (especially oil and coolant) tyre pressures, visually check the lights and visually check for any leaks within the engine bay or underneath the vehicle. The vehicle must be regularly serviced at the correct intervals to avoid any damage to engine components. Frampton Garage cannot be held responsible for any damages if this hasn't been done as a minimum practice. Recommended intervals are often a minimum of an oil and filter change every 10,000 miles or annually whichever is soonest.

Warranty work carried out elsewhere

Frampton Garage will not accept any diagnosis by a third-party, every potential warranty claim will have to be investigated by Frampton Garage prior to authorisation and the result of the investigation will prove whether Frampton Garage are at fault, or whether the part has failed and will need to be replaced. However, if you insist that the work must be done elsewhere for convenience purposes you will have to supply quotes and request prior authorisation before going ahead with the repairs. Frampton Garage will only pay up to the amount of the initial repair, labour may not be covered if the repair has not been carried out at Frampton Garage. Frampton Garage will always request to see the vehicle first and carry out the corrective repair work. If the part has failed, you will not be able to have the repairs done elsewhere as this will invalidate the effectiveness of the warranty on the part itself.

Locking wheel nuts

Locking wheel nut keys must be present whilst the vehicle is in for repair, Frampton Garage reserve the right to charge the normal labour rate of £50+vat per hour for any time spent looking for them as this delays the vehicle from being repaired quickly and holds up the use of the ramps. The locking wheel nuts will be placed back in the vehicle in an obvious location (usually the gearstick, or glovebox) or the locking wheel nut key will be put into a locking wheel nut bag. Frampton Garage cannot be held responsible for any missing locking wheel nuts if not noticed upon receipt of collection of the vehicle.

Parts with no/limited warranty

There is no guaranteed life expectancy for some parts. For example, bulbs, key fob batteries wipers. Frampton Garage only charge £7.95+vat for headlight bulbs and offer all other bulbs for £1 and all bulbs are fitted for free. (Normal bulbs, kept in stock only) Key fob batteries are only £2.50+vat. Wiper blade prices vary per vehicle.

Clutches and braking components do not have a guaranteed life expectancy and often braking components and clutches can wear due to driver error or excessive mileage. Frampton Garage will investigate as to why these parts have failed before ruling out part failure. However, if the investigation proves that this has happened due to driver error for example; "riding the clutch" this will invalidate the claim and the customer will have to pay full price for the work to be re-done. Brakes can wear quicker due to improper use or excessive use, it is important to notify Frampton Garage as soon as possible of any faults or changes to the brakes without continuing to drive the vehicle, as the issue can worsen.

Providing personal authorization to a warranty claim carried out by a third-party garage, without notifying Frampton Garage will invalidate your warranty immediately. Frampton Garage will not support any claim without confirming diagnosis first.

Life-time warranty

Some parts may come with the option to buy a “lifetime warranty” which ensures the part will last for as long as you own the vehicle, or it will be replaced free of charge. This may come at an optional cost to yourself or may be included in the price of the part. This warranty is not transferrable and is only valid for as long as you own the vehicle. Only parts are covered within this warranty, the labour is not included, therefore this will come at the same cost as originally priced.

Resolution of a warranty claim

Frampton Garage will no longer provide a warranty if this claim has been resolved by a third-party garage. The warranty will need to be supplied by the new repairers, any repercussions of this will also become invalid to support a claim and Frampton Garage will no longer identify with their repairs with the vehicle.

Frampton Garage will provide a new warranty for the repair work that has been carried out following a warranty claim, therefore this will ensure that the work is protected for another period of one year.

This warranty is not transferrable and is only valid whilst you own the vehicle. It cannot be passed onto the new owner of the vehicle and Frampton Garage cannot warrant the parts nor service if the vehicle has been sold.

Advice after repair

Frampton Garage may give you specific procedures to follow a repair has been carried out to your vehicle, this will be written on your invoice. Please follow this advice as this has been explained to you to ensure that the warranty is still valid on your repair and that the problem doesn't worsen or reoccur. If this advice is ignored, this could risk your warranty validity.

If you are unsure of the warranty that Frampton Garage have provided or need more information, please speak to a member of staff before taking the vehicle away. All warranty claims must comply with these terms and conditions as requested by Frampton Garage.