

Brake Repair Warranty Policy

Effective Date: 1/1/2023

Applies To: Brake Repairs Performed by Nealey Tire & Auto

1. Warranty Coverage

Duration of Coverage

- **Brake Pads/Shoes:** 12 months or 12,000 miles, whichever comes first.
- **Brake Rotors/Drums:** 12 months or 12,000 miles, whichever comes first.
- **Labor:** 12 months or 12,000 miles, whichever comes first.

What Is Covered

This warranty covers:

- Defects in parts supplied and installed by Nealey Tire & Auto.
 - Workmanship related to brake repairs, including improper installation or adjustments.
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2. Exclusions

This warranty does **not** cover:

- Normal wear and tear of brake pads, shoes, rotors, or drums.
 - Damage caused by misuse, neglect, or accidents (e.g., overloading, racing).
 - Damage to brakes due to an unrelated issue (e.g., malfunctioning or sticking caliper, faulty brake master cylinder, etc.)
 - Repairs performed or parts replaced by another shop or individual.
 - Noise or vibration caused by factors unrelated to the brake repair (e.g., suspension issues, uneven tire wear).
 - Damage due to improper vehicle maintenance (e.g., failing to address worn tires or suspension problems).
 - Repairs related to aftermarket or customer-supplied parts.
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3. Customer Responsibilities

To maintain warranty coverage, the customer must:

- Follow the manufacturer's recommendations for vehicle maintenance.
 - Return the vehicle to Nealey Tire & Auto for inspection at the first sign of an issue.
 - Provide proof of original service (receipt or invoice).
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4. Filing a Warranty Claim

Steps to File a Claim

1. **Contact Us:** Call the Nealey Tire & Auto location that performed the repairs to report the issue.
2. **Schedule an Inspection:** Bring the vehicle to our shop for a warranty evaluation.
3. **Review and Decision:** Our technicians will inspect the brakes to determine if the issue is covered.

If Covered:

- Repairs or replacements will be performed at no cost to the customer.

If Not Covered:

- We will provide a detailed explanation and a quote for additional repairs.
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5. Limitations of Liability

- Nealey Tire & Auto is not responsible for incidental or consequential damages, such as towing fees, rental car expenses, or loss of income, unless prohibited by state law.
 - The warranty is valid only for the original customer and cannot be transferred to subsequent owners.
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6. Additional Notes

- **Aftermarket Parts:** If the customer requests the use of aftermarket or non-OEM parts, this warranty covers only labor for 12 months or 12,000 miles.
 - **Fleet Vehicles:** Custom warranty terms may apply based on fleet service agreements.
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Disclaimer

This brake repair warranty is offered in addition to any applicable manufacturer warranties and does not limit your rights under state or federal laws.

By implementing this policy, you'll reassure customers of your commitment to quality and ensure clear communication about the scope and limitations of your brake repair warranty.