



NATIONAL SPEED CUSTOMER SERVICE AGREEMENT

Warranty Guarantee

National Speed's Warranty covers repairs needed to correct defects in materials and/or workmanship of any part(s) supplied by National Speed. Coverage is good for up to 12 months after date of initial Project Delivery to the Customer or 12,000 miles, whichever occurs first. Lastly, National Speed's Warranty is non-transferable, in that if the vehicle changes ownership for any reason, the Warranty does not carry over to the new owner and is null and void at that point. Please see "Warranty Overview" for additional details.

Non-Refundable Policy

All purchases are NON-REFUNDABLE. Any cancellation of Labor previously paid will be credited with a Gift Certificate of the outstanding amount and will be good for 1 year from date of Sale. In the event of Customer cancellation of a project, the Customer will be liable for recovering or coordinating shipment of their parts purchased through the initial deposit. In the event that a Customer purchases a part through National Speed, and it is later determined that the part is incorrect, defective, or does not contribute to solving the issue, then National Speed will assume the cost of the part and any labor associated with installation of the part. Alternatively, if a Customer chooses to purchase the parts outside of National Speed procurement channels, the Customer is then assuming liability for that part, and National Speed will not be held liable for any incorrect parts.

In Process Project Terms & Conditions

Right to Refuse Service: National Speed may deny or retract specific services for vehicles where National Speed determines that a positive outcome is unlikely.

Payment Collection Process: National Speed collects payment for labor clocked and parts/materials, to include shipping and sublets, by the 15th and 30th of every month. Failure to pay current amount owed will result in a \$25/day storage fee for each additional day after the payment is due.

Vehicle Quality Assurance Testing: I authorize National Speed employees to operate my vehicle for the purpose of drivability testing, inspection, and delivery up to 150 miles prior to delivering to the Customer.

In-Process Project Additions: Customers are allotted an additional 25% of the planned project hours for project additions. Work expected to exceed the allotted time will have to be performed at a later date.

Parts Additions: All parts/materials additions require customer notification; part/materials additions valued at \$50 or greater requires customer approval.

Parts Recovery Timeline: Customers are required to recover their parts (old parts removed during scope of work, parts purchased through National Speed, or parts provided by the Customer) within 14 days of project cancellation or delivery.

Additional Fees

Reschedule Project Schedule Date/No-Show Fee: \$99.99 fee for missing Scheduled Project Date or rescheduling within 48 hours of Project Schedule Date. The Customer will be rescheduled for the next available date.

Dyno Clean-Up Fee: \$125 fee may be incurred for excessive fluids leaks that run underneath the Dyno.

Towing Costs: Customers will be responsible for covering the towing cost for any project delays in excess of 1 week that are not caused by National Speed, for the vehicle to be transported to an off-site storage facility.

Liability Clause

I authorize National Speed to perform a dynamometer test and/or service work, along with the necessary parts/materials, and grant employees & representatives permission to operate my vehicle. I acknowledge, voluntarily release and forever discharge National Speed, their employees, representatives, directors and officers from any and every claim, demand, action, or right of action, of whatever kind and nature.

Projects Related to Customer Insurance and/or 3rd Party Warranty Claims

National Speed does not work with Insurance Companies or 3rd Party vendors. National Speed works with and accepts payment from Customers. Customers with active insurance claims will be required to coordinate and follow-through on insurance claims directly with their insurance company.

Print Name: _____

Signature: _____

Date: _____

Warranty Overview

This Warranty covers repairs and adjustments needed to correct defects in materials and/or workmanship of any part(s) supplied by National Speed, subject to the exceptions indicated under “What is Not Covered” listed below. Coverage is good up to 12 months after date of initial Project Delivery to the Customer or 12,000 miles, whichever occurs first.

- **Warrantor:** The warrantor of these limited warranties is National Speed Incorporated, headquartered at 21 South Front Street, Wilmington, NC 28401.
- **Towing and Diagnostics for Potential Warranty Claims:** National Speed will cover up to 120 miles of the initial Towing cost and Diagnostics Labor required to determine the root cause of the issue; however, if it is determined through Diagnostics that National Speed is not at fault, the Customer will be liable for the cost of Towing, Diagnostic, and any additional Labor and/or Parts required to rectify the issue. In the event that it is a Warranty situation, Customers that live outside of 120 mile radius from the National Speed location will be required to pay for the additional towing mileage.
- **What is Not Covered:** Parts/materials that are not supplied by National Speed, Inc. are not warranted by National Speed, Inc., nor is any associated labor. Further, this Warranty does not cover damage or failures resulting directly or indirectly from the following:
 - Customer provided parts and/or labor pertaining to Customer provided parts
 - Fire, accidents, or theft
 - Faded body paint due to environmental factors, to include sun damage
 - Vehicle/engine failure resulting from pre-existing issues
 - Abuse or negligence
 - Alteration or tampering, including installation of non-approved National Speed accessories/parts
 - Customer and/or 3rd party service provider repairs
 - Airborne chemicals, water contamination, tree sap, road debris (including stone chips), rail dust, salt, hail, floods, wind-storms, lightning, and other environmental conditions
 - Projects delivered against the advisement of National Speed
 - Issues related to passing State Inspections
 - Improper maintenance which deviates from National Speed maintenance recommendations (provided at delivery)
 - Misuse, such as revving engine or driving wide-open throttle while cold, or continuing to operate vehicle with indications of mechanical/electrical issues – to include but not limited to, overheating, check-engine light, and misfires
 - Incidental Damages that do not pertain to the scope of work performed by National Speed
- **Transportation & Lodging Assistance:**
 - Applied when the Customer lives outside of a 120-mile radius from the National Speed shop and the vehicle must be kept overnight for any of the following reasons:
 - Warranty repairs will take longer than one day to complete
 - The warrantable condition requires extensive diagnosis
 - The parts needed for the Warranty repairs are not readily available and your vehicle is inoperative or unsafe to drive
 - National Speed will pay for 3rd party transportation (coordinated by National Speed) to/from the Customer’s place of residence.
 - National Speed will pay for hotel lodging (coordinated by National Speed) if repairs will take less than 48 hours.
 - National Speed WILL NOT pay for Customer daily vehicle transportation.
 - National Speed WILL NOT pay for hotel lodging in excess of 48 hours.
 - National Speed WILL NOT pay Customer car payments and/or insurance.

If a vehicle comes in initially for Warranty reasons, but it’s later determined through Technician diagnosis that it does not meet the criteria for Warranty, the vehicle will be treated as a new project/WO. The Customer may be required to recover the vehicle until the next available schedule date.