



Frampton Garage South Glos. Ltd Warranty Policy

This policy is designed to assist you with protecting the parts and servicing provided by Frampton Garage. This policy is effective when recent work has been carried out and there has been a fault or damage to the vehicle relative to the work carried out.

General points

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. These terms are subject to Frampton Garage 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.

How long is this warranty valid for?

>This warranty is valid for a maximum of 1 year, however this length of time can vary on certain products and services. Some products may come with shorter warranties or longer depending on the nature of the product, for example; most batteries will come with a 3-year warranty from the date of instalment and depending on the result of a battery test we can supply a new one at no extra cost. Majority of our OE quality parts will come with a 1 Years' manufacturer guarantee which Frampton Garage will comply with if the part fails, following an impending investigation.

>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. You must make Frampton Garage aware of any damage to the body or exterior of the vehicle prior to leaving the vehicle.

>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 will not provide a warranty once the vehicle has been sold.

>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.

What could invalidate my claim?

>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 become invalid.

>If a third-party 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.

>Any warranty claim that expires our 1-year guarantee (excluding any parts that have more than a 1-year manufacturer's warranty)

Can I have the 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 validate 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.

>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.

>Frampton Garage will always request to see the vehicle first and carry out the corrective work.

Invalid claim examples;

>If the locking wheel nuts are lost after a service at Frampton Garage but new tyres have been put on the vehicle since the service, This would invalidate the claim as Frampton Garage will not accept responsibility if the tools have been used since Frampton Garage.

>There is no guaranteed life expectancy for some parts, for example; bulbs. Frampton Garage only charge £5.95+VAT for headlight bulbs and offer all other bulbs free of charge and all bulbs are fitted for free.

>Clutches and braking components do not have a guaranteed life expectancy and often braking components and clutches can wear due to driver error or extensive 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.

>Providing personal authorization to a warranty claim carried out by a third-party garage, without notifying Frampton Garage. This will invalidate Frampton Garages' warranty terms immediately and Frampton Garage will not identify with the repairs carried out. 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 insures the part for as long as you own the vehicle. 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.

Once the warranty has been resolved

>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 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 1 year.

If you are unsure of the warranty that Frampton Garage provide 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.