



## **What is the C-Guarantee?**

The C-Guarantee is a 3-year, 100,000 mile limited parts and labor warranty offered by Cincinnati Transmission Specialists, Inc. This warranty package is our standard warranty, available on any parts-and-labor repair performed by Cincinnati Transmission Specialists, Inc. This warranty is only available on premium quality repairs performed for a retail customer (fleet and wholesale excluded) in a Cincinnati Transmission Specialists facility, with parts sourced by Cincinnati Transmission Specialists that meet or exceed the Original Equipment specifications. “Value” “Performance” “Wholesale” “Fleet” and other non-OE-style repairs may not be applicable.

Although Cincinnati Transmission Specialists does offer C-Guarantee qualifying repairs to every customer, some repair options may have lesser warranty coverage. Customers seeking a lower-cost option, or a non-factory-design repair, or those repairs performed on commercial or wholesale vehicles may receive lesser warranty coverage. The individual details of these warranty options will be provided to the customer in writing with their invoice. Upon payment, the terms will be explained to the customer.

## **What is Covered?**

The C-Guarantee Warranty covers the original retail customer for the lesser of 3-years from the finalized date, or 100,000 miles from the “out mileage” as printed on the original invoice. The warranty covers only the billed parts and services detailed on the original invoice, against part defect or failure, or defects in workmanship. Cincinnati Transmission Specialists, Inc. agrees to provide and install replacement parts, and perform repair labor, equivalent to that of the original invoiced repair, at no cost to the customer. Additional parts installed or services performed, fluids, upgraded parts, etc. may incur additional costs to the customer.

The C-Guarantee Warranty covers damage or failure to parts, or related services that were performed by Cincinnati Transmission Specialists, Inc. as explicitly outlined on the invoice. Cincinnati Transmission Specialists, Inc. does not provide warranty coverage on any part or service not billed on an invoice, ever, for any reason. Repairs performed for customers as “good-will” or performed at no cost to the customer are explicitly exempt from coverage.

The C-Guarantee Warranty provides no-cost repair to covered components that failed or malfunctioned within the specified warranty period, under normal, reasonable, vehicle usage. This warranty requires that the customer properly maintain the vehicle, including fluid and filter changes, all factory-specified services, and any additional service as noted on the repair invoice, such as returning to Cincinnati Transmission Specialists, Inc. for inspections or services.

## **What is not covered:**

Neglect, improper use, and improper maintenance may result in damages that will not be eligible for warranty coverage. Use of the vehicle beyond designed usage parameters, such as towing greater than OEM ratings or with improper technique and/or equipment, excessive off-road use, performance driving/launching, overloading the vehicle, or operating in extreme conditions for which the vehicle was not designed, and other abusive uses, may result in damages not covered by this warranty.

The C-Guarantee does not cover any damage or failure that is a result, directly or indirectly, of improper usage, other repairs or services performed by other than Cincinnati Transmission Specialists, weather and natural causes, corrosion, physical damage, accidents, improper towing, or as a result of the failure of other non-covered components on the vehicle. Damage due to known, but not-addressed, leaks, low fluid levels, or other concerns will not be covered. For example, brake pads are covered against defect, but warranty does not cover

normal wear-out, or a transmission damaged as a result of overheating the engine, or from a neglected leak will not be covered.

The C-Guarantee only applies to retail customers and to vehicles used primarily for personal use. Vehicles used for professional purposes, such as work trucks, delivery vehicles, first-responder vehicles, etc. are not eligible for C-Guarantee Warranty Coverage. Vehicles used for racing, competition, track, autocross, drag racing, pulling, and other high-performance events are not eligible for C-Guarantee warranty coverage. The C-Guarantee is also not available on any vehicle used as a “loaner or rental,” or any vehicle used for purposes of ride-sharing programs, in service as a for-hire passenger or livery vehicle, or used as a taxi, Uber, Lyft, or other for-profit purpose.

The C-Guarantee does not cover repairs performed using non-OE designed parts, the use of non-OE spec fluids and components, or for modifications performed on the vehicle, including but not limited to: High performance or racing-oriented parts or upgrades, lifted, lowered, or otherwise altered suspension, non-factory design exhaust, intake, fuel, or engine components, ambulance, plow, pursuit, service, and vocational vehicle components, or other conversions that alter the vehicle beyond the parameters of the original production vehicle. Use of a programmer, tuner, or other electronic performance device may void coverage.

The C-Guarantee does not cover towing, car rental, transportation, or any other costs outside of the above described parts and labor. Cincinnati Transmission Specialists, Inc. will help arrange towing and/or car rental at the customer's expense as a service. This warranty does not entitle the customer to any reimbursement for any costs associated with vehicle breakdowns, downtime, lost time or work, or any other expenses. The C-Guarantee does not hold Cincinnati Transmission Specialists, Inc. liable in any way for any automotive accidents, damages, injury, or otherwise, without regard to circumstances. Cincinnati Transmission Specialists, Inc. will not pay, cover, or reimburse any costs associated with a vehicle being serviced, examined, diagnosed, or repaired by any other facility without prior written authorization, which is at the sole discretion of Cincinnati Transmission Specialists, Inc.

### **What are the Customer's Obligations?**

The C-Guarantee Warranty requires that the customer properly use and maintain the vehicle in order to maintain coverage. No mechanical device, such as a car, can survive without proper care. In order to maintain coverage with this warranty, the customer must, at the minimum, do the following:

- Follow and adhere to all factory-specified maintenance schedules for the vehicle
- Use the vehicle correctly and operate the vehicle within the designed parameters
- Use only OE-equivalent parts and fluids, and maintain proper fluid levels
- Perform repairs on related components within a timely manner
- Adhere to any follow-up or maintenance schedules/requirements provided by Cincinnati Transmission Specialists, Inc. including fluid services and annual inspections.
- Immediately contact Cincinnati Transmission Specialists, Inc. with concerns or problems
- Not permit or perform any maintenance, service, adjustments, or modifications to covered components outside of the explicit service instructions provided by Cincinnati Transmission Specialists, Inc. at the time of the repair.

Failure to abide by the above guidelines may result in the denial of warranty repairs at the sole discretion of Cincinnati Transmission Specialists, Inc.