



## **R. Pena's Automotive Specialist Warranty Policy**

**Effective Date:** 03/31/2025

### **1. Scope of Warranty**

R. Penas Automotive Specialist ("Company") provides this limited warranty ("Warranty") on parts and labor for automotive repair services performed by our technicians. This Warranty applies solely to defects in workmanship or installation by Company personnel and does not extend to pre-existing conditions or unrelated vehicle issues.

### **2. Exclusions**

This Warranty does not cover:

- Normal wear and tear, supplies, and consumables (e.g., fluids, filters, belts, hoses, refrigerant, oil, chemicals).
- Failures or damage caused by customer misuse, neglect, abuse, improper maintenance, or continued operation of the vehicle after a defect is discovered.
- Damage resulting from accidents, modifications, unauthorized repairs, environmental factors, or acts of nature.
- Parts or components not supplied by Company or installed at the request of the customer without Company recommendation.

### **3. Warranty Period**

- **Labor:** The warranty period for labor is limited and will be specified at the time of service.
- **Parts:** The warranty period for parts ranges from **one (1) year to lifetime**, depending on the manufacturer's coverage. The specific warranty period will be clearly stated on the repair invoice, individual quote, or verbally communicated at the time of service.
- **Used Parts:** If used parts are installed, they may carry a limited warranty depending on their condition, which will be disclosed on the invoice or communicated verbally at the time of service.

#### 4. Conditions for Warranty Claims

To qualify for Warranty service, the customer must:

- Provide the original invoice, receipt, or proof of service.
- Ensure the vehicle has been properly maintained according to the manufacturer's specifications.
- Notify the Company of any warranty claim **before** seeking repairs elsewhere. Unauthorized repairs will void this Warranty.

#### 5. Warranty Claim Process

Customers may submit a warranty claim by:

1. Contacting R. Pena's Automotive Specialist at **(956) 917-9897 (Business)** or **(956) 400-9149 (Personal)**, or via email at **support@rp-automotive.com**.
2. Providing a detailed description of the issue, along with the original repair information.
3. Scheduling an inspection appointment. The claim process will follow the customer waitlist.

If the issue is determined to be unrelated to the original repair, a **charge** may apply.

#### 6. Resolution of Claims

Upon verification of a valid warranty claim, Company reserves the right to:

- Repair the defective workmanship or faulty part at no cost to the customer.
- Replace defective parts with new or reconditioned parts of equivalent quality.
- Offer other reasonable solutions at Company's discretion.

For parts with a lifetime warranty, the part may be replaced at no cost; however, labor charges may apply depending on the elapsed time since installation. The replacement part will receive a new warranty period.

#### 7. Fees and Charges

- **Diagnostic Charges:** Company offers a "No Fix, No Charge" policy for diagnostic services **only if** a certain number of **flag hours** have been spent diagnosing an issue and we are unable to resolve it from our end.

- If the customer **declines additional diagnostic time** that would have allowed us to identify the root cause of an issue, they will still be responsible for diagnostic charges incurred up to that point.
- Additional services, labor, or replacement parts outside of warranty repairs will be billed accordingly.
- Any vehicle left unclaimed after repairs are completed may be subject to storage fees.

## 8. Limitations of Liability

Company shall not be liable for:

- Incidental or consequential damages, including but not limited to loss of vehicle use, towing expenses, rental car costs, loss of income, or personal inconvenience.
- Repairs performed by third parties without prior written authorization from Company.
- Any modifications made to the vehicle post-repair that impact the original repair performed.

## 9. Non-Transferability

This Warranty is **non-transferable** and applies only to the original customer and vehicle listed on the repair invoice. It **terminates upon sale or transfer** of the vehicle to another owner.

## 10. Governing Law

This Warranty shall be governed by and construed in accordance with the laws of the State of **Texas**. Any disputes arising under this Warranty shall be resolved in the appropriate courts of **Hidalgo County, Texas**.

## 11. Amendments

Company reserves the right to modify this Warranty policy at any time without prior notice. The latest version will always be available upon request.

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For questions or to initiate a warranty claim, contact **R. Pena's Automotive Specialist** at **(956) 917-9897 (Business)** or **(956) 400-9149 (Personal)**, or email **support@rp-automotive.com**.

By utilizing Company services, the customer acknowledges and agrees to the terms of this Warranty.