



GEAR HEADS ON THE GO LLC
2932 Cherokee Ave
Gaffney, SC 29340
(864)524-4091

LIMITED NON-TRANSFERABLE WARRANTY

Limited Warranty

Gear Heads On The Go, LLC provides a limited warranty on parts and labor for repairs performed at our facility. The warranty period is 12 months or 12,000 miles, whichever comes first from the date of service, unless otherwise stated in writing.

Exclusions

This warranty does not cover: Normal wear and tear items (e.g., brake pads, belts, filters, wiper blades, tires). Damage resulting from misuse, neglect, accidents, racing, off-road use, or modifications. Repairs or replacements made by any other facility after service at Gear Heads On The Go, LLC. Customer-supplied parts or parts not purchased through Gear Heads On The Go, LLC. Incidental or consequential damages (e.g., towing costs, loss of use, rental fees, personal inconvenience). Customer Responsibilities The customer must return the vehicle to Gear Heads On The Go, LLC for inspection and warranty repair. Proof of service (receipt/invoice) must be presented for all warranty claims. Regular maintenance, as recommended by the manufacturer, must be performed for warranty to remain valid. Disclaimer of Other Warranties

Except as expressly stated above, Gear Heads On The Go, LLC disclaims all other warranties, express or implied, including but not limited to warranties of merchantability and fitness for a particular purpose. **THIS WARRANTY IS NOT TRANSFERRABLE.**

GEAR HEADS ON THE GO LLC REFUND POLICY

1. Commitment to Quality

We strive to provide high-quality automotive services and repairs. If you are not satisfied with the work performed, we will make every effort to resolve the issue promptly and fairly.

2. Eligibility for Refund

Refunds may be issued under the following circumstances:

- Repairs were not completed as agreed or authorized.
 - The original issue was not resolved after service.
 - Unauthorized work was performed without customer consent.
 - Parts or labor failed within the warranty period and cannot be remedied.
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3. Timeframe for Requests

- Refund requests must be submitted within **30 days** of the original service date.
 - Warranty-related claims follow the warranty period stated on your invoice (typically 90 days to 12 months).
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4. Required Documentation

To process a refund, customers must provide:

- Original invoice and proof of payment.
 - Written explanation of the issue.
 - Evidence of the problem (e.g., photos or a second opinion).
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5. Refund Options

- **Full Refund:** If repairs were not performed or unauthorized work was done.
- **Partial Refund:** For incomplete or partially satisfactory work.
- **Rework or Store Credit:** Offered as an alternative when appropriate.

- **No Refund:** If repairs are not complete due to the customer removing the vehicle before all repairs are done, and/or if the customer opts not to have additional repairs done that are needed to complete the job.
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6. Processing

- Refunds will be issued within **15 business days** after approval.
 - Refunds will be processed using the original payment method.
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7. Exclusions

Refunds do not apply to:

- Diagnostic fees (unless misdiagnosis occurred).
 - Customer-supplied parts.
 - Services impacted by external factors beyond our control.
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8. Contact Information

For refund requests, please contact: **Phone:** (864)524-4091 **Email:** info@ghotgllc.shop
Address: 2932 Cherokee Ave, Gaffney, SC 29340