

24,000-mile/24-month Limited Nationwide Warranty

General terms. For most customers, your repairs and services come with a 24,000 mile/24 month warranty as described and limited below. In the event of failure of a part installed by the provider or installation performed by the provider, you are entitled to up to one replacement of the faulty or inadequately installed part(s) in the event that such failure occurs and is identified by a certified mechanic within 24,000 miles or 24 months of the original installation, whichever occurs first. Certain costs for towing, a rental vehicle, trip charges (including but not limited to service call fees and mileage charges), short-notice appointment costs, and diagnostic fees are also covered as detailed below. This warranty is valid in the 50 United States of America.

Claims process. In the event that you require repairs or service at a repair service other than the Provider, that repair service must submit a warranty claim to be reimbursed for any services they provide prior to completing services. Services provided prior to approval of a warranty claim will not be reimbursed. We limit the maximum reimbursement to the amount you originally paid for parts and labor (not including any taxes or fees). Warranty claims must be submitted by email to warranty@mastermobilerepair.com. Claims for repairs must include photos showing the malfunction as well as the condition of the surrounding vehicle components, a photo of the vehicle odometer showing the current mileage, a detailed estimate showing costs to repair divided into individual services with separated costs for parts, labor, taxes, and fees, the vehicle year, make, model, VIN, mileage, full customer name, address, and phone number, and date of inspection. Claims for approved accompanying costs (see below) must include detailed, complete invoices showing receipt of payment by the concerned providers.

Upgraded parts. We can, at our sole discretion, require you to replace the original parts used with higher quality parts of our choosing. Any difference in cost between the original and higher quality parts is your responsibility. Any additional part pickup or shipping costs associated with such upgrade are also your responsibility.

Service provider radius. If you are within 50 miles of the address of your original service at the time you need warranty service, you are required to have that service performed by us.

Warranty service location. We can, at our sole discretion, require you to return your vehicle to the location of its original service. If the location of your original service is no longer available, we can require you to move your vehicle to another pre-approved location for warranty service. Reminder: If you are farther than 50 miles from the address of your original service, you still must pre-authorize all costs you wish to have reimbursed. Only costs submitted for reimbursement through the claims process described in this document will be reimbursable.

Change of service location. We can, at our sole discretion and in the event your original service occurred at a location that presented difficulties, require you to move your vehicle to another pre-approved location for warranty service.

Additional repairs. In the event your vehicle needs repairs to parts other than those originally performed or replaced, those repairs will be performed at your expense. Refusal to authorize such repairs voids this warranty.

Responsibility to maintain. It is your responsibility to report problems with parts we installed as soon as possible and comply immediately with any instructions we give you regarding having your vehicle inspected and/or serviced or stopping use of the vehicle. In the event you are unable to reach us when a malfunction occurs, it is your responsibility to immediately seek qualified service for the vehicle and/or discontinue use of the vehicle. It is also your responsibility to ensure that you perform, at your expense, any actions that are necessary and prudent for the safety of yourself and others whether or not charges related to such actions are reimbursable.

Accompanying costs. We will reimburse you for certain costs that arise as a result of failures of parts we installed or installations that we performed, limited as follows: rental car, up to \$50.00 per day for up to two days; towing, up to \$75.00; trip charges and same-day service fees, up to \$100; diagnostic fees or inspections, up to \$135.00; fees charged to meet minimum labor charges, up to \$100.

Reimbursements. Approved reimbursement amounts are paid by check, sent within seven days of your approved claim(s). We may elect to pay service providers directly rather than reimbursing you. We may elect to make payments and reimbursements in one lump sum or via multiple payments.

Scheduling restrictions. Warranty work is still subject to the same scheduling and location restrictions as were applied to the original appointment where we performed your

original service. Any restrictions from the Provider's locations policy also apply to warranty service (including weather, availability, access to electricity and water, etc.). Notwithstanding the above, we can, at our sole discretion, require warranty service to occur as a scheduled appointment during regular business hours even though the original service was provided same-day and/or after-hours.

Refund alternative. We can, at our sole discretion, require you to accept a refund of the amount you paid for the service we provided that resulted in a warranty claim in lieu of warranty service. Refunds are paid by check, sent within seven days of your approved claim, or portion thereof.

Referrals. We can, at our sole discretion, require you to take your vehicle to a repair shop of our choosing in lieu of having your warranty service performed by us. That shop will be required to follow the claims process outlined in this document to ensure reimbursement. Reimbursement for any charges are limited as described in this warranty and other agreements you have with us.

Transferability. This warranty is non-transferable.

Customer-provided parts. We reserve the right to void this warranty in the event you have requested we use parts you have provided yourself.

Elective part replacement or installation. We reserve the right to void this warranty in the event you have signed an "Elective Part Replacement or Installation" form for your original service.

"Off-Label" services. We reserve the right to void this warranty in the event you have received "Off-Label" services. Determinations are handled on a case-by-case basis at our sole discretion.

Online parts/manufacture warranty duration limitation. Under no circumstances shall the duration of this warranty exceed that which is provided by the manufacturer(s) of the parts used to repair the vehicle. Additionally, we reserve the right to void this warranty in the event you have used any parts to repair your vehicle that have been purchased from online retailers or wholesalers.

Shipping charges. Any shipping charges that arise as a result of warranty service are the sole responsibility of the customer.

Refusal of service. We reserve the right to refuse service to anyone for any reason or for no reason at all even when this warranty is otherwise in force.

Active operation. We reserve the right to void this warranty in the event we are not in active operation at the time of your claim. Determination of whether or not we are in active operation is made at our sole discretion.

Appointments. Any fees for which you may become responsible as a result of failure to be or remain present at your warranty service and/or failure to comply with any provision of our locations policies, are not covered under this warranty. We reserve the right to void this warranty in the event we are entitled to collect such fees.

Batteries. Warranties for batteries are provided by the battery manufacturer only. Eligibility for warranty replacement is evaluated by the retailer or wholesaler who originally sold the battery and usually requires the battery is submitted to them for a period of at least 24 hours for charging and testing. This warranty does **not** include coverage for removal, installation, or transportation of the battery for this purpose. In the event you require documentation from us regarding the battery purchase, please submit a request via email to warranty@mastermobilerepair.com and we will provide it as soon as possible.

Notice. Information in this section is provided as a courtesy to our customers and is not a part of the agreement this warranty represents. We wish to emphasize to our customers, in an effort to ensure that their expectations of our responsibilities regarding this warranty are clear and upfront, that the incredible convenience of mobile automotive repair can have a substantial impact on the provision of a warranty for services rendered. Unlike conventional warranties, you can still be responsible for considerable charges in certain circumstances, especially when you have an intermittent malfunction or when you believe an issue to be related to a part under warranty but an inspection reveals that it is actually a different part that has had a new problem. While we make every effort to ensure our customers feel fairly treated and want to come back to us for future services, some of these kinds of costs are unavoidable.