



Cleevely Mobile Warranty Policy

Thank you for choosing Cleevely Mobile. We take pride in our workmanship and the quality of the parts we fit. This document outlines our warranty process in the event of an issue with a part we have installed. Please read the following terms carefully before booking a warranty claim visit.

1. Warranty Coverage & Conditions

1.1 Suspension Components

- If the issue relates to a suspension component, the customer must have had a wheel alignment performed within two (2) weeks of our visit.
- We may require proof of the wheel alignment as part of the warranty claim process. Failure to provide proof may result in the claim being invalid.

1.2 Right to Inspect & Rectify

- We must be given the first opportunity to inspect and rectify any issue with the fitted part.
- If a customer attempts to fix the issue themselves or employs another service provider/garage without notifying us first, the warranty will be invalidated.
- We reserve the right to inspect any reported issue and take appropriate steps to minimise loss.
- The customer must inform us at the first sign of an issue and allow us to inspect before involving any third parties.

2. Return Visits & Charges

2.1 Chargeable Visits

- If we book a return visit for a warranty claim and, upon inspection, the issue either does not exist or is found to be unrelated to our work, the visit will be chargeable.
- Charges will be applied in line with our specified hourly rate and/or minimum call-out fees.



3. General Terms

- We always endeavour to honour all valid warranty claims and ensure customer satisfaction.
- However, we must also protect ourselves from unnecessary costs and wasted trips.
- Please ensure you fully understand this policy before booking a warranty visit, as non-compliance with the terms may result in charges or an invalidated claim.

For any queries regarding our warranty process, please contact us at info@cleevlymobile.co.uk

Cleevly Mobile