



## Mechanical Sunroof Repair Policy

TVSRS Ltd – Sunroof Mechanism, Motor & Track Repairs

### 3-Month Limited Workmanship Warranty

TVSRS Ltd provides a 3-month limited workmanship warranty from the invoice date covering:

- Defects in workmanship relating specifically to the mechanical components repaired or replaced by us; and
- Parts supplied and fitted by TVSRS Ltd (unless otherwise stated).

If the same repaired component fails due to workmanship within 3 months, we will inspect and rectify accordingly.

### Scope of Repair

Mechanical sunroof repairs relate only to the specific component(s) identified on the invoice or job sheet, which may include:

- Motors
- Cables
- Runners
- Tracks
- Regulators
- Switches
- Control mechanisms

Repairs do not constitute a full system rebuild unless expressly stated in writing.

### What Is Not Covered

The warranty does not cover:

- Failure of different mechanical components not replaced or repaired
- Age-related wear of remaining original parts
- Electrical faults unrelated to repaired components
- Water ingress unless separately diagnosed and repaired
- Glass breakage
- Drainage blockages
- Body flex or structural distortion
- Motor burnout caused by pre-existing resistance or strain
- Manufacturer design defects
- Third-party interference or subsequent repair work

If a different component fails after repair, this will be treated as a new repair and will be chargeable for parts and labour.

#### Age & Design Limitations

Sunroof mechanisms are complex assemblies subject to:

- Wear over time
- Corrosion
- Cable stretch
- Plastic guide deterioration
- Structural movement of the vehicle body

Many systems contain original components that may already be weakened prior to repair.

While reasonable care is taken, TVSRS Ltd cannot guarantee the longevity of aged or original components not replaced during the repair.

We do not guarantee that future mechanical failure will not occur due to age, design characteristics, or prior wear.

#### Adjustment & Alignment

Sunroof alignment is set within manufacturer tolerances at time of repair.

We cannot guarantee that:

- Body flex
- Chassis movement
- Temperature variation

- Glass expansion or contraction

will not affect long-term alignment.

Minor adjustments after repair may be chargeable unless related directly to workmanship.

#### Limitation of Liability

Our liability is limited to the value of the repair invoice paid.

We are not liable for:

- Travel expenses
- Accommodation or food costs
- Loss of earnings
- Vehicle recovery or transport
- Third-party repairs
- Consequential or indirect losses

Nothing in this policy excludes or limits your statutory rights under the Consumer Rights Act 2015.

#### Return for Warranty Inspection

The vehicle must be returned to our premises for inspection before any warranty claim is considered.

Repairs carried out elsewhere without our written consent void the workmanship warranty.

Mechanical sunroof systems on older vehicles may be nearing the end of their service life. Repair of one component does not restore the entire system to new condition.