



YOUR COMPANY NAME
LIMITED LIFETIME WARRANTY AND
LIMITED 5 YEAR NATIONWIDE WARRANTY

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This CARSTAR store hereby solely and exclusively warrants, as provided below, the workmanship performed by this store on the vehicle described below as meeting or exceeding industry standards under normal use.

If the repair work performed by this store on the vehicle becomes defective under normal use, this store will, without charge for the labor and materials, repair any workmanship which proves to be defective.

The following are excluded from this warranty:

- 1. Defects resulting from misuse, negligence, lack of proper maintenance, subsequent damage, modifications, accident, fire or other casualties, or any repairs not done by this store.
2. Normal wear and element exposure.
3. Rust or rust repairs.
4. Defects, damage or deterioration caused by extreme environmental conditions.
5. Repair and/or replacement of tires, batteries, mechanical parts, electrical parts, wiper blades, oils, lubricants and air conditioning recharge, although these may have a warranty from the specific manufacturer.
6. Alignment after 90 days.

Except for any other written warranties or specific written exclusions issued by this store applicable to this vehicle, no other express warranty is provided or authorized. To the maximum extent permitted by law, this store disclaims any implied warranty, including any warranties of merchantability and fitness for a particular purpose.

Some states do not allow disclaimers of implied warranties or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

In order to obtain service under this warranty, bring the vehicle, this warranty certificate, a copy of the repair invoice, and a written explanation of your concern to this store. If you live beyond a fifty (50) mile radius of this store and the defective workmanship is discovered within five (5) years after the date the repairs were completed or fifty thousand (50,000) miles after the repairs were completed, whichever comes first, you should contact CARSTAR national headquarters at 1-800-CARSTAR for the CARSTAR store nearest you.

This store is independently owned and operated and is proudly and solely responsible for the workmanship and warranty for the specific repairs provided for this vehicle. CARSTAR Franchise Systems, Inc., the franchisor of this store, has no liability or responsibility under this warranty.

Customer Name Phone No.
Address State ZIP Code
Year Car Make/Type of Vehicle Mileage
VIN# Amount of Sale \$ Delivery Date / /
Authorized Signature Repair Order No.

© 2004 Collision Services Inc. • Reorder WW1605 @ 1-800-367-6575

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YOUR COMPANY NAME

WE REALLY WANT TO HEAR FROM YOU

Please rate the following questions on a scale of 1 to 5, with 5 being BEST

- 1. The office/waiting area was clean and comfortable.
2. I was dealt with in a highly professional manner.
3. The repair of my vehicle met my expectations.
4. The insurance company worked well with this store on my behalf.
5. Was your vehicle ready when promised?
6. After the initial repair by the store, was it necessary to return for additional repair? If yes please comment below.
7. Were you adequately informed by the store during the repair process?
8. I would recommend others to have their vehicle repaired here.

Please darken in circles completely

Rating circles for questions 1-8, with options 1, 2, 3, 4, 5, Y, N.

Store Use Only

Grid of circles for store use, numbered 0-9.

Please mail this card within five (5) days to confirm your warranty is on file.

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Comments

Agent Name
Ins. Co. Date / /
Customer Name Repair Order No.
Phone No. (Day) (Evening)



8400 W. 110 St. Suite 200
Overland Park, KS 66210

Attention: Franchise Service & Support Dept.