



## Warranty & Water Ingress Repair Policy

### TVSRS Ltd – Sunroof & Water Leak Repairs

#### Our 3-Month Workmanship Warranty

TVSRS Ltd provides a 3-month limited workmanship warranty from the date of invoice on repairs carried out by us.

This warranty applies strictly to:

- The specific leak location(s) diagnosed and repaired; and
- Defects in workmanship relating to that repaired area.

If a leak reoccurs from the exact same repaired location within 3 months, we will inspect and rectify the issue accordingly.

#### What Is Not Covered

Water ingress from:

- A different area of the vehicle
- A separate seal, drain, frame or component
- A newly developed failure point
- Age-related deterioration
- Corrosion or material fatigue
- Blocked drains occurring after repair
- Accident damage or third-party interference

will be treated as a new repair and will be chargeable for parts and labour.

The warranty is non-transferable and applies only to the original customer with proof of invoice.

## Important Information About Water Ingress

Vehicles are not manufactured to be completely waterproof.

Water leaks can occur due to:

- Design characteristics
- Age and wear
- Seal fatigue
- Body flex
- Previous repairs
- Environmental exposure

Certain environmental conditions (such as prolonged heavy rainfall, wind-driven rain, pressure washing or vehicle positioning) cannot always be fully replicated during workshop testing.

For this reason, some vehicles may require staged investigation, and additional leaks may become apparent over time.

We do not guarantee that a vehicle will be rendered fully waterproof — we repair identified failure points.

## Customer Responsibilities

Customers must:

- Maintain drainage systems where applicable
- Report concerns promptly within the warranty period
- Return the vehicle to our premises for warranty inspection
- Avoid third-party work relating to the repair before contacting us

## Limitation of Liability

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

We are not liable for:

- Fuel or travel expenses
- Accommodation or food costs
- Loss of earnings
- Vehicle recovery or transport costs
- Third-party repair costs
- Consequential or indirect losses

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

#### Governing Law

This policy is governed by the laws of England and Wales.

By booking a repair with TVSRS Ltd, customers agree to our Warranty & Repair Policy.