



Warranty Policy

Last updated: June 2023

This Warranty Policy ("Policy") outlines the warranty terms and conditions for services provided by Franklynn Automotive ("us," "we," or "our"). This Policy is incorporated by reference into our Terms and Conditions.

Warranty Coverage

We stand behind the quality of our services and strive for customer satisfaction. We offer a limited warranty on the services performed by our technicians.

Our warranty covers defects in workmanship and materials for a period of at least a 2 year/24,000-mile warranty, and most are covered by a 5 year/unlimited-local-miles warranty or a 3 year/36,000-nationwide warranty from the date the service was completed. The warranty applies only to the specific parts and services provided and does not cover unrelated issues or subsequent damage caused by factors beyond our control.

Warranty Claim Process

If you believe that the service performed by Franklynn Automotive is defective and covered under our warranty, please follow these steps to submit a warranty claim:

1. Contact us within the warranty period at 303-730-4137 to notify us of the issue.
2. Provide us with detailed information about the problem, including any relevant documentation or evidence.
3. Our team will assess your claim and may request additional information or an inspection of the vehicle.
4. If the claim is deemed valid and covered by our warranty, we will repair or replace the defective parts or re-perform the service at no additional cost to you.

Warranty Exclusions

Please note that our warranty does not cover the following:

- Damage caused by misuse, negligence, or unauthorized repairs or modifications.
- Normal wear and tear, including tire wear, brake pad wear, or routine maintenance items.
- Damage caused by accidents, collisions, or external factors beyond our control.
- Damage or issues unrelated to the specific service performed by Franklynn Automotive.



Limitation of Liability

In no event shall Franklynn Automotive, its directors, employees, or affiliates be liable for any direct, indirect, incidental, special, or consequential damages arising out of or in any way connected with the services provided, including but not limited to loss of profits, loss of data, loss of use, or any other economic damages, even if we have been advised of the possibility of such damages.

Modifications to the Warranty Policy

We reserve the right to modify or update this Warranty Policy at any time. Any changes will be effective immediately upon posting the revised policy on our website. We encourage you to review this policy periodically for any updates.

Contact Us

If you have any questions about our Warranty Policy, please contact us:

By email: marketing@franklynnauto.com

By visiting this page on our website: <https://franklynnauto.com/contact-us/>