

Mobile Oil Vermont – Service Warranty Policy

Effective Date: Date of Completed Service

Proof of Coverage: Your emailed invoice is your official warranty record.

1. Overview: Warranty by Service Type

Mobile Oil Vermont provides workmanship warranties for each service we perform.

Each service type has its own specific coverage period and conditions, described below.

Services that we provide that are not listed in this document are not currently covered by warranty.

Warranties apply only to issues resulting from **our workmanship** — not normal wear, part failure, misuse, damage from external causes, issues attributable to pre-existing problems, any interaction by anyone other than Mobile Oil Vermont staff, and other reasons (see Section 7).

We do not cover manufacturer defects for parts and materials, but we will help you submit a claim to the part manufacturer when possible and if applicable.

2. Oil Change Workmanship Warranty

Coverage:

- 90 days or 3,000 miles (whichever comes first)

Covers:

- Wrong oil type used
- Improper installation of oil filter
- Loose, stripped, or overtightened drain plug
- Failure to top off fluids properly
- Any engine damage directly caused by the above errors

Does Not Cover:

- Pre-existing leaks or engine problems
 - Oil consumption not related to our work
 - Faulty parts (e.g. manufacturer-defective oil filter)
 - Items described in Section 7 of this Document
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3. Transmission & Differential Fluid Change Warranty

Coverage:

- 90 days or 3,000 miles (whichever comes first)

Covers:

- Use of incorrect fluid type
- Under- or overfilling
- Failure to properly reseal or tighten drain/fill plugs
- Damage caused by poor workmanship in this service

Does Not Cover:

- Issues related to transmission/differential wear, design flaws, or pre-existing damage
 - Fluid leaks unrelated to our work
 - Damage from neglected service intervals
 - Items described in Section 7 of this Document
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4. Brake Service Workmanship Warranty

Coverage:

- 12 months or 8,000 miles (whichever comes first)

Covers:

- Improper installation of brake pads, rotors, or hardware
- Use of incompatible parts
- Torque or lubrication errors that lead to performance issues
- Resulting damage caused by our installation mistakes

Does Not Cover:

- Squeaking, brake dust, or noise from properly installed pads
 - Rotor warping from overheating during use
 - Brake wear due to driving conditions or habits
 - Part defects (e.g. warped rotor from supplier — but we can help submit a claim)
 - Items described in Section 7 of this Document
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5. Filing a Warranty Claim

To submit a warranty claim:

1. Contact us within the applicable warranty period.
2. We'll schedule an inspection to assess the issue.
3. If the issue is determined to be caused by our workmanship and falls within the specific coverage, we'll repair it at no cost for parts or labor.

⚠️ Warranty claims are evaluated and approved or denied at the sole discretion of Mobile Oil Vermont. All claims must be supported by verifiable evidence, such as photos, inspection results, or service records. We reserve the right to determine whether the issue is directly related to our service.

4. Any warranty repairs performed will carry their own separate warranty: **90 days or 3,000 miles**, whichever comes first, covering only the specific correction made.

6. What's Included in an Approved Warranty Claim

If your warranty claim is approved, you are entitled to the following:

- **Full repair at no cost**, including:
 - Correct installation or replacement of affected part(s)
 - Labor to remove and reinstall the part
 - Disposal of incorrect or damaged parts
- **If the wrong part was installed** (e.g. incorrect brake rotor):
 - We will replace it with the correct part at no charge
 - Labor and parts are fully covered
- **If additional damage occurred** directly due to our workmanship (e.g. a leaking drain plug causes oil loss and engine warning), we will:
 - Assess the damage
 - Repair or replace, or cover the cost of affected parts **on a case-by-case basis**, based on the nature and extent of the damage

7. What's Not Covered

We cannot cover any issued caused by:

- Accidents, theft, or vandalism
- Work done by any other person or entity other than Mobile Oil Vermont staff after our service
- Any interaction with the serviced system by any person or entity other than Mobile Oil Vermont staff
- Environmental damage (salt, storm, flood, etc.)

- Misuse, racing, off-roading
- Wear and tear from normal vehicle operation
- Parts or systems that we did not service, that are not directly affected by workmanship issues for this service
- Any condition that exists prior to our service
- Any changes in the vehicle's condition after our service

Warranty is **voided** if:

- Another shop or individual tampers or interacts with the serviced part or system
- You do not notify us of issues within the warranty period

Mobile Oil Vermont's responsibility is limited to damage directly and reasonably linked to our service. We are not responsible for:

- Towing fees
- Rental vehicles
- Upgrades or aftermarket part preferences
- Vehicle downtime or lost use

8. Customer Responsibility

- If you notice a problem after service (e.g. fluid leak, warning light, abnormal sound), **you must stop driving the vehicle immediately and contact us.**
- Continuing to drive a vehicle with a known issue may void your warranty if it leads to further damage.

9. Ownership Transfers

Warranty transfers to a new owner only if:

- You notify us within **30 days of vehicle sale**
- Documentation of the sale is provided

10. Terms and Resolution

- All claims are subject to our [Terms of Service](#).
- If we can't resolve the issue directly, we may bring in a third-party technician at our discretion.
- Our goal is always fairness and clear communication throughout the process.