

# Product Warranty Notice



Thank you for purchasing a product from us.

## Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Please note that the warranty is in relation to the product supplied, not the installation. If there is any issue with the installation of a product, you must contact the installer directly. Webasto's Standard Terms & Conditions (copy always available at [www.webasto.com.au](http://www.webasto.com.au)) apply to the provision of all products.

## Additional Warranty

In addition to your rights under the Australian Consumer Law, our products also come with a manufacturer's warranty which covers material and manufacturing defects from the date of purchase.

Where we are not the manufacturer but rather are only the supplier, the warranty is directly between you and the manufacturer. If this is the case, the manufacturer's warranty is also attached to this notice or provided with the product itself.

The warranty periods are set out below:

Item	Warranty Period
Sunroof	Three (3) years
All other products (other than sunroofs)	Two (2) years
Parts supplied (not complete product)	One (1) year

The conditions of each warranty are as follows:

1. The replacement of components, whether under warranty or not, during the warranty period does not prolong the original warranty period for the component or product.
2. This warranty does not cover:
  - (a) Faults caused by incorrect installation or maintenance, incorrect voltage or connection, lightning, external damage, accidents, moisture or any conditions beyond our control;
  - (b) Faults caused by unauthorised repair or other measures carried out or undertaken by any party who is not authorised by us or the manufacturer;
  - (c) Transport damages;
  - (d) If the serial number is illegible or missing; or

- (e) Costs or inconvenience the product may have caused as a consequence of a defect on the product.

Please ensure that you have your original warranty certificate and a copy of the purchase receipt or this may affect your warranty.

Warranty repairs may only be carried out by contacting:

**Webasto Thermo & Comfort Australia Pty Ltd**

**423-247 The Boulevard**

**KIRRAWEE NSW 2232 AUSTRALIA**

**Please contact Customer Service on (02) 8536 4800 or**

**Freecall 1800 244 494**

## What will happen when I contact the supplier of the product?

If your product requires repair or replacement, we may request that you take your product to an authorised representative, or return the product to us at the address specified above, with details of the alleged defects so that we can assess the warranty claim - it may be that the claim is not covered under warranty or is the result of installation of the product rather than the product itself.

Where covered under warranty, we will endeavour to repair or replace the product as promptly as possible however, in some instances, we may need to send the product overseas to the manufacturer or obtain parts from them, which may result in some delays in the repair or replacement of your product.

## Who will cover costs?

In order to process your warranty claim, we may collect personal information from you. All such personal information will be stored, used and disclosed in accordance with our privacy policy, which is available at: [www.webasto.com.au](http://www.webasto.com.au) By making a warranty claim, you consent to us collecting, using and disclosing your personal information in accordance with our Privacy Policy, including transferring your personal information to companies in the Webasto Group located outside Australia.

You will need to pay all costs of returning the product to our authorised representative or to us at the address specified above.

We will pay all costs associated with the repair or replacement of the defective product where covered by the product warranty.

If the product is one that requires installation, and has been installed, we will endeavour to repair or replace the product promptly or remove the product at our cost so that repairs or replacement can take place. We will not be liable for any cost, loss, liability or expense, whether direct, indirect special or consequential associated with any delays that may result in your inability to use any vehicle or boat which the product has been installed.