



### **Warranty Agreement**

Zara's Collision Center agrees to perform repairs that restore the damaged vehicle to its pre-loss condition for safety, function, and appearance. Zara's Collision Center also agrees to warrant all workmanship and refinishing for as long as the owner owns the vehicle. Coverage exclusions include stone chips, scratches, abrasions (whether caused intentionally or accidentally), system failure because of pre-existing body rust, deterioration of the finish caused by detergents or waxes not intended for automotive use, along with damages caused by another collision.

### **Limited Warranty**

Zara's Collision Center provides limited warranty on repairs performed by the shop. The limited warranty is valid for as long as the owner owns the vehicle, and is for the person(s) to whom the warranty is granted and whose name appears on the original repair order. This is a labor only, fragmented four-part warranty, and stipulations pertaining to each fragmented part are stated.

**1. Metalwork:** Zara's Collision Center provides a lifetime limited warranty to include welding and the application of material used to make collision repairs against cracking, flaking, pitting, or deterioration, excluding rust repairs. The shop will repair and repaint (excluding rust repairs) any metalwork warranted here as its sole option when a claim is made while the present owner owns the vehicle, unless caused by or damaged as result of an accident or unreasonable vehicle use, maintenance, or care of the vehicle.

**2. Painting:** Zara's Collision Center provides a limited lifetime warranty for paint repairs. The paint warranty applies to areas finished at Zara's and covers the following defects, if they are prominent, extensive, and were not apparent at the time the owner accepted the repairs — cracking or checking, hazing, chalking, or fading leading to a severe loss of gloss, along with peeling of the top coat or any layers from the substrate. Exclusions include system failures because of pre-existent body rust, deterioration of the finish caused by waxes and detergents, acid rain, industrial fallout or other environmental effects, scratches, abrasions or stone chips (whether intentional or accidental), and damages caused by another collision.

**3. Stripes and Decals:** Zara's Collision Center provides a lifetime limited warranty for decorative stripes and decals against solvent blistering, peeling, hazing, and excessive loss of pigment, excluding those defects that are caused by extreme environmental conditions to which the vehicle might be exposed.

**4. Parts and Mechanical Repairs:** Parts for fit and finish have a lifetime warranty. Rust is warranted through the manufacturer. Parts are warranted as stipulated through parts manufacturer's warranty. Zara's mechanical work is warranted. Mechanical work sublet to dealers is warranted through the dealer's applied warranty. Sheet metal, body, or mechanical parts are warranted through the manufacturer. Sublet repairs are warranted through their warranty.

The limited warranty shall be null and void if the repair is adjusted or tampered with by any person not authorized by Zara's. The warranty is not transferable.

Specifically excluded are incidental costs such as towing fees, car rental charges, travel expenses, or assemblies and components that are not specifically covered by the limited warranty, nor are consequential damages such as damage to other assemblies and components resulting from a defective part or installation of the part installed or repaired during the repair.