

CTAR Warranty

Critical Times Auto Repair

Critical Times Auto Repair stands behind qualifying repairs performed by CTAR with a limited warranty on workmanship and certain qualifying parts-related repairs, subject to the terms below.

1. Workmanship warranty

CTAR provides a **30-day limited workmanship warranty** on repairs performed by CTAR.

This warranty applies when:

- CTAR performed the repair
- the repair was completed and paid for in full
- the issue is directly related to the workmanship of the repair performed by CTAR

If a repair was performed incorrectly by CTAR, CTAR will make reasonable efforts to correct that repair within the terms of this warranty.

2. Parts provided by CTAR and installed by CTAR

When CTAR both **provides the part and installs the part**, the repair is covered under CTAR's **30-day limited workmanship warranty** for installation-related issues.

If the problem is determined to be related to:

- improper installation
- failure to properly secure, connect, torque, seal, or complete the repair
- another direct workmanship-related issue by CTAR

then CTAR will address the issue within the limits of this warranty.

If the part itself is defective, coverage may depend on the supplier or manufacturer's warranty terms. CTAR may assist in identifying the issue and confirming whether the part qualifies for replacement under the supplier or manufacturer warranty, but outside supplier/manufacturer decisions are not controlled by CTAR.

3. Parts located by CTAR but purchased by the customer

If CTAR identifies, recommends, or locates the part for the customer, and CTAR installs that part, CTAR's **30-day limited workmanship warranty** still applies to the installation itself.

However:

- the part itself is not warranted by CTAR unless CTAR actually supplied it
 - any manufacturer or seller warranty on the part remains between the customer and the seller/manufacturer
- CTAR will stand behind the installation workmanship, but not the independent seller's product warranty.

4. Customer-supplied parts not located by CTAR

If the customer independently purchases or supplies their own part without CTAR selecting or locating it, **CTAR does not provide any warranty on that part.**

In those situations:

- CTAR does not guarantee fitment, quality, durability, or manufacturer defects
- additional labor caused by incorrect, defective, incomplete, or low-quality parts is billable
- repeat labor required because of a failed customer-supplied part is not covered

CTAR reserves the right to decline installation of customer-supplied parts when quality, fitment, or safety is questionable.

5. What this warranty does cover

This limited warranty is intended to cover qualifying issues directly related to CTAR's workmanship, including situations such as:

- a repair CTAR performed incorrectly
- a component installed by CTAR not being properly secured, sealed, torqued, connected, or completed
- an installation-related problem on a qualifying CTAR-provided part
- a directly related issue that can be clearly traced back to the repair performed by CTAR

6. What this warranty does not cover

This warranty does **not** cover:

- unrelated failures that happen after the repair
- pre-existing issues not repaired by CTAR
- additional failures discovered after repair on older, high-mileage, neglected, modified, or damaged vehicles
- diagnosis-only visits, inspections, taking a look, or evaluation work where no repair was completed
- intermittent problems that were not active, confirmed, or repaired during the original visit
- wear-and-tear items outside the repaired area
- fluid contamination, sludge, overheating, poor maintenance, abuse, racing, towing overload, collisions, or misuse
- rust, corrosion, stripped threads, broken hardware, prior poor workmanship by others, or hidden damage outside the repaired scope
- failures caused by customer-supplied or independently sourced parts
- delays or additional damage caused by the customer continuing to drive with a known issue after being advised not to do so
- towing, rental vehicles, lost time, missed work, storage, hotel costs, or other indirect or consequential expenses
- repairs or adjustments performed by another shop or mechanic without prior approval from CTAR

7. High-risk and comeback-risk repairs

Some vehicles and repairs naturally carry a higher risk of additional problems appearing later, especially when the vehicle is older, heavily worn, modified, has multiple faults, or has previously been worked on improperly.

For those repairs:

- CTAR only warrants the specific repair actually performed
- CTAR does not guarantee that fixing one issue will eliminate all related or underlying problems
- CTAR does not assume responsibility for unrelated failures that appear afterward

This is especially important on large tear-down jobs, intermittent electrical issues, severe overheating history, neglected engines, or vehicles with multiple existing faults.

8. Warranty claim procedure

If the customer believes a repair may qualify under this warranty, the customer must:

- Contact CTAR as soon as reasonably possible
- Clearly explain the issue
- Allow CTAR a reasonable opportunity to inspect the vehicle and verify the concern
- Stop driving the vehicle if continuing to drive may worsen the issue or create safety risk
- Provide the original invoice or repair record if requested

CTAR must be given the **first reasonable opportunity to inspect and verify** the concern before warranty coverage can be determined.

9. No outside repairs without approval

CTAR will not be responsible for reimbursement of labor, diagnostics, towing, or repairs performed by another shop, mechanic, or service provider unless CTAR gave prior approval.

If another party repairs, alters, disassembles, or diagnoses the vehicle before CTAR has a reasonable chance to inspect the original repair, CTAR may deny the warranty claim.

10. Remedy under this warranty

If CTAR determines that a repair qualifies under this warranty, CTAR may, at its discretion:

- inspect the repair
- adjust the repair
- correct the workmanship issue
- replace the affected qualifying part if appropriate
- provide another reasonable warranty remedy consistent with the original repair scope

A refund is not automatically owed simply because a customer is dissatisfied or because another issue later appears.

11. Conduct and service rights

This warranty does not require CTAR to continue working in situations involving:

- disrespectful, abusive, threatening, or inappropriate behavior
- unsafe worksites
- interference with the repair process
- refusal to follow reasonable safety or inspection instructions

CTAR reserves the right to refuse further service when necessary under those conditions.

12. Final acknowledgment

By authorizing service, the customer acknowledges that CTAR's warranty is a **limited workmanship warranty**, not a blanket guarantee against every future vehicle problem.

CTAR stands behind qualifying repairs performed incorrectly by CTAR and qualifying installation-related issues involving parts provided by CTAR and installed by CTAR, subject to the terms above.