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## STATEMENT OF WARRANTY

Hella Australia Pty Ltd warrants all products from the date of purchase by the first-time end-user and covers defects in materials and/or manufacturing only and provided that the product is installed in accordance with our mounting instructions and by suitable qualified personnel. Warranty is valid from country of purchase only.

The goods are supplied strictly on the terms and subject to the condition that the Buyer has satisfied itself of their suitability for their intended purpose.

The benefits given by our Warranty are in addition to other rights and remedies of consumers under a law in relation to the products to which our Warranty relates; and

***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. In the event of a minor failure, the Company reserves the right to choose to repair or replace the product.***

Information supplied and printed in catalogues, specifications or other details on the product shall not constitute guarantees for condition or durability.

## WARRANTY PERIODS

### Automotive & Marine Products

1. Hella DuraLED® products carry a Lifetime\* warranty covering faults in material, components, or manufacturing.
2. Hella and Hella Marine LED products carry a five (5) year warranty covering faults in material, components, or manufacturing.
3. Hella and Hella Marine products carry a three (3) year warranty covering faults in material, components, or manufacturing.
4. SCANGRIP products carry a three (3) year warranty covering faults in material, components, or manufacturing, except the "FOR LIFE" range products which carry a five (5) year warranty covering faults in material, components, or manufacturing

***\* Lifetime means the economic life of the vehicle these products were first installed on.***

### Thermal Management

All air conditioning and engine cooling components carry a limited warranty of one (1) year or 50,000km (whichever occurs first) covering faults in material, components, or manufacturing commencing from the date of fitment.

### Brakes – HELLA BRAKE SYSTEMS

Hella branded brake products carry a limited warranty covering faults in materials, components, or manufacturing.

## **Limitation of Liability**

Hella Australia Pty Ltd liability is limited to repair, replacement, or settlement by credit note at Hella Australia Pty Ltd discretