

WARRANTY POLICY

UPDATED: Jan 2023

DRIVELINE PRODUCTS (including tailshafts and componentary, constant velocity components, steering products, diff and gearbox products and all other parts not specifically covered elsewhere in this document)

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, commercial and other equipment: **three months** or **250 hours** from the date of original purchase, whichever occurs first.

SUSPENSION PRODUCTS

The period of this warranty, to the original purchaser only, will be for:

- a. Shock absorbers and suspension small parts: **three years** or **60,000 kilometres** from the date of original purchase, whichever occurs first.
- b. Steering dampers: **one years** or **20,000 kilometres** from the date of original purchase, whichever occurs first.
- c. Coil springs: **five years, unlimited kilometres** from the date of original purchase.
- d. Leaf springs: **two years, unlimited kilometres** from the date of original purchase.

MINING PRODUCTS (including any product or vehicle used at any time in mining related activities)

The period of this warranty, to the original purchaser only, will be for:

- a. Heavy vehicle driveshafts and universal joints: **twelve months** or **6,000 hours** from the date of original purchase, whichever occurs first.
- b. Heavy vehicle axles and transmission rebuilds: **six months** or **2,000 hours** from the date of original purchase, whichever occurs first.
- c. Light vehicle products: **one month** or **1,000 km** from the date of original purchase, whichever occurs first.
- d. Industrial balancing: **three months** or **2,000 hours** from the date of original purchase, whichever occurs first.

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

1. 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 outside the scope of any work undertaken by the Company.

- e. All housings and units must be cleaned where relevant and free of all contaminants prior to the installation of the replacement unit.
 - f. Exchange units will not be recognised for warranty if the oil is contaminated, incorrect oil is used or filters have not been changed as required.
 - g. No warranty is offered against noise if the crown wheel and pinion is not replaced.
 - h. No warranty is offered against periodic noise with either new or second-hand crown wheel and pinions.
 - i. No warranty is offered if an overdrive gear (5th or 6th) is used whilst towing, driving under load, or driving slowly.
 - j. Fully serviceable or new bump stops and boots must be used on applications when they are originally fitted.
 - k. Suspension components with evidence of oil or grease contamination from an external source.
 - l. Suspension components showing evidence of improper tightening of the mounting bolts causing parts to wear or bend.
 - m. This warranty does not cover any vehicle subjected to misuse, neglect or contamination.
 - n. This warranty does not cover any vehicle used in motorsport, speed trials or operated on a chassis dyno.
 - o. This warranty is not transferable on the sale of the vehicle.
2. 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.
3. All stated periods apply to the original purchaser only and this warranty is not transferable on the sale of the vehicle. Time periods are calculated from the invoice date of original purchase or distance travelled / time in service, whichever occurs first.
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 – CORE DEPOSITS AND RETURNS

Core deposits will be charged for all exchange 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:

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