



## Mr Clutch Autocentres Ltd. – Post-Repair Advice and Warranty Terms and Conditions

### Post-Repair Advice

Thank you for choosing Mr Clutch Autocentres for your recent repair, we really value your custom, and hope that you're happy with the service that you've received from our Autocentre. Please take a moment to read through this document, as it contains important information about why your vehicle may be driving a little differently following the repair, and information about your warranty.

Although every effort is made to ensure that all repairs are carried out to the highest possible standards, unfortunately faults can occur. If you have an issue following your repair, please contact your local Mr Clutch Autocentre by visiting [mrclutch.com/branches](http://mrclutch.com/branches) or contact our Head Office by:

Phone: 0800 67 67 67

Email: [customerservices@mrclutch.com](mailto:customerservices@mrclutch.com)

Post: Mr Clutch Autocentres Ltd., Head Office, 2 Priory Road, Strood, Kent ME2 2EG

#### Following work on your clutch

After your clutch is replaced, Mr Clutch Autocentres recommends a bedding in period of 500 miles. During this period you should release the clutch gently. You will find that the 'biting point' and the pressure of the clutch pedal may have changed, and can be 'fierce' as it is engaged. Whilst all efforts are made to identify any potential problems, not all are necessarily apparent at the time of repair. If you feel that you need further assistance, please contact your local Autocentre by visiting [mrclutch.com/branches](http://mrclutch.com/branches) or calling 0800 67 67 67.

#### Following work on your brakes

After your brake repair, Mr Clutch Autocentres recommends a bedding in period of 250 miles. You should brake gently and leave greater braking distances during this time, as heavy braking can cause damage to the friction linings, which may cause the brakes to squeal. You may also find that your brake pedal feels soft and spongy, but this should soon return to normal. If you have had your brake shoes replaced or your handbrake repaired, your brake shoes may need time to bed in to their normal operating position. In this case, we recommend that you return your vehicle after 250 miles to have your handbrake checked and re-adjusted if necessary.

#### Following work on your gearbox

After your gearbox is replaced, it is normal to find that selection of gears is tighter, as new components have been installed. We recommend that you return your vehicle after the bedding in period of 500 miles, so that we can check your vehicle over.

#### Following all other work

If you feel that there are any problems with your vehicle following any work, please contact your local Autocentre immediately to obtain the best advice.



## Warranty Terms and Conditions

Please see our warranty terms and conditions below, and contact us should you have any queries.

### 1. Components

- a. Unless fitted to a commercial vehicle, all of our complete clutch kits are warranted against manufacturing defects for a period of two years or 20,000 miles, whichever is soonest from the original invoice date or mileage
- b. Commercial vehicles (e.g. Taxis, driving schools and light commercial vehicles) carry a warranty period of one year or 12,000 miles, whichever is soonest from the original invoice date or mileage
- c. Unless fitted to a commercial vehicle, all reconditioned manual gearboxes are warranted against manufacturing defects for a period of one year or 12,000 miles, whichever is soonest from the original invoice date or mileage
- d. Commercial vehicles (e.g. Taxis, driving schools and light commercial vehicles) carry a warranty period of 6 months or 6,000 miles, whichever is soonest from the original invoice date or mileage
- e. Manual gearboxes which are repaired but not replaced have a restricted warranty applying only to those parts which have been replaced as part of the repair
- f. All other parts supplied carry only the manufacturer's warranty
- g. Modifications to vehicles may render the warranty invalid

### 2. Voiding the warranty

The warranty becomes void if:

- a. The replaced component is misused
- b. For clutches only, clutch checks and/or adjustments are not carried out by a Mr Clutch Autocentre at: 500, 3000, 6000 and 12,000 mile intervals, and recorded on the invoice. Please therefore ensure that you present your original invoice when attending a clutch checks and/or adjustments
- c. For gearboxes only, the gearbox has been used with the incorrect grade or level of oil and/or lubricant
- d. A subsequent component failure is caused by other faulty parts (e.g. hydraulics, clutch forks, clutch cable or brake cable), which were not apparent at the time of the component replacement
- e. A subsequent component failure is caused by other faulty parts that have been reported on your invoice, but have not been rectified
- f. Failure is a result of undue wear and tear
- g. You do not produce your invoice when making a claim under this warranty

### **3. Component failure**

In the event of component failure during the warranty period:

- a. You must inform the Mr Clutch Autocentre that carried out the original replacement immediately
- b. It is your responsibility to return your vehicle to a Mr Clutch Autocentre for an inspection and/or repair as soon as possible

### **4. Other terms**

- a. We accept no responsibility for any subsequent parts failure that were not apparent at the time of inspection
- b. If we repair or exchange the faulty part concerned, the original warranty period is not extended
- c. This warranty does not affect your statutory rights