



## LIMITED WARRANTY

Arnold's Body Shop, Inc., (the "Shop") hereby provides a Limited Warranty on repairs performed by the Shop. This Limited Warranty is valid only for as long as you own the vehicle stated herein, and is for the person to whom this Limited Warranty is granted and whose name appears herein and on the original repair order. This is a labor only, fragmented four-part Limited Warranty, and stipulations pertaining to each fragmented part are stated hereafter:

1. **METALWORK:** Arnold's Body Shop, Inc., provides a **LIFETIME LIMITED WARRANTY**, from effective date stated herein, on all metalwork and framework, to include welding and the application of materials utilized in making collision repairs 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 within warranted period, unless caused by or damaged resulting from unreasonable use, maintenance, or care of the vehicle.
2. **PAINTING, STRIPES, and DECALS:** Arnold's Body Shop, Inc., provides a **LIFETIME LIMITED WARRANTY**, from effective date stated herein, on painting-related priming and painting work against solvent blistering, peeling, hazing, and excessive loss of pigmentation, and, a **LIFETIME LIMITED WARRANTY** on the application and adhesion of decorative stripes and decals, excluding those defects that 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 selection 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. Paint warranty is valid only over OEM-type finishes that are free of defect.
3. **MECHANICAL REPAIRS:** Arnold's Body Shop, Inc., provides a **ONE (1) YEAR LIMITED WARRANTY** from effective date stated herein, on all mechanical repairs pertaining directly to original collision damage. The Shop will re-repair any new, OEM mechanical assembly or component warranted hereby, 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.

4. PARTS: Arnold's Body Shop, Inc., provides a LIFETIME LIMITED WARRANTY, from effective date stated herein, unless manufacturer's warranty is less, on NEW OEM parts, Keystone brand "Platinum Plus" CAPA Certified aftermarket new parts, or like-kind & quality (used) sheet metal body parts supplied by LKQ Corporation installed by or at the Shop. (Please Note: Shop warranty does not exceed manufacturer's or supplier's warranty.) The Shop will repair or replace any defective part warranted hereby, 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.

LIMITED WARRANTY stipulations printed hereof are made a part hereof as though fully incorporated herein, and that said Shop agrees to be bound by each and every one thereof. (Please see above.)

THIS WRITTEN WARRANTY shall be null and void if the repair is altered, adjusted, or tampered with by any person not authorized by Written Grantor. This warranty is not transferable.

#### SPECIFICALLY EXCLUDED:

1. 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 such as damage to other assemblies and components resulting from a defective part or installation of such part installed or repaired during the repair.
2. Rust through, and/or damage caused by rusting or interior or exterior non-replaced panels is not covered.
3. Commercial or Industrial vehicles, or vehicles used for commercial or industrial purposes.

THIS STATES ALL THE LIMITED WARRANTIES made by the Shop and contains the only promises for which it will be responsible.

CUSTOMER'S OBLIGATIONS: In order to obtain the benefits of this warranty, the owner of the vehicle must do the following:

1. Present the owner's copy of this warranty document to the warrantor before requesting warrantable repairs of parts, and;
2. Have any warrantable repair, adjustment, or inspection made at the premises of the warrantor during normal posted business hours when reasonably possible.

ALL WARRANTIES implied by law, including the warranties of merchantability and fitness for a particular purpose, are hereby limited to the warranties of merchantability and fitness for a particular purpose, are hereby limited to the warranty period herein and shall expire at the end of such period.

VEHICLE OWNER  
and NAME ON REPAIR ORDER:

REPAIR ORDER #:

DATE DELIVERED:

VEHICLE YEAR:

VEHICLE MAKE and MODEL:

VEHICLE VIN #:

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John Arnold for Arnold's Body Shop, Inc.

## EPILOGUE

Arnold's Body Shop, Inc., opened for business in the spring of 1969. Like our warranty or guarantee back then, life was much simpler. For the majority of our customers, a handshake was the only promise-to-pay we needed. We guaranteed our work for as long as you owned the vehicle we repaired. Nobody asked. It was a "given". Then, it was as more a matter of pride in our work than it was a requirement for customer satisfaction. When we took the kids to a restaurant on Saturday night, we did not have to look and see if any customers were there for fear of being questioned about a poor quality repair...we didn't have any. And if we had a problem, we fixed it.

Unfortunately, a part of those days are gone. We live in a litigious society. The threat of being taken to court, being sued, has changed the way we work. I am ashamed to say I trust very few new, first-time customers. Today, I cannot tell you I will guarantee my repair as long as you own your car. Customers trusting that Arnold's will take care of their vehicle, repair it correctly and guarantee it are on the decline. In place of it is people that write down their mileage, ask for their damaged parts to be returned to them, and question your integrity.

The end result of this shift in our confidence is this four-page document. It states what I will warranty or guarantee.

I take very seriously what I represent. I am responsible for 70 people in 24 families employed at Arnold's. I am responsible for the safety of you and your family as you drive your vehicle. And, I am very proud of what is accomplished here. If you have any questions or concerns, please contact me at 563-388-0004 ext 106 or write to me at: [john@arnoldsbodyshop.com](mailto:john@arnoldsbodyshop.com). Thanks for trusting us with your vehicle.

(Last revision = August 30, 2006)