JM-IMPORTS

VEHICLE WARRANTY & GOODWILL POLICY | Customer information

About this policy

JM-Imports has traded since 2002. We take pride in the vehicles we source and sell and aim to support customers fairly if an issue arises. The additional warranty or goodwill arrangements described below depend on how the vehicle was purchased. Please read the applicable section before ordering or buying a vehicle.

Purchase arrangement	Additional cover	Limit
Personal import (agency service)	One-time goodwill: 1 month or 1,500 miles	Up to £1,000 in parts
Stock sale at reduced price under the 50% deposit offer	One-time goodwill: 1 month or 1,500 miles	Up to £1,000 in parts
Stock sale at full advertised price	Parts warranty: 2 months or 4,000 miles	See section 3

1. Personal imports – goodwill arrangement

For personal imports, JM-Imports acts as an agent to assist the customer in sourcing, purchasing, transporting and importing a vehicle from Japan to the UK. The identity of the vehicle seller and the respective responsibilities of the parties are governed by the actual purchase and agency arrangements. JM-Imports does not provide a contractual vehicle warranty as part of its personal import agency service.

As an additional gesture of goodwill, JM-Imports offers one claim per vehicle during the first 1 month or 1,500 miles from vehicle handover, whichever occurs first, with a maximum total contribution of £1,000 towards parts only. This is not a promise to meet every repair cost or to cover labour.

2. Reduced-price stock sales – 50% deposit offer

A JM-Imports stock vehicle sold at a specially reduced price under our 50% deposit offer receives the same additional one-time goodwill arrangement: 1 month or 1,500 miles from handover, whichever occurs first, with a maximum total contribution of £1,000 towards parts only. This goodwill benefit is separate from, and does not replace, statutory consumer rights.

3. Full-price JM-Imports stock sales – parts warranty

A qualifying stock vehicle purchased at its full advertised price includes an additional parts warranty for 2 months or 4,000 miles from handover, whichever occurs first. This warranty covers replacement parts approved by JM-Imports following its assessment of a covered fault. Labour is not included in this additional warranty and is charged at JM-Imports' cost rate. No separate monetary claim cap is specified under this policy for this full-price parts warranty.

4. How goodwill and warranty claims are handled

Customers should contact JM-Imports promptly when an issue is discovered and provide the vehicle details, current mileage and a description of the concern. JM-Imports must have an opportunity to assess the concern before any work is authorised under these additional arrangements.

Where a repair is approved, work must be undertaken at JM-Imports. For the one-time goodwill arrangements, JM-Imports may instead agree to send approved replacement parts directly to the customer. Customers are responsible for arranging and paying for vehicle delivery or recovery to JM-Imports under these additional benefits. Diagnostic, removal, installation and other labour charges are payable by the customer at JM-Imports' cost rate. Third-party work or expenditure is not reimbursable under these additional benefits unless JM-Imports agrees in writing beforehand.

5. Independent mechanical breakdown policies

We recommend that personal import customers consider purchasing their own independent mechanical breakdown warranty or insurance policy. Customers must research, select and arrange such cover themselves with an independent provider. Where the provider's terms allow and the required authorisation is obtained, JM-Imports may be able to carry out work under that policy. Any claim remains subject to the third-party provider's terms and approval.

6. Your statutory rights

Nothing in this policy excludes, restricts or replaces any rights or remedies that cannot lawfully be excluded. In particular, consumers purchasing vehicles directly from JM-Imports may have rights under the Consumer Rights Act 2015, including remedies for vehicles that do not meet the applicable legal standards. Those rights may require remedies beyond the additional parts-only cover described here, including where applicable labour or other costs that cannot lawfully be charged to the consumer. For personal imports, rights and responsibilities depend on the actual contractual arrangements, including who sold the vehicle and the services JM-Imports agreed to provide.

This document is general customer information. Individual sale, agency and third-party policy documents should also be read alongside it.

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