The Metro Motor Lifetime Warranty

Every Metro Motor repair is completed to factory standards, with genuine OEM parts and PPG finishes, and backed for as long as you own your vehicle. This is our Lifetime Warranty: our promise that the work we put our name on will last.

Coverage

Paint and Finish. Protection against peeling, bubbling, cracking or discoloration in the areas we refinished with PPG paint.

Collision Repair. Protection against defects in our workmanship on repairs completed with genuine OEM factory parts.

Should a covered concern arise, we will make it right at no cost to you.

Mechanical Parts

New mechanical parts carry a separate 3-year / 36,000-mile parts warranty.

Ownership

Your warranty is personal to you. It covers the owner named on the repair invoice for as long as they own the vehicle and is not transferable.

Service

Should you ever need us, simply bring your vehicle and repair invoice to any Metro Motor collision center. We will inspect it personally and take care of everything covered.

Restrictions and exclusions apply, including repairs made with non-OEM parts, misuse or racing, new damage, and work by other shops. This summary is not the complete warranty. The full warranty terms control and are available at metromotor.com and from any Metro Motor advisor on request, before your repair is authorized. Full terms: Full Warranty Terms

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Metro Motor Lifetime Warranty: Full Terms

These are the complete terms of the Metro Motor Lifetime Warranty on collision repairs. They apply to every repair covered by the warranty and control over any summary, advertisement or verbal statement.

1. What is covered

- **Paint and refinish work.** Peeling, bubbling, cracking or discoloration in the areas Metro Motor painted, when caused by our PPG paint application.
- **Collision repairs.** Defects in Metro Motor's workmanship on body and structural repairs, including panel fit, gaps and alignment, when every part used in that repair was a new OEM factory part.

Coverage applies only to the areas Metro Motor repaired, as shown on the final repair invoice.

2. Mechanical parts

Mechanical work is not covered by the Lifetime Warranty. New mechanical parts installed by Metro Motor are covered for 3 years or 36,000 miles from the repair date, whichever comes first. This coverage is for the part only and does not include labor. Used, salvaged, rebuilt or customer-supplied parts are not covered.

3. Who is covered

The warranty covers the owner named on the final repair invoice for as long as that person owns the vehicle. It ends when the vehicle is sold, traded in or returned at the end of a lease. It cannot be transferred to another owner.

4. What is not covered

- Repairs that used aftermarket, used, recycled, rebuilt or customer-supplied parts

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- Normal wear and tear
- Stone chips, scratches and dings
- Environmental damage, including bird droppings, tree sap, road salt, industrial fallout, acid rain and chemicals
- Damage from pressure washing, harsh chemicals or abrasive car washes
- New damage from accidents, vandalism, theft, hail, flood, fire or other acts of nature
- Damage from neglect or improper maintenance
- Rust or corrosion outside the areas Metro Motor repaired
- Damage from accessories, wraps, film, tint or modifications added after our repair
- Problems with the vehicle itself that Metro Motor did not repair
- Glass, electrical and mechanical parts, except as stated in section 2
- Rental vehicles, towing, lost time, travel, loss of use, diminished value, or any other incidental or consequential costs

5. What voids the warranty

The warranty ends immediately, for the affected repair, if any of the following occurs:

- The repaired area is damaged again, or is repaired, painted or altered by anyone other than Metro Motor
- The vehicle is used for racing of any kind (drag, track, autocross or street racing), speed or timed events, stunt driving, off-road competition, or any other abuse or misuse
- The vehicle is used for hire, including rideshare, taxi, delivery or rental, unless Metro Motor approved that use in writing on the repair invoice
- The vehicle is declared a total loss or receives a salvage, rebuilt or similar branded title
- The final repair invoice is not paid in full

6. How to make a claim

1. Report the problem to a Metro Motor collision location within 30 days of noticing it. Additional damage caused by a delay in reporting is not covered.
2. Present the original final repair invoice or a legible copy, and bring the vehicle for inspection.
3. Metro Motor will inspect the vehicle and determine whether the problem is covered.

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7. Proof of repair

The final repair invoice is required for every claim. Metro Motor keeps repair photos and records and may use them to confirm what was repaired and which parts were used.

8. Remedy

Metro Motor's sole responsibility under this warranty is to repair or refinish the covered area, at its own facility and at no charge. Metro Motor does not issue cash refunds and does not reimburse work done elsewhere. A warranty repair does not extend or restart the warranty period.

9. General terms

- Metro Motor employees and advisors cannot change, extend or add to these terms.
- Some states do not allow limits on incidental or consequential damages, so those limits may not apply to you.
- This warranty gives you specific legal rights, and you may also have other rights that vary by state.

Metro Motor

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