



Lifetime Software Warranty

The JR Tuning lifetime software warranty, hereafter referred to as “the warranty”, is valid from the point our tuning software is installed until you sell your vehicle. The warranty is not transferable to the next owner.

Under the warranty, we guarantee the software supplied will operate the vehicle with O.E.M (Original Equipment Manufacturer) levels of drivability and without setting erroneous dashboard errors, warning lights or diagnostic trouble codes. Additionally, we guarantee the software will set the appropriate warning lights, errors or diagnostic trouble codes associated with genuine faults, in accordance with the manufacturer’s original diagnostic tolerances. In the event the software supplied does not meet these targets, the vehicle can be returned to our workshop to have the software faults resolved at no cost to the customer. In the event the fault found is determined not to be a software fault, but a vehicle fault the appropriate diagnostic fee will be payable.

In addition, the warranty also covers loss of software through the actions of the manufacturer or franchise dealership of a manufacturer through their diagnostic procedures where they include software updates. In this event the customer can have the originally supplied tuning software re-installed without paying the software purchase price. Where tuning requires the ECU be removed from the vehicle, a nominal labour fee for removing and re-fitting the ECU may be payable. If the customer requires mobile installation, a callout fee may be payable.

Money Back Guarantee

The JR Tuning money back guarantee, hereafter referred to as “the guarantee”, is valid from the day the vehicle is collected or in the case of a mobile installation the day the installation is carried out, for a period of 14 calendar days. The guarantee is only valid for software products and is not applicable to any parts or labour.

The guarantee allows you to return the vehicle to our workshop within 14 days and have the software supplied removed from the vehicle and a refund to the value of the software issued. In the case of a mobile installation, the guarantee does not include a second mobile callout. You can either bring the vehicle to our workshop to obtain a full refund or at our discretion we may offer a mobile service at a cost to you, but we do not guarantee that a mobile callout will be available.

Exclusions

The lifetime warranty is only applicable to software products. JR Tuning is unaware of the vehicles mechanical condition or maintenance history and cannot offer a warranty covering mechanical components. It is accepted that any faults already present in the vehicle are likely to be exaggerated by tuning and any components nearing their end of life may fail during or shortly after the tuning process. It is also accepted that software modifications are likely to void any mechanical warranty from the vehicle manufacturer. Both the Lifetime Software Warranty & Money Back Guarantee will be void if any changes are made to the vehicle’s calibration by any third party other than those actions carried out by the vehicle’s manufacturer or authorised franchise dealership as part of a routine software update during vehicle servicing or maintenance.