

JIFFY LUBE PLEDGE OF SATISFACTION

Because we appreciate your business and want you to come back, we pledge to service your car thoroughly and professionally in a clean environment and with a spirit of friendliness.

Jiffy Lube backs up this pledge on every invoice. We take pride in the work we do, and we want our customers to drive away completely satisfied.

If you have any comments or suggestions, or if we fail to meet your expectations in any way, please see the service center manager or contact Jiffy Lube Customer Service at 1-800-344-6933.

We will be happy to hear from you.

LIMITATIONS

- This limited warranty is extended only to the original purchaser of eligible repairs and services and is not transferable.
- This warranty is conditioned on the vehicle being subjected only to normal, non-commercial⁴ use, and receiving reasonable and necessary maintenance during the warranty period.
- **Warranty repair costs shall in no case exceed the costs of the original repair or serviced.**
- You must keep a copy of your original repair invoice and present it when seeking service under this warranty.
- If you are less than 25 miles away from the original repair facility, then you must return your vehicle to that original repair facility and present your copy of the original repair invoice.
- When you are more than 25 miles from the original repair facility, the Warranty Administrator must be contacted prior to any warranty repair work being performed.
- You must pay for any non-warranty service to be performed at the same time as the warranty service.
- This warranty will not apply if the repaired vehicle has been damaged by abnormal use, misuse, neglect, accident, alteration, etc.
- Incidental or consequential damages are excluded, except where prohibited by law.
- Jiffy Lube Signature Certified Quality Service for oil changes and fluid preventive maintenance services are warranted for 3 months or 3,000 miles of use, whichever comes first. See back of invoice for details.
- See limited warranty terms and conditions for specific exclusions.

⁴ A commercial vehicle is any type of motor vehicle used for transporting goods and/or passengers including taxis, shuttle vans, and those vehicles used for delivery and hauling of heavy loads.

Jiffy Lube, the Jiffy Lube design mark and Jiffy Lube Brakes & Services are registered trademarks of Jiffy Lube International, Inc.
© 2013 Jiffy Lube International, Inc. CS7972-01

JIFFY LUBE BRAKES & SERVICESSM NATIONWIDE LIMITED WARRANTY PROGRAM

No matter where you are in the United States, a network of 35,000 participating facilities has you and your vehicle covered.

JIFFY LUBE BRAKES & SERVICES.SM

NATIONWIDE LIMITED WARRANTY PROGRAM

NATIONWIDE LIMITED REPAIR WARRANTY

The Nationwide Limited Warranty Program provides participating Jiffy Lube Brakes & ServicesSM customers with a written, limited nationwide parts and labor warranty. Terms vary depending on the services purchased. A minimum warranty on eligible repairs and services provides coverage for 12 months or 12,000 miles, whichever occurs first. For some parts, coverage terms are extended for up to a lifetime warranty. The coverage period begins as of the date and odometer reading recorded on the original invoice for the eligible repair(s) and/or service(s).

Coverage is provided nationwide from a network of 35,000 participating facilities.

WHERE YOU CAN OBTAIN WARRANTY SERVICE

This warranty covers you and your vehicle no matter where you are in the United States. The Jiffy Lube Brakes & ServicesSM location performing the repairs is the issuer of the warranty and is responsible for upholding the terms and conditions. If you require warranty service 25 or more miles from the location where the warranted original service was performed, call **1-866-330-9183** to find the nearest service provider.¹

Jiffy Lube Service Center:

Address:

Phone #:

Keep this important information in your glove compartment.

ELIGIBLE REPAIRS & SERVICES²

This warranty covers the following types of repairs and services:

- **Engine performance, drivability services and repairs** - 12 months/12,000 miles
- **Emission Control System(s)** - 12 months/12,000 miles
- **Electronic Engine Management System and other on-board computer systems** (engine, body, brake, and suspension computers) - 12 months/12,000 miles
- **Brake System(s) excluding overhaul**
 - Parts: 24 months/24,000 miles
 - Labor: 12 months/12,000 miles
- **Brake System(s) overhaul** (calipers/wheel cylinders replaced or overhauled)
 - Parts: (pads and shoes): lifetime
 - Labor: 12 months/12,000 miles
- **Shocks & Struts**
 - Parts: lifetime
 - Labor: 12 months/12,000 miles
- **Alignment³** - 12 months/12,000 miles
- **CV Joints, Half-shafts, and Drive shafts** - 12 months/12,000 miles
- **Heating and Air Conditioning** - 12 months/12,000 miles
- **Commercial Vehicles** -
 - Alignment: 3 months or 3,000 miles, whichever comes first
 - All other covered repairs and services: 12 months or 12,000 miles, whichever comes first

¹ Not all Jiffy Lube Service Centers offer brakes and tire services.

² For warranty on Jiffy Lube Signature Service[®] oil change and other preventive maintenance service, refer to the back of the invoice.

³ Does not include parts