

# WARRANTY POLICY

## branches

BRISBANE SOUTH  
BRISBANE NORTH  
DUBBO  
GOLD COAST  
MACKAY  
MELBOURNE  
NEWCASTLE  
NORTH MELBOURNE  
PERTH  
TOWNSVILLE

# WARRANTY POLICY

## UPDATED: SEPTEMBER 2012

### DRIVELINE PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that driveshafts, universal joints and driveshaft components purchased from the Company will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for:
  - a. On road vehicles: **one year or 20,000 kilometres** from the date of original purchase, whichever occurs first.
  - b. Off road vehicles and other equipment: **three months or 250 hours** from the date of original purchase, whichever occurs first.
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claim.
  - b. The unit must have been installed by a qualified motor repairer in accordance with the vehicle manufacturer's instructions.
  - c. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - d. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - e. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - f. This warranty does not cover any vehicle used in motorsport or speed trials.
  - g. This warranty does not cover any vehicle used in mining-related activities.
  - h. This warranty is not transferable on the sale of the vehicle.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective in materials or workmanship. No liability is accepted for any transport, removal, installation, towing or other associated costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting the Return Authority Number provided by the Company.
5. The terms of this warranty policy, as set out above, take precedence over any other warranty written, spoken or implied by any persons, whether employed by the Company or not.

## CV FRONT WHEEL DRIVE PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that constant velocity front wheel drive components purchased from the Company will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for:
  - a. CV shaft assemblies for 2WD vehicles: **two years or 40,000 kilometres** from the date of original purchase, whichever occurs first.
  - b. CV shaft assemblies for 4WD vehicles: **one year or 20,000 kilometres** from the date of original purchase, whichever occurs first.
  - c. CV joints: **one year or 20,000 kilometres** from the date of original purchase, whichever occurs first.
  - d. CV boots and boot kits: **six months or 10,000 kilometres** from the date of original purchase, whichever occurs first.  
(Note: due to the exposed operating conditions for boots, it is recommended they be inspected for external damage at regular intervals.)
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claim.
  - b. The unit must have been installed by a qualified motor repairer in accordance with the vehicle manufacturer's instructions.
  - c. For CV joints, approved boots and grease must have been used in the original installation.
  - d. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - e. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - f. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - g. This warranty does not cover any vehicle used in motorsport or speed trials.
  - h. This warranty does not cover any vehicle used in mining-related activities.
  - i. This warranty is not transferable on the sale of the vehicle.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective in materials or workmanship. No liability is accepted for any transport, removal, installation, towing or other associated costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting the Return Authority Number provided by the Company.
5. The terms of this warranty policy, as set out above, take precedence over any other warranty written, spoken or implied by any persons, whether employed by the Company or not.

## STEERING PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that steering products purchased from the Company will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for **six months or 10,000 kilometres** from the date of original purchase, whichever occurs first.
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claim.
  - b. Power steering fluid must be flushed, extracting all contaminants, prior to the removal of old steering components.
  - c. The unit must have been installed by a qualified motor repairer in accordance with the vehicle manufacturer's instructions.
  - d. Exchange units will not be recognised for warranty if the fluid is contaminated and/or incorrect fluid has been used.
  - e. Power steering fluid and filters must be replaced every one year or 20,000 kilometres, whichever occurs first (proof of service may be required).
  - f. For power steering systems only, proof of an inline system filter fitted at the initial installation of the unit must be provided.
  - g. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - h. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - i. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - j. This warranty does not cover any vehicle used in motorsport or speed trials.
  - k. This warranty does not cover any vehicle used in mining-related activities.
  - l. This warranty is not transferable on the sale of the vehicle.
  - m. No warranty is offered on seal kits purchased from the Company.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective. No liability is accepted for any transport, removal, installation, or towing costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting the Return Authority Number provided by the Company.
5. The terms of this warranty policy, as set out above, take precedence over any other warranty written, spoken or implied by any persons, whether employed by the Company or not.

## CONDITIONS OF SALE (STEERING PRODUCTS – CORE DEPOSITS AND RETURNS)

Core deposits will be charged for all exchange steering products for account customers only.

**COD customers cannot be charged a core deposit and must provide the exchange unit at the point of sale.**

For account customers, the deposit is only refundable if the core is returned as follows:

- Each unit is returned in suitable packaging to prevent damage during shipping.
- Each unit is packed suitably to stop spillage or damage to the environment.
- Each unit is returned complete and in a suitable condition with no physical damage (eg not bent, cracked, stripped, rusted or fire damaged).
- **The old unit must be returned within seven days of purchase date, complete with purchase invoice details.**



## DIFF AND GEARBOX PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that diff and gearbox products purchased from the Company will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for **one year or 20,000 kilometres** from the date of original purchase, whichever occurs first.
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claims.
  - b. All housings must be cleaned, extracting all contaminants, prior to the installation of the replacement unit.
  - c. The unit must have been installed by a qualified motor repairer in accordance with the vehicle manufacturer's instructions.
  - d. Exchange units will not be recognised for warranty if the oil is contaminated and/or incorrect oil is used.
  - e. No warranty is offered against noise if the crown wheel and pinion is not replaced.
  - f. No warranty is offered against periodic noise with either new or second hand crown wheel and pinions.
  - g. No warranty is offered if an overdrive gear (5th or 6th) is used whilst towing, driving under load, or driving slowly.
  - h. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - i. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - j. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - k. This warranty does not cover any vehicle used in motorsport or speed trials.
  - l. This warranty does not cover any vehicle used in mining-related activities.
  - m. This warranty is not transferable on the sale of the vehicle.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective. No liability is accepted for any transport, removal, installation, towing or other associated costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting the Return Authority Number provided by the Company.
5. The terms of this warranty policy, as set out above, take precedence over any other warranty written, spoken or implied by any persons, whether employed by the Company or not.

## SUSPENSION PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that suspension products purchased from the Company will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for:
  - a. Shock absorbers: **three years or 60,000 kilometres** from the date of original purchase, whichever occurs first.
  - b. Coil springs: **five years, unlimited kilometres** from the date of original purchase.
  - c. Leaf springs: **two years, unlimited kilometres** from the date of original purchase.
  - d. Steering dampers: **one year or 20,000 kilometres** from the date of original purchase whichever occurs first.
  - e. Other suspension components: **two years or 40,000 kilometres** from the date of original purchase, whichever occurs first.
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claims.
  - b. Fully serviceable or new bump stops and boots must be used on applications when they are originally fitted.
  - c. Evidence of oil or grease contamination from an external source.
  - d. Units showing evidence of improper tightening of the mounting bolts causing parts to wear or bend.
  - e. The unit must have been installed by a qualified motor repairer in accordance with the vehicle manufacturer's instructions.
  - f. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - g. A limited warranty only will apply to vehicles that have been driven off road.
  - h. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - i. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - j. This warranty does not cover any vehicle used in motorsport or speed trials.
  - k. This warranty does not cover any vehicles used in mining-related activities.
  - l. This warranty is not transferable on the sale of the vehicle.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective in materials or workmanship. No liability is accepted for any transport, removal, installation, towing or other associated costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting

## MINING PRODUCTS

DRIVELINE SERVICES AUSTRALIA PTY LTD ("the Company") warrants to the original purchaser that all products purchased from the Company for use in mining-related activities will be free of defects in materials and workmanship, subject to the following conditions:

1. The period of this warranty, to the original purchaser only, will be for:
  - a. Driveshafts and universal joints: **six months or 2,000 hours** from the date of original purchase, whichever occurs first.
  - b. Light vehicle products, including tailshafts, constant velocity, steering, suspension and brake components: **one month or 1,000 km** from the date of original purchase, whichever occurs first.
  - c. Diff and gearbox rebuilds: **one month or 1,000 km** from the date of original purchase, whichever occurs first.
  - d. Heavy vehicle axles and transmissions: **one month or 500 hours** from the date of original purchase, whichever occurs first.
  - e. Industrial balancing work: **six months or 2,000 hours** from the date of original purchase, whichever occurs first.
2. This warranty is subject to the following limitations:
  - a. Damage caused by improper installation, misuse, collision, accident or subject to comprehensive insurance claim.
  - b. The unit must have been installed by a qualified motor repairer/fitter in accordance with the vehicle manufacturer's instructions.
  - c. Removing, dismantling, modifying or otherwise tampering with the product without prior written authorisation from the Company will render the warranty void.
  - d. This warranty does not cover any vehicle modified in any way from the factory specifications.
  - e. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
  - f. This warranty does not cover any vehicle used in motorsport or speed trials.
  - g. This warranty is not transferable on the sale of the vehicle.
3. Subject to the above conditions, liability under this warranty is limited to the replacement of an item proven to the company's reasonable satisfaction to be defective in materials or workmanship. No liability is accepted for any transport, removal, installation, towing or other associated costs. The cost of labour, including wheel alignments, will not be considered.
4. Claims under this warranty policy must be commenced by submitting to the Company a completed copy of the Company's standard Request for Return Authorisation form (available from the Company on request), including a detailed description of why or how the product failed and proof of the date and mileage of the vehicle at the time of original fitment and time of failure. The Company will then advise if the product is to be returned for inspection, which, if so required, must be arranged by the purchaser within 14 days on a freight pre-paid basis, quoting the Return Authority Number provided by the Company.
5. The terms of this warranty policy, as set out above, take precedence over any other warranty written, spoken or implied by any persons, whether employed by the Company or not.