

MTA Repairer Warranty

What does the MTA Repairer Warranty mean?

- The MTA Repairer Warranty gives customers confidence in the soundness of repairs carried out by MTA Repairers.
- The MTA Repairer Warranty is given at no extra cost to customers having repairs carried out.
- The MTA Repairer Warranty means that the MTA Repairer will ensure that any defects that arise in a repair during the period that the Warranty is valid are repaired (subject to the exclusions set out below). This may involve the MTA Repairer covering the reasonable cost of parts and labour to repair any defects.
- The MTA Repairer Warranty is valid for a qualifying repair, for the earlier of 3 months from the date of repair or 5,000 km.

Exclusions.

- Where the customer has requested a temporary repair, or where the customer has supplied their own parts, limitations may be placed on the Warranty. These will be advised by the Repairer at the time the repair is carried out.
- The MTA Repairer Warranty does not apply if the motor vehicle to which the repair is made is used in an inappropriate manner that is not considered to be a normal use for that motor vehicle.
- The MTA Repairer Warranty does not apply if any modifications that mean that the vehicle is outside the manufacturer's original specifications are made to the motor vehicle, after the repair has been completed.
- If the vehicle is used in any form of racing competitions the MTA Repairer Warranty no longer applies.
- The MTA Repairer Warranty does not apply if the customer has further work carried out to the initial repair by another repairer without first obtaining the MTA Repairer's approval.

If any of the exclusions apply then the MTA Repairer Warranty does not apply and is invalid.

Defining customer responsibilities.

- The customer must take reasonable steps to protect the motor vehicle that has been repaired from the incidence of breakdown.
- The customer must ensure that the motor vehicle that has been repaired is not used in an inappropriate manner or used in any way that is not considered normal use for that qualifying motor vehicle.
- The customer must comply with the manufacturer's recommendations as to safety, maintenance and the operation of the motor vehicle that has been repaired.
- The customer must contact the MTA Repairer as soon as a defect arises.

Process for remedying defects.

- If a defect arises in the motor vehicle that has been repaired the customer must immediately contact the MTA Repairer. The customer cannot have the qualifying motor vehicle repaired, as a failure to seek prior approval for repairs to commence will invalidate the MTA Repairer Warranty.
- In the event that the MTA Repairer Warranty is valid and applicable and none of the exclusions apply so as to invalidate the Warranty, the MTA Repairer may either carry out the remedial work themselves or nominate an MTA Repairer to carry it out.
- If dismantling is required to assess whether the MTA Repairer Warranty applies, the customer will be reimbursed if the claim is valid. This means that the customer must authorise any dismantling.

If the Warranty is disputed?

- In the event that the MTA Repairer disputes the MTA Repairer Warranty or the customer is not satisfied with a repair, the customer should contact the MTA Call Centre to outline the complaint.

Note: The MTA Repairer Warranty in no way abrogates the customer's rights in terms of the Consumer Guarantees Act 1993.