

Information about our products, services and guarantees

Products and Services Offered.

Kwik Fit offers an extensive range of automotive aftermarket products and services. This includes but is not limited to the supply and fitting of:

- Tyres for passenger cars and light commercial vehicles
- Partial and full exhaust assemblies
- Catalytic converters
- Brake pads, discs and shoes
- Shock absorbers
- Car Batteries
- Windscreen wipers
- Alloy wheels
- Wheel alignment
- Glass repair
- Air-conditioning Recharge

In addition Kwik Fit is licensed by VOSA to provide MOT testing and also provides car servicing. Details of the service schedule are contained in the relevant section of this website.

Product Guarantees

Kwik Fit offers the following product guarantees. The guarantees are not transferable and apply only to the person who purchased the original parts. If you would like further details please contact us or ask your centre manager. Please also keep your invoice safe, as this will be needed if you want to make a claim. These guarantees do not extend to any monetary or compensatory claim, in particular consequential or additional losses.

▪ ***Tyres lifetime guarantee***

Tyres covered against manufacturing defects throughout the legal life of the tyre. Only tread used will be charged for if replacement is necessary provided the tread depth exceeds the minimum legal requirements. Tyres may have to be returned to manufacturer for inspection.

▪ ***Ceat tyres***

We offer free puncture repair for Ceat tyres (tyres that can be repaired will be repaired and not replaced under this guarantee). Plus free rebalancing and valve replacement for the legal life of the tyre. Plus "No quibble" Road Hazard Guarantee.

▪ ***Wheel alignment***

Vehicle wheel alignment is affected by road conditions and driving circumstances and therefore adjustment cannot be covered by Kwik Fit Guarantees. However should you have reason to believe that further adjustment is necessary we will check and re-adjust (if required) free of charge within 30 days of purchase.

▪ ***Shock Absorbers***

We offer a 2 year unlimited mileage guarantee and a 14 day money back guarantee. If we fit shock absorbers to your car and you notice no improvement to the ride, road-holding or comfort and return within 14 days of purchase we will refit your old shock absorbers free of charge and refund the cost in full.

▪ ***Exhausts***

All exhaust systems sold by Kwik Fit come with a 3 year unlimited mileage guarantee. Catalytic converters are covered by a 2-year guarantee and may need to be returned to the manufacturers for inspection. It may also be necessary for customers to have their engine management system and associated components checked to ensure that they are in good working order. Note – Chromed or 'Chromed effect' parts can sometimes suffer a natural surface deterioration. This is not covered under this guarantee.

▪ ***Brakes***

Kwik Fit offers a unique lifetime guarantee on all brake pads and brake shoes fitted by us. A brake customer will receive replacement sets of brake pads and /or brake shoes for as long as you own the car plus 12 months or 12,000 mile (whichever comes first) guarantee on all other new brake parts fitted - including the labour required to honour this guarantee. /-

Product Guarantees (Continued)

The Guarantee will not be offered and will not subsequently apply if you do not authorise the fitting of all additional parts considered necessary for replacement to restore your braking system to its proper working condition.

This guarantee does not cover the cost of additional parts that may be required to restore your braking system to its proper working condition.

Company vehicles, hire vehicles, taxis and vehicles for commercial purposes or competitive sports are not covered. Vehicles fitted with inboard braking systems and/or handbrake pads/shoes are excluded from the lifetime guarantee.

Parts failing as a result of criminal or malicious damage, fire, theft or where the vehicle has been repaired by another garage or individual without consent from Kwik Fit are not covered.

This guarantee does not extend to any monetary or compensatory claim, in particular consequential or additional losses.

▪ **Batteries**

Battery Guarantees vary by specification of battery. Please check your invoice or call 0870 6060654

▪ **Air Conditioning**

We offer a 'Recharge or no charge' Air-conditioning service. You only pay if the coolest vent temperature from your car has improved by more than 10%. Please note that if the ambient temperature around the car is less than 9°C it may affect the results of the Air-Con recharge test results. In these circumstances it is at the Manager's discretion whether to offer a refund.

▪ **Glass**

All Kwik Fit glass technicians are specially trained and all work is carried out in accordance with British Standard Windscreen repair guidelines. All our repairs are guaranteed for the life of the vehicle and are not transferable.

If we are unable to repair your windscreen there will be no charge. If we damage your windscreen whilst repairing it we will replace it at our cost.

▪ **Service components and any other mechanical parts:**

Any service components are guaranteed for 12 months or 12,000 miles whichever occurs first.

How to claim under your Guarantees

Just take your vehicle or part to any Kwik Fit centre in Europe together with this guarantee, your original receipt and your brake report (if applicable). Please be sure to keep your original paperwork safe as a failure to produce this could impact your ability to claim.

Please note that proof of purchase is essential before any work can be started. All parts originally purchased at Kwik Fit are covered by these guarantees. The guarantees apply from the date of original purchase and are not transferable.

Kwik Fit will dismantle and repair or replace at its discretion any defective parts and reassemble them on your vehicle free of charge, subject to these guarantee conditions. Before any work can be carried out under guarantee, Kwik Fit will conduct a full Inspection and Report.

If any work is required to be carried out other than by Kwik Fit, approval must be obtained from Kwik Fit Customer services on 0870 60 60 654. Kwik Fit is not responsible for any part removed from the vehicle or tampered with by any person other than Kwik Fit.

Parts failing as a result of criminal or malicious damage, fire, theft or where the parts have been repaired by another garage or individual or used for competitive motorsport or on a taxi are excluded.

These guarantees do not cover any defect caused by reasonable wear, tear or corrosion, or any costs incurred through loss of use. Manufacturer's conditions of sale apply to all goods sold.

All Kwik Fit guarantees are in addition to and do not detract from your statutory rights.

Updates

Kwik Fit reserves the right to update, change and/or amend the terms and conditions contained in this site without prior notice.

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