

Mac's Full Written Limited Repair Warranty Terms

24 Month / 24,000 Mile Limited Repair Warranty



Effective Date: June 1, 2026

Mac's Auto Repair and Towing | 1620 George Jenkins Blvd, Lakeland, FL 33815
(863) 399-5744 | mcs-autorepair.com



Downloadable full warranty terms for customer reference.

The customer invoice and any line-item warranty notes control the specific coverage for each repair.

1. Purpose and Controlling Documents

These Full Written Limited Repair Warranty Terms explain Mac's local warranty on qualifying repairs and how separate nationwide partner benefits may apply when a customer is traveling. These terms supplement the customer invoice, estimate authorization, and any warranty summary handout. The invoice controls the covered customer, vehicle, repair date, mileage, line items, special notes, exclusions, and limitations for each repair.

2. Basic Warranty Promise

Mac's Auto Repair and Towing warrants qualifying repairs performed by Mac's for **24 months or 24,000 miles, whichever occurs first**. This is a limited repair warranty. It applies only to qualifying repairs, only to the specific customer and vehicle on the paid invoice, and only to the covered repair line items shown on that invoice. It is not a guarantee of the entire vehicle, every related system, or future unrelated failures.

3. Who Is Covered

This warranty is non-transferable. It applies only to the original customer listed on the paid invoice, the specific vehicle identified on that invoice, and the specific qualifying repair line items shown on that invoice. It does not transfer to a later owner, buyer, family member, business, fleet operator, or any other person unless Mac's approves the transfer in writing.

4. Warranty Term

The warranty period begins on the invoice close date and at the mileage recorded on the original invoice. Warranty repairs, replacement parts, or adjustments do not extend, renew, or restart the original warranty period unless required by law or unless Mac's states otherwise in writing.

5. Qualifying Repairs and Invoice Controls

A repair qualifies only if it was performed by Mac's, documented on a paid invoice, not marked no-warranty/as-is/customer-supplied/used/salvage/temporary/declined-related-repair or similar, caused by a defect in Mac's-supplied parts or Mac's workmanship, and reported within the applicable time and mileage limits. Coverage applies only to the specific invoice line items describing the work performed. If an invoice line item has a special warranty note, that invoice note controls.

6. Mac's-Supplied Parts and Labor

For qualifying repairs using Mac's-supplied parts, Mac's warrants against defects in Mac's-supplied parts and Mac's workmanship on the covered repair during the warranty term. If Mac's confirms a valid covered failure, Mac's may repair the covered condition, replace the covered part with an equivalent part, and perform the covered labor needed to correct that confirmed warranty failure. Repair or replacement of the covered part and related covered labor is the customer's exclusive remedy under Mac's local in-house warranty. Mac's warranty obligation will not exceed the original covered repair line item unless otherwise required by law.

7. Parts Warranty and Pass-Through Coverage

Some parts may carry separate manufacturer, supplier, distributor, TechNet, AutoZone ProVantage, NAPA Auto Care, or other parts-program coverage. When applicable, Mac's may assist with a parts or partner warranty claim, but those programs are controlled by their own written terms. Mac's does not control manufacturer, supplier, or warranty administrator decisions; parts availability; backorders; discontinued parts; supplier labor policies; documentation requirements; reimbursement limits; or any benefit not approved under the applicable program. If a third-party parts warranty provides a replacement part but does not cover labor, diagnostics, towing, fluids, programming, shop supplies, taxes, or related charges, those charges may remain the customer's responsibility unless covered by Mac's warranty or approved by the applicable program.

8. Customer-Supplied Parts

Mac's provides no warranty of any kind on customer-supplied parts. This includes defects, premature failure, incorrect selection, incompatibility, missing hardware, mislabeled parts, used/salvage/remanufactured/modified/performance parts, supplier issues, recalls, programming issues, calibration issues, and damage caused by the customer-supplied part. Mac's labor warranty on customer-supplied parts is limited only to correcting a confirmed Mac's installation workmanship error. If the part fails for any other reason, all labor, diagnostics, removal, reinstallation, programming, fluids, towing, and related charges are the customer's responsibility.

9. Used, Salvage, Performance, Modified, or Specialty Parts

Used, salvage, performance, racing, modified, aftermarket conversion, customer-requested specialty, and non-standard parts are covered only if a specific written warranty is stated on the invoice. If no written warranty is stated, those parts and related labor may be sold as-is or with limited coverage only. Mac's is not responsible for failures caused by part age, prior use, unknown history, non-OE design, tuning, modification, racing/off-road use, abuse, improper application, or incompatibility with the vehicle.

