

**River City Auto Body Inc.**  
**4410 W 30<sup>th</sup> St. Little Rock, AR 72204**  
**501-663-4111 501-423-5959 fax**

**WRITTEN WARRANTY**

**River City Auto Body Inc.** hereby provides a Limited Warranty on repairs performed by the Shop. This warranty is valid for as long as you own the vehicle stated herein, and is for the person to whom this Warranty is granted and whose name appears herein and on the original work order. This is a fragmented seven part Limited Lifetime Warranty, and stipulations pertaining to each fragmented part are stated. Sections 1 through 3 pertain to labor warranty only. Sections 4 and 5 pertain to manufacturers' warranties. Section 6 pertains to specific exclusions of the warranty. Section 7 pertains to the customer's obligation under the warranty.

**1. Metalwork:** River City Auto Body Inc. provides a LIFETIME WARRANTY on all metalwork repair labor, to include welding and the application of materials utilized in making collision repairs (Warranted against cracking, flaking pitting or deterioration, excluding rust repairs.) The Shop will repair and repaint, excluding rust repairs, any metalwork warranted hereby, at its sole option, when claim is made as stated herein, unless caused by or damage resulting from unreasonable use, maintenance, or care of the vehicle.

**2. Painting, Stripes and Decals:** River City Auto Body Inc. provides a Lifetime Limited Warranty on painting-related priming labor and painting labor against solvent blistering, peeling, hazing, and excessive loss of pigmentation, and, a Three (3) Year Limited Warranty on the labor relating to the application and adhesion of decorative stripes and decals, excluding those defects which are caused by extreme environmental conditions to which the vehicle may be exposed. The Shop will re-prime, re-paint, re-stripe, or re-decal the specific section or sections of the vehicle warranted hereby (excluding rust repair), at its sole option, when claim is made within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance or care of the vehicle. What is not covered: chips, nicks, any road damage, rust or corrosion. Warranty is valid only over original factory finishes that are free of defect.

**3. Mechanical, Repairs:** River City Auto Body Inc. provides a Lifetime Limited Warranty on mechanical repair labor pertaining directly to original collision damage. The shop will, at our expense, correct or repair any and all defects which are attributable to defective or faulty workmanship in the repair as specified on the repair invoice. The Shop will re-repair any mechanical assembly or component warranted hereby, at its sole option, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.

**4. Parts and Material:** All parts and materials are warranted by the respective manufacturers and/or suppliers. Warranty periods vary with manufacturer and supplier. If authorized by the manufacturer/supplier, River City Auto Body Inc. will repair or replace any defective part warranted hereby, when claim is made within their warranted period.

**5. Paint:** River City Auto Body Inc. uses Sherwin-Williams automotive finishes. The Sherwin-Williams Automotive Finishes Paint Guarantee program provides a non-prorated Lifetime Limited Guarantee that covers the performance of its products against defects including: peeling, crazing, cracking, extensive loss of gloss, color fading, color chalking and moisture blistering. If the customer requests other refinishing systems than Sherwin-Williams, the warranty and conditions of those manufacturers shall apply.

**6. Specifically Excluded**

**A.** Incidental costs, such as towing fees, car rental charges, travel expenses, or assemblies and components which are not specifically covered by this **Limited Warranty**, nor are consequential damages such as damage to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair.

**B.** Rust through, and/or damage caused by rusting of interior or exterior non-replaced panels is not covered.

**7. Customer Obligations:** In order to obtain the benefits of this warranty, the owner of the vehicle must do the following:

**A.** Present the owner's copy of this warranty document to River City Auto Body Inc. before requesting warranted repairs or parts.

**B.** Have any warranted repair, adjustment, or inspection made only at the premises of the warrantor during normal business hours.

**This Written Warranty** shall be null and void if the repair is altered, adjusted or tampered with by any person not authorized by Warranty Grantor. This warranty is not transferable. **This States All the Limited Warranties** made by the Shop and contains the only promises for which it will be responsible.

**PRESENTED TO:**

Name \_\_\_\_\_

Repair Order \_\_\_\_\_

Vehicle \_\_\_\_\_

Authorized by \_\_\_\_\_

Repair Date \_\_\_\_/\_\_\_\_/\_\_\_\_

VIN \_\_\_\_\_

Date \_\_\_\_/\_\_\_\_/\_\_\_\_