

**BY SIGNING, GUEST AGREES TO TERMS AND
CONDITIONS ON THE BACK OF THIS INVOICE.**

THE JIFFY LUBE® PLEDGE OF SATISFACTION

Jiffy Lube International, Inc. ("Jiffy Lube®") believes you deserve a preventive maintenance service provider you can trust. The Jiffy Lube® pledge is to help keep your vehicle running as intended by providing thorough, friendly and professional services in a clean and safe environment. Jiffy Lube backs up this pledge by providing the following:

- **OEM Recommendations** - Jiffy Lube® uses your vehicle manufacturer's recommendations, where available, to inform you of the preventive maintenance recommended for your vehicle.
- **Accessible** – You can be assured of a consistent, quality experience because your service records are available at over 2,000 service centers across North America.
- **Expertise** – Jiffy Lube® Technicians participate in the award-winning Jiffy Lube® training program to help get the job done right.

Jiffy Lube® takes pride in its commitment to customers and wants you to drive away satisfied. If you have comments or suggestions to help Jiffy Lube® meet your expectations, Jiffy Lube® is happy to hear from you!

FREE Top-Off Policy* - Between service visits up to 3,000 miles, Jiffy Lube Signature Service® Oil Change customers receive free fluid top-offs, including motor oil with the same type of oil purchased originally and any or all of the vital fluids covered in the service. *Up to a maximum of 2 quarts per fluid.

LIMITED SERVICE WARRANTY

WHO MAKES THIS LIMITED SERVICE WARRANTY

This limited service warranty is made by the Jiffy Lube Service Center that performed the original service(s) and that is identified on the original invoice. This limited service warranty may also be honored by participating Jiffy Lube Service Centers in the United States. This limited service warranty is not made by Jiffy Lube International, Inc. All Jiffy Lube Service Centers are independently owned and operated.

WHERE YOU CAN OBTAIN LIMITED SERVICE WARRANTY

You should first return to or contact the Jiffy Lube Service Center that performed the original service on your vehicle as shown on the original Jiffy Lube® invoice. If you are not able to return to the Jiffy Lube Service Center that performed the original service, then visit or contact the closest participating Jiffy Lube Service Center.

WHAT YOU MUST DO TO SUBMIT A CLAIM FOR LIMITED SERVICE WARRANTY

To submit a claim for limited service warranty you must be able to provide your original invoice, a sample of the fluid(s) installed in your vehicle as part of the original services, and any vehicle parts that you claim were damaged as a result of the original service(s). You must bring your original invoice, the fluid sample(s), the vehicle part(s), and the repair documentation to the Jiffy Lube Service Center that performed the original service on your vehicle as shown on your original invoice for evaluation of your claim. If you are not able to return to the Jiffy Lube Service Center that performed the original service, you must bring your original invoice, the fluid sample(s), the vehicle part(s), and the repair documentation to the closest participating Jiffy Lube Service Center for evaluation of your claim. In order to submit a claim, you must allow the Jiffy Lube Service Center that performed the original service or the closest participating Jiffy Lube Service Center an opportunity to inspect the vehicle prior to any repair.

WHO IS COVERED BY THIS LIMITED SERVICE WARRANTY

This limited service warranty extends only to the owner identified on the original invoice.

WHAT IS COVERED BY THIS LIMITED SERVICE WARRANTY

This limited service warranty extends only to the motor vehicle identified on the original invoice. This warranty covers Jiffy Lube Signature Service® oil changes and all additional services shown on the reverse side of the original invoice, with the exception of Brakes and other repair services which are covered by a separate limited warranty. If the oil filter or fluids fail to perform properly during the warranty period, the Jiffy Lube Service Center honoring this limited service warranty will install a new oil filter and refill any fluids shown on the original invoice, at its option and its expense. A participating Jiffy Lube Service Center may, at its discretion and at its own expense, conduct such further investigation as may be required to determine the cause of the claimed problem and your eligibility for reimbursement of any claims for repair.

HOW LONG IS THIS LIMITED SERVICE WARRANTY

This limited service warranty is in effect for either 90 days or 3,000 miles from the date/mileage of the original service, whichever comes first. This limited service warranty is conditioned on the vehicle receiving reasonable and necessary engine maintenance in accordance with the vehicle manufacturer's service recommendations during the limited service warranty period.