10. How to Make a Local Warranty Claim

The customer must notify Mac's promptly after discovering a concern and must make the vehicle available to Mac's for inspection, testing, and verification before a local warranty claim can be approved. Call Mac's at (863) 399-5744 with the customer name, vehicle, invoice/RO if available, current mileage, symptoms, when they started, whether the vehicle is safe to drive, and whether warning lights, leaks, noises, smoke, overheating, or drivability issues are present. If continued operation would be unsafe or may cause further damage, stop driving as soon as it is safe and contact Mac's.

11. Local Warranty Service Within 25 Miles

If the customer is within 25 miles of Mac's, the customer must contact Mac's first and return the vehicle to Mac's when reasonably possible. Mac's local in-house warranty evaluation and repair must be performed by Mac's unless Mac's gives prior written authorization. Mac's does not authorize or pay for outside inspection, teardown, diagnosis, repair, replacement, towing, storage, rental, or related charges unless Mac's approved those charges in writing before the work was performed.

12. Traveling or More Than 25 Miles Away

If a warranty concern occurs while traveling or more than 25 miles from Mac's, the customer should contact Mac's before authorizing another shop to inspect, tear down, diagnose, or repair the vehicle. Mac's may direct the customer to the appropriate warranty process, partner program, participating facility, or warranty administrator when applicable. Some qualifying repairs may be eligible for separate nationwide partner support. Failure to contact Mac's or follow the applicable claim procedure before outside work is performed may reduce or eliminate warranty or reimbursement eligibility.

13. Nationwide Partner Warranty Programs

Mac's participates in national automotive warranty networks and parts programs that may provide additional benefits on qualifying repairs, including TechNet Professional, AutoZone ProVantage, NAPA Auto Care, or another program shown on the invoice or repair documentation. These benefits are separate from Mac's local warranty and are subject to the applicable program's own time/mileage limits, covered repair categories, exclusions, distance rules, claim procedures, approvals, documentation requirements, reimbursement limits, roadside rules, towing/rental limits, commercial-use limits, and other written terms. Mac's does not control a partner administrator's approval or denial. If a partner program approves a claim, that program's terms control that benefit. If a partner program denies a claim, that denial does not automatically create additional coverage under Mac's local warranty.

14. Roadside Assistance, Trip Interruption, and Extra Benefits

Roadside assistance, towing reimbursement, trip interruption, rental, meals, lodging, road hazard protection, or similar benefits are not the same as Mac's local repair warranty. Those benefits may be available only when a qualifying repair is covered by a specific partner program and the customer follows that program's claim procedure. Benefits may be reimbursement-based, limited by dollar amount or claim count, limited by time/mileage/location/repair type, require receipts and approval, and may be excluded for certain vehicles, uses, repairs, or circumstances. Mac's does not guarantee payment of these expenses unless Mac's separately approves the expense in writing or the applicable partner program approves the benefit.

15. Local In-House Towing

Mac's may, in Mac's sole discretion, provide one local tow arranged and authorized by Mac's in advance, using Mac's in-house equipment, to bring the vehicle to Mac's for warranty evaluation. Mac's does not reimburse third-party towing unless approved in writing before the tow. If Mac's confirms a valid covered local warranty claim, Mac's may absorb the local tow charge. If not covered, standard towing charges apply. Tow availability depends on business hours, equipment, location, vehicle condition, and scheduling. This local towing policy is separate from partner roadside or towing reimbursement benefits.

16. Diagnostics, Inspection, and Denied Claims

Mac's may perform inspection, diagnostic, road test, scan tool, electrical, pressure, leak, teardown, measurement, calibration, programming, or other testing to verify the cause of failure. If Mac's confirms a valid covered claim, related diagnostic/testing needed to confirm the covered failure will be handled as part of the warranty remedy. If the condition is not covered, standard diagnostic, testing, teardown, reassembly, towing, storage, and related charges are the customer's responsibility. Claims may be denied when the failure is unrelated to Mac's repair, caused by another failed component, caused by continued operation after symptoms, not duplicated, outside the term/mileage limit, caused by misuse/neglect/abuse/racing/overheating/low fluid/contamination/external damage, caused by customer-supplied parts, altered by others, or marked no-warranty/as-is/used/salvage/temporary/customer-supplied on the invoice.

17. Unauthorized Third-Party Work, Teardown, or Modification

This warranty is void as to the affected repair, part, component, or system if, without Mac's prior written authorization, the vehicle or affected system is disassembled, inspected internally, invasively diagnosed, adjusted, repaired, replaced, modified, programmed, tuned, calibrated, tampered with, or altered by any person or facility other than Mac's. This does not prevent use of an applicable nationwide partner warranty process while traveling, but the customer must contact Mac's first when practical, follow the applicable claim procedure, and obtain required authorization before outside warranty work is performed.

18. Standard Warranty Exclusions

This warranty does not cover routine maintenance, normal wear, consumables, oil/fluid changes, flushes, filters, wipers, bulbs, fuses, lubrication, brake noise/dust/glazing/vibration/wear from use, pads, shoes, rotors, drums, belts, hoses, batteries, tires, alignments or adjustments after normal use, or maintenance due by time, mileage, condition, or manufacturer schedule. It also does not cover damage caused by overheating, low or wrong fluids, ignored leaks or warning lights, fuel contamination, lack of maintenance, severe noise, smoke, loss of power, slipping, grinding, knocking, vibration, unsafe operation, or continued operation after the customer knew or should have known a problem existed. This warranty excludes failures caused by racing, track use, competition, burnouts, abuse, off-road use, police/emergency/delivery/rideshare/towing/hauling/plowing or other severe use unless approved in writing, overloading, improper trailer use, commercial use outside normal approved service, or use inconsistent with manufacturer recommendations.

19. Additional Exclusions

This warranty does not cover external causes such as accident, collision, road hazards, curbs, potholes, vandalism, theft, fire, flood, weather, environmental damage, rodents, animals, corrosion, contamination, improper fuel, electrical surge, jump-start damage, improper charging, improper towing by others, impact damage, foreign objects, prior damage, acts of God, or similar causes. It does not cover unrelated failures, pre-existing issues, cascading damage from non-covered components, neglected conditions, declined repairs, or systems not included in the covered line item.

19. Additional Exclusions - continued

Unless specifically stated on the invoice, replacing an external seal, gasket, sensor, hose, belt, pump, solenoid, module, accessory, or related component does not create warranty coverage for an entire engine, transmission, differential, transfer case, or other major assembly. Electronic repairs may be affected by battery condition, wiring, software, programming, module availability, network communication, prior repairs, aftermarket accessories, water intrusion, corrosion, and manufacturer updates; Mac's does not guarantee future software compatibility, module availability, manufacturer programming access, or unrelated electrical/network performance.

20. Customer Modifications and Aftermarket Equipment

This warranty does not cover failures caused by or related to lift kits, lowering kits, oversized wheels or tires, tuners, performance programmers, engine/transmission tuning, non-factory wiring, audio or alarm systems, lighting modifications, remote-start systems, deleted emissions equipment, forced induction modifications, suspension modifications, brake conversions, drivetrain swaps, non-OE parts combinations, or any modification that affects the repaired system.

21. What Mac's Does Not Pay For

To the extent permitted by law, Mac's is not responsible for loss of use, downtime, lost wages, lost profits, lost business, rental vehicles, ride-share costs, lodging, meals, travel expenses, storage, impound fees, shipping, third-party towing, third-party diagnostics, third-party teardown, unauthorized repairs, consequential damages, incidental damages, diminished value, missed appointments, personal inconvenience, or any cost not specifically approved by Mac's in writing or approved under an applicable partner program.

22. Customer Responsibilities

To preserve warranty eligibility, the customer must keep and present the original invoice, notify Mac's promptly, stop driving if continued operation may be unsafe or may cause further damage, maintain the vehicle properly, follow manufacturer maintenance requirements, monitor warning lights/gauges/leaks/noises/fluid levels when appropriate, return the vehicle to Mac's when reasonably possible, contact Mac's before outside teardown or repair, follow any applicable partner claim procedure when traveling, and pay for non-covered diagnostics, repairs, towing, storage, and related charges.

23. No Oral Changes

This written warranty and the applicable invoice are the entire warranty agreement between the customer and Mac's for the covered repair. No oral statement, text message, estimate note, advertisement, or informal conversation changes this warranty unless the change is in writing and signed by an authorized Mac's representative. Partner warranty documents, when applicable, control only the separate partner benefits provided under those programs. They do not expand Mac's local warranty unless Mac's agrees in writing.

24. Legal Terms and Availability

This limited warranty gives the customer specific rights. The customer may have other rights that vary by state. If any provision is found unenforceable, the remaining provisions remain effective. Florida law applies except where another law is required. These terms are available at <https://macs-autorepair.com/warranty>. The online version may be updated from time to time. The version in effect on the invoice date generally applies unless Mac's provides otherwise in writing. Customers should contact Mac's first for warranty questions, local claims, and direction on any applicable nationwide partner warranty process.

