



Done Right Period! Warranties



Lifetime Parts Warranty

Services Covered

FIXED

Labor:
3 Years /
36,000 Miles

FOREVER

PARTS

- Master Cylinder (Brake and Clutch)
- Power Booster
- Belts and Hoses
- Steering and Suspension
- Shocks and Struts
- Water Pumps
- Heater Core
- Blower Motors
- Air Conditioning Components (including Compressor)
- Alternators and Starters
- Exhaust (including Muffler, Catalytic converter & all pipes)
- Drive Axles
- Power Steering Pumps
- Gear Boxes
- Radiators (new)
- Wheel Bearings
- Timing Belt
- Fuel Pumps
- Thermostat and Gasket
- Electrical Components
- Wiper Motors
- Brake Pads/Shoes(Front/Rear)

*Excludes routine, scheduled-maintenance items.

Standard Warranties

Done Right Period!

Services Covered



Parts and Labor:
12 Months / 12,000 Miles

- Transmissions
- Bulbs
- Clutches
- Brake Rotors/Drums
- Ignition/Emission Parts
- Air Conditioning E-Vac and Charge



Parts and Labor:
6 Months / 6,000 Miles

- Engine Maintenance
- Alignments
- Transmission Maintenance (Flush)*
- Power Steering Maintenance (Flush)*
- Cooling System Maintenance (Flush)*
- Brake System Maintenance (Flush)
- Air Conditioning Maintenance (Flush)
- Differential Maintenance (Flush)

*Note: Transmission/Engine Coolant/Power Steering Flushes when serviced before 33,000 miles has a 2 year/30,000 mile (Parts and Labor) warranty.



Ms. Tuffy Auto Service Center
911 Branchway Road
N. Chesterfield, VA 23236
804-379-3300

111 South Washington Highway
Ashland, VA 23005
804-798-4000

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N. Chesterfield, VA 23236
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www.Tuffy.net

1005 Azalea Avenue
Richmond, VA 23227
804-264-2700

3621 Jefferson Davis Hwy.
Richmond, VA 23234
804-271-9800

2401 Mechanicsville Trnk
Richmond, VA 23223
804-780-0100

8817 W. Broad Street
Richmond, VA 23294
804-965-0100

*See Reverse For Full Terms

The Fixed Forever Warranty – General Terms

The Fixed Forever Warranty does not apply to routine scheduled maintenance items. The “Warranty Record” is not assignable and is for exclusive benefit of the customer and vehicle identified herein.

In the event that an automobile mechanical service rendered by Tuffy Auto Centers of Richmond fails to perform satisfactorily within the specified period from date of invoice, then the same service as covered by original invoice will be rendered to the degree necessary to correct the faulty performance, unless the invoice is noted to show that the customer declined to authorize certain specified labor, parts or materials as required for satisfactory performance.

Tuffy Auto Service Center, rendering the original service, will handle corrections, without any additional charge for parts.

Customer Obligation

We’d like you to make Tuffy Auto Service Centers your first choice for service. In order to exercise the Lifetime Warranty Parts, you are obligated to:

- Return your vehicle needing repair to the original servicing Tuffy center
- Provide the shop with a copy of the original Repair Order showing that Tuffy had earlier replaced the warranty-eligible parts

What is Not Covered

- Failure due to: accident or collision; misuse, abuse or modification; chemical fallout; salt, hail, or other environmental conditions including natural disasters; marine use; improper installation; installation of an incorrect part; and damages caused by other faulty parts.
- Parts under manufacturer's recall for a related problem.
- Parts installed on vehicles used off-road or for racing purposes.
- Parts installed on a commercial-use vehicle after 90 days.
- Used or salvage parts.

Additional Important Information

THIS WARRANTY DOES NOT COVER INCIDENTAL, INDIRECT, SPECIAL OR CONSEQUENTIAL DAMAGES SUCH AS, BUT NOT LIMITED TO, PHYSICAL INJURIES OR PROPERTY DAMAGE, LOSS OF TIME, LOSS OF USE OF THE VEHICLE, INCONVENIENCE, RENTAL VEHICLE CHARGES, TOWING CHARGES OR ACCOMMODATIONS RESULTING FROM A DEFECT IN OR FAILURE OF THE PART.

This limited warranty represents the exclusive remedy for any product defect or failure and the total liability of Tuffy Auto Centers of Richmond (“Tuffy”) for any part it warrants. TUFFY MAKES NO OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY, CONDITION OF ANY KIND OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimers of implied warranties. Therefore all implied warranties that may apply to your part are limited to the duration of this written warranty. Some states also do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental, special or consequential damages, so the above information may not apply to you. This warranty gives you specific rights, and you may have other rights which vary from state to state. Tuffy does not authorize any person to vary the terms, conditions or exclusions of this warranty. If any provision of the warranty should become invalid or unenforceable because of any laws, the remaining terms and provisions of the warranty shall remain in full force and effect. To the extent allowed under local law, the remedies provided in this Limited Warranty Policy are the customer’s sole and exclusive remedies.