EXCLUSIONS TO THE LIMITED SERVICE WARRANTY

This limited service warranty will not apply if the original invoice indicates the customer declined to authorize specific labor, parts, or services required for satisfactory performance. This limited service warranty does not apply if the vehicle manufacturer's original equipment has been tampered with or altered. This warranty does not apply if you have made any repairs to the parts of the vehicle that you claim were damaged by the original service(s) or when any repairs are made without prior written approval from the original Jiffy Lube Service Center. **THIS LIMITED SERVICE WARRANTY IS IN LIEU OF ALL OTHER EXPRESS OR IMPLIED WARRANTIES, AND THERE ARE NO OTHER WARRANTIES OR REPRESENTATIONS AND NONE SHALL BE IMPLIED. ALL WARRANTIES ARE LIMITED TO THE TERMS AND DURATION OF THIS LIMITED SERVICE WARRANTY. NEITHER JIFFY LUBE INTERNATIONAL, INC NOR ANY PARTICIPATING JIFFY LUBE SERVICE CENTER SHALL BE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING BUT NOT LIMITED TO LOSS OF TIME, INCONVENIENCE OR LOSS OF USE OF VEHICLE, RESULTING FROM THE PROVISION OF THE ORIGINAL SERVICES OR ANY SERVICES PROVIDED UNDER THIS LIMITED SERVICES WARRANTY, HOWEVER CAUSED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED LIMITED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU. THIS LIMITED SERVICES WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS, WHICH VARY FROM STATE TO STATE.**

MANDATORY ARBITRATION / SUBROGATION AND CLASS ACTION WAIVERS

This Jiffy Lube International, Inc. franchise is owned by Team Car Care, LLC and/or one of its parents, subsidiaries, or other affiliates (collectively, "Team Car Care, LLC"). Team Car Care, LLC, Jiffy Lube International, Inc. and you agree that any and all disputes, controversies or claims arising out of or in connection with this contract and/or the services and products shown on the reverse side of this invoice or any communication or advertisement by Team Car Care, LLC or Jiffy Lube International, Inc. (including breach of warranty, contract, tort or any other claim under statute, regulation or other rule) (each a "Dispute") shall be settled by final and binding arbitration administered by the American Arbitration Association under its Consumer Arbitration Rules, except that any such Dispute can also be resolved by a small claims court in the appropriate jurisdiction. The arbitrator, and not any federal, state or local court or agency, shall have exclusive authority to resolve any disputes relating to the interpretation, applicability and enforceability of this agreement. Any arbitration hearing will take place at a location near your residence. This Agreement relates to a transaction involving interstate commerce and will be governed by the Federal Arbitration Act, 9 U.S.C. Sections 1-18. Prior to bringing an action against Team Car Care, LLC, you must present the claim as outlined above, and give Team Car Care, LLC the opportunity to cure any and all claims under this warranty.

In addition, you agree to waive and release any rights to subrogation or contribution that any insurer or third party might otherwise acquire against Team Car Care, LLC or Jiffy Lube International, Inc. arising out of performance of services by Team Car Care, LLC or Jiffy Lube International, Inc. including any acts of negligence by either company.

TEAM CAR CARE, LLC, JIFFY LUBE INTERNATIONAL, INC. AND YOU ALSO AGREE TO BRING DISPUTES AGAINST EACH OTHER ONLY IN AN INDIVIDUAL CAPACITY AND AGREE NOT TO FILE OR PURSUE, AND WAIVE ANY RIGHT TO FILE OR PURSUE, ANY DISPUTE AS A CLASS REPRESENTATIVE OR CLASS MEMBER IN ANY PURPORTED CLASS OR REPRESENTATIVE PROCEEDING. TEAM CAR CARE, LLC, JIFFY LUBE INTERNATIONAL, INC. AND YOU ALSO WAIVE ANY RIGHT TO A JURY TRIAL. If this class action waiver is determined to be unenforceable, then any such Dispute will be resolved by a court and not by class arbitration.

YOU MAY OPT OUT OF ANY ONE OF THE PRECEDING THREE PARAGRAPHS BY SENDING A REJECTION NOTICE CONTAINING YOUR NAME, ADDRESS AND TELEPHONE NUMBER THAT IS RECEIVED BY TEAM CAR CARE, LLC WITHIN 30 DAYS OF THE INVOICE DATE EITHER (I) BY CERTIFIED MAIL TO TEAM CAR CARE, LLC, 105 DECKER COURT, SUITE 900, IRVING, TX 75062 ATTN: LEGAL DEPARTMENT OR (II) BY E-MAIL TO LEGAL@JIFFYWORLD.COM. YOUR NOTICE MUST SPECIFY WHICH PROVISION YOU WISH TO OPT OUT OF. IF YOUR OPT OUT NOTICE DOES NOT SPECIFY WHICH PROVISION IS BEING OPTED OUT, IT WILL BE DEEMED AN OPT OUT OF ALL THREE PARAGRAPHS.