

# Customer Part Warranty

## Introduction

The following Warranty is provided by Volvo Car Australia Pty Ltd (ACN 004 830 611) of 65 Epping Road NORTH RYDE NSW 2113, Phone: 1300 787 802, email: owners.australia@volvocars.com, as the importer/distributor of Volvo Cars products, parts and accessories in Australia.

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 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.

## Terms and Conditions

**Starting Date:** Applicable to Genuine Volvo Parts purchased after 1<sup>st</sup> March 2021

**Territory:** Australia.

**Warranty is provided by** Volvo Car Australia Pty Ltd (A.C.N. 004 830 611 of 65 Epping Road NORTH RYDE NSW 2113(“**Volvo Cars**”).

**Genuine Volvo Part** means an eligible genuine Volvo part for a Volvo vehicle purchased from and installed by a Volvo Car authorised workshop in the Territory.

**Failed Part** means a Genuine Volvo Part purchased after the Starting Date that requires repair or replacement as a result of a material or manufacturing defect. It does not include the parts set out in the Exclusions section below.

### The Customer Part Warranty

1. Volvo Genuine Parts bought after the expiry of vehicle’s warranty and installed at a Volvo authorised workshop in the Territory will be eligible for Customer Parts Warranty.
2. The Customer Parts Warranty means:
  - a. Failed Parts will be repaired or replaced (as decided by Volvo Cars) free of charge by an authorised Volvo Car repairer.
  - b. The Customer Part Warranty commences on the date of purchase of the Volvo Genuine Part and shall terminate upon the customer transferring ownership of the vehicle to which the Volvo Genuine Part is fitted.
3. This is an add on to the Volvo Car Genuine Part warranty.
4. The Customer Part Warranty is in addition to any rights or remedies that are available to the customer at law and cannot be excluded.

## ELIGIBILITY

- (i) Customer needs to prove continuous ownership of the vehicle from the time of purchase of the Genuine Volvo Part to the time of replacement or repair of the Failed Part. Volvo Car authorised retailers reserve the right to ask for ID or such other documents to established proof of ownership of the vehicle and at the time of purchase of the Genuine Volvo Part. If such documents cannot be provided, the customer may not access the Customer Part Warranty.
- (ii) Customer must produce a valid and dated receipt or invoice to show the purchase of the Failed Part.
- (iii) Genuine Volvo Part must have been purchased and installed by an authorized Volvo Car dealer or workshop on or after the Starting Date.
- (iv) Customer must undertake continuous basic maintenance and service schedule as mandated by Volvo Cars at Volvo Cars authorized workshops from the time of purchase of the Genuine Volvo Parts to the time of replacement or repair of the Failed Part, in order for Volvo Cars-qualified technicians to check and identify any potential issue before it becomes a problem for the Genuine Volvo Part.
- (v) Customer must undertake continuous maintenance and service schedule specific to the Genuine Volvo Part that the customer has purchased as mandated by Volvo Cars at Volvo Cars authorized workshops from the time of purchase of the Genuine Volvo Parts to the time of replacement or repair of the Failed Part, in order for Volvo Cars-qualified technicians to check and identify any potential issue specific to such installed Genuine Volvo Part before it becomes a problem.

## **EXCLUSIONS**

The Customer Part Warranty does not apply to:

- Wholesale / over the counter sales of Genuine Volvo Parts
- Damage due to wear and tear to the Genuine Volvo Part
- Damage due to misuse by the customer or driving contrary to the owner's manual
- Wear and tear parts such as air-conditioning filters, wipers, oil filters, spark plugs, belts, fuses, tyres, brake pads, clutches etc.
- Consumables liquids and materials including engine oil, cleaning agent or brake fluid
- Batteries
- Accessories offered and sold by Volvo Car's authorized dealers
- Software not associated with a hardware replacement
- Purchases of Genuine Volvo Parts from outside the Territory, unless approved by Volvo Cars

A customer will not be able to access the Customer Part Warranty if:

- The Genuine Volvo Part was bought before the Starting Date.

- The Genuine Volvo Part was installed at a location other than at a Volvo authorized workshop.
- The Genuine Volvo Part is replaced by a Volvo Car authorized workshop while the vehicle is under new car warranty or extended warranty.
- If the customer cannot produce the receipt or tax invoice for proof purchase of the relevant Failed Part.
- If, after the purchase of the Genuine Part, ownership of the vehicle has been transferred.

#### **VALIDITY**

The Customer Part Warranty is available for purchases of Genuine Volvo Parts in the Territory made after the Starting Date. It is personal to the vehicle owner at the time of purchase of the Genuine Volvo Part. It is not transferable, and the Customer Part Warranty will terminate at the time of ownership transfer of the vehicle.

#### **CLAIM PROCEDURE**

To claim on this Warranty, and in addition to the customer meeting any other requirements as stipulated above, the vehicle and the sales invoice for the work performed when the Failed Part was originally fitted by a Volvo authorized workshop must be delivered by the customer at its expense to a Volvo authorized workshop, and delivery of the vehicle after completion of the repair shall be taken by the customer at the Volvo authorized workshop in question.