

Genova Garden Services t/a
Suspension Guru Fitment Centre
61 Wes Burger Street
Central City, Bloemfontein, 9301
VAT no: 4100 251 943
Reg no: 2008/260920/23
TEL: 074 146 3405 | FAX: 086 4022 188



WARANTY POLICY OF SUSPENSION GURU FITMENT CENTRE

All customers are hereby requested to read the Warranty Policy of Genova Garden Services cc t/a Suspension Guru displayed on the notice boards prior to entering into any transaction.

Please note that this Warranty Policy is applicable and binding on all customers. In the event that the customer provide us with the necessary instruction, accepts our quotation or makes any payment for services rendered or to be rendered, this Warranty Policy remains in full force and binding on such customer.

In the unfortunate event that a customer have a complaint, to be valid claim our complaint register should be completed in full and the original sale documents should be produced.

A complaint should be lodged [within 24 hours or within a reasonable time](#) from having knowledge or ought to have knowledge of the defect in our services. The customer should firstly inform us of the complaint and we shall take the necessary steps to assist the customer.

In the event that we have performed certain work on the customer's motor vehicle and a complaint arises and subsequently the customer takes the motor vehicle to a third party and that third party performs work on such motor vehicle where we have previously performed work, this will affect a customer's warranty and we reserve the right to refuse to refund and / or replace.

Please note that should the complaint be in relation to parts supplied by a third party, we are obligated to return the parts to our suppliers for investigation on whether the parts has been misused, abused, or damaged due to negligence or gross negligence on the part of the customer.

Please be advised that the above investigation may take [approximately 1 to 14 working days](#), depending on type of part.

The customers warranty on the parts shall be affected, if the investigation find that the parts have been damaged due to the customers misuse, abuse, negligence or gross negligence. In this instance we shall not refund and / or replace the parts.