

Newstead Mechanical Consulting Ltd.

Customer Warranty & Service Policy

At Newstead Mechanical, our mission is to provide high-quality automotive service built on honesty, safety, and professionalism. This document outlines our warranty coverage, customer service commitments, and policies relating to declined repairs.

1. Customer Service Policy

- All work will be clearly estimated and explained to the customer. No repairs are performed without prior written or verbal authorization.
 - Clear communication is our standard. We encourage customers to raise concerns within **7 days of invoice** so they may be addressed promptly.
 - We treat every customer and vehicle with respect, and we expect the same courtesy in return. Abusive, triangulated, or inappropriate communication may result in refusal of service.
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2. Parts Policy

- **Custom-Ordered Parts:**
 - All special-order or custom-ordered parts are **final sale**.
 - In the case of a manufacturer defect, the part may be covered under the **manufacturer's warranty** where applicable.
- **Standard Parts:**
 - Parts supplied and installed by Newstead Mechanical are covered for **6 months or 10,000 km** (whichever comes first).
 - No warranty is provided on **customer-supplied parts**.

3. Labour & Workmanship Warranty

- All labour performed by Newstead Mechanical is guaranteed to be completed to a professional standard.
- If a repair fails due to a **workmanship error** (e.g., improper installation, incorrect orientation, missing kit components), Newstead Mechanical will:
 - Supply a **replacement part** at no cost to the customer.
 - Cover all **labour costs** associated with correcting the issue.

4. Refusal of Recommended Repairs

- If a customer declines recommended repairs that relate to the safe or proper operation of the vehicle, any warranty on related parts and labour may be **voided**.
- Repairs declined may cause premature wear or failure of other vehicle systems, including newly installed components.
- Customers who decline such repairs may be asked to sign a **Refusal of Repairs & Liability Waiver**, acknowledging that:
 - The vehicle may be unsafe to operate.
 - Newstead Mechanical and its employees are not liable for damages, injuries, losses, or claims resulting from the refusal.

5. Exclusions & Limitations

This warranty does **not** cover:

- Normal wear and tear of parts.

- Damage caused by accidents, neglect, **tampering, improper handling, modification, or abuse.**
 - Damage resulting from subsequent repairs or alterations performed outside Newstead Mechanical.
 - Manufacturer defects beyond the manufacturer's stated warranty.
 - Customer-supplied parts or repairs declined by the customer.
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6. Warranty Claims Process

To make a warranty claim:

1. Contact us at **(368) 997-7796** or visit **1812 17 Ave SE, Calgary, AB T2G 1K4.**
 2. Provide your invoice number, vehicle details, and a description of the concern.
 3. Our technicians will inspect the vehicle to determine if the issue falls under workmanship warranty or manufacturer warranty coverage.
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Our Promise

We stand behind the parts we supply, the labour we perform, and the service we deliver. If something goes wrong, we will work with you to make it right.