



Dukes AutoTech
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Warranty Terms and Conditions

At Dukes AutoTech, we aim for 100% Customer Satisfaction, first time and every time. We provide a quality service at competitive rates and things rarely go wrong. However, we can't guarantee that things will always run smoothly but we can offer a guarantee for when things don't quite go as they should.

There are terms and conditions attached to our guarantees which we outline below:

We will honour a 12 month or 12,000 mile warranty (whichever expires first- documented at time works are carried out) on all labour and parts providing the following applies:

- We have supplied new parts in line with our Supply of Parts Policy and Procedure
- No further works have been carried out by another person be they qualified or not on the area(s) that we have repaired or a system which may affect the repair.
- The vehicle has not been subject to a traffic collision or has not received significant damage since the works were carried out by us.
- The vehicle is not used for motor sports for example track days or banger racing.
- The vehicle is factory standard, in other words it has not been chipped, remapped or had non factory standard upgrades.
- The works carried out are not upgrades or non factory standard. For example lowered suspension or sports air intake.
- The customer has followed recommendations given to them by us for example using the correct oil for their vehicle for topping up.
- The customer uses the correct and legal fuel for their vehicle (eg not red diesel, cooking oil or stale, impure fuel.
- The fault lies with another, unrelated problem on the vehicle.
- The fault has occurred due to negligence on the customer's behalf, eg not checking oil regularly or topping up with the wrong oil)
- We have been informed of the issue within 2 weeks of it first occurring.

Failure to follow the above will unfortunately invalidate our warranty. If we suspect that any of the above conditions have been breached, we promise to be honest and up front with our customers and explain our reasoning for not providing a warranty.

In the case where an issue arises and a guarantee has been invalidated or does not apply, we will always assist our customer to rectify the issue if possible for the best possible price.