

Engine and Transmission Warranty Policy

Effective Date: 1/1/2023

Applies To: Engines and Transmissions Purchased and Installed by Nealey Tire & Auto

Policy Overview

At Nealey Tire & Auto, we offer engine and transmission warranties that align with the supplier's warranty terms. This policy ensures transparency and consistency, providing peace of mind for our customers while maintaining accountability through the supplier's guidelines.

1. Warranty Coverage

Duration of Coverage

- The warranty duration is determined by the supplier and may vary depending on the engine or transmission purchased. Common terms include:
 - **Remanufactured Units:** Typically range from 12 months or 12,000 miles to 36 months or 100,000 miles or longer.
 - **Used/Salvaged Units:** Typically 90 days or 3,000 miles.

What Is Covered

- Defects in materials or workmanship for the engine or transmission supplied.
 - Labor costs for installation or replacement, provided the supplier's warranty includes labor reimbursement.
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2. Conditions for Warranty Coverage

Customer Responsibilities

- Follow the supplier's requirements, such as:
 - Using approved fluids and filters.
 - Performing scheduled maintenance (e.g., oil changes, filter replacements).
- Provide proof of required maintenance upon request.

Installation Requirements

- The engine or transmission must be installed by certified technicians at Nealey Tire & Auto.

- All ancillary parts required by the supplier (e.g., new filters, gaskets, seals) must be replaced during installation.

Claim Process Requirements

- The vehicle must be brought to Nealey Tire & Auto for diagnosis and warranty claim initiation.
 - Customers must provide proof of purchase (invoice) and any relevant service records.
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3. Exclusions

This warranty does **not** cover:

- Failures due to neglect, misuse, or accidents (e.g., overheating, lack of oil).
 - Towing fees or loss of use of the vehicle.
 - Incidental or consequential damages not covered by the supplier's policy.
 - Repairs performed by another shop or individual without prior authorization.
 - Issues caused by modifications or non-standard use of the vehicle.
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4. Claim Process

Step 1: Notify Nealey Tire & Auto

- Contact us via phone, text or email to report the issue immediately.

Step 2: Diagnostic Inspection

- Bring the vehicle to our shop for a thorough inspection to determine if the failure is covered under the supplier's warranty.

Step 3: Supplier Coordination

- Nealey Tire & Auto will handle communication with the supplier, including submitting necessary documentation and following the supplier's warranty claim process.

Step 4: Repair or Replacement

- If the claim is approved:
 - The engine or transmission will be repaired or replaced according to the supplier's terms.
- If the claim is denied:
 - The customer will receive a detailed explanation and options for further repairs.
 - The customer will be responsible for any diagnostic charges performed.

5. Transferability

- The warranty is non-transferable and applies only to the original purchaser of the engine or transmission.

6. Additional Notes

- Customers are encouraged to review the specific supplier's warranty terms at the time of purchase for detailed coverage and requirements.
- Labor costs covered by Nealey Tire & Auto are limited to the amount reimbursed by the supplier.

7. Disclaimer

This policy is contingent upon the supplier's warranty terms and conditions. Nealey Tire & Auto assumes no responsibility for claims denied by the supplier or for any limitations imposed by the supplier's warranty.

By offering this policy, we aim to ensure that customers benefit from both the supplier's warranty and our professional installation services.