



What about warranty?

You won't be surprised to hear that Skywood Cars™ takes a different approach toward car warranty.

To start with, the “protection” provided by the Consumer Rights Act 2015 may be summarised as:

- If you buy a new or used car from a dealer and have problems with it, you have some statutory rights under the [Consumer Rights Act 2015](#).
- The Act states the car must be “of a satisfactory quality”, “fit for purpose” and “as described”. (For a used car, “satisfactory quality” takes into account the car’s age and mileage.)
- You have a right to reject something faulty and you’re entitled to a full refund within 30 days of purchase in most cases.
- After 30 days, you lose the short-term right to reject the goods.
- You’ll also have fewer rights, such as only being able to ask for a repair or replacement, or a partial refund.

This is a good start but the fact is that car ownership tends to extend across many months and years and in practice legal disputes are rare and only occur when the relationship between the buyer and seller have broken down, much like the car! As a result, no one “wins” other than the lawyers.

As the saying goes “You cannot drive a court case” and here at Skywood Cars™ we are all about solving problems when they arise and keeping you mobile with as little hassle as possible.

Beyond statutory rights there are numerous third-party insurance-based after sales car warranty offers on the market but the truth is that they are designed to boost the profits for the shareholders who own the warranty companies and pay commission to the dealers who sell them. To quote the consumer association Which? *“Used car warranties profess to give you financial peace of mind by taking care of the garage bill if you encounter any issues with your car, but we’ve found that many come with too-high prices and limiting restrictions”* – [Should You Buy A Used Car Warranty?](#) (Which?). We couldn't agree more. If you need to make a claim you inevitably end up to your neck in small print and gobbledegook designed all too often to thwart your claim and render your policy next to useless.

For this reason, Skywood Cars™ don't advocate any particular third-party after-market warranty!

Instead, we simply say to our customers “bring your car back to us and we will fix it”! If it's something that was pointed out or identified at the time you bought the vehicle from Skywood, there may be a charge for this but check out our [testimonials](#) as we value our reputation above all else and want our customers to become ambassadors, leading to repeat and referral business.

As for normal routine servicing and repairs necessary as a result of usage we naturally give priority to Skywood customers working in conjunction with excellent, locally based Mechanix2you Ltd.

“Sensible Cars at Sensible Prices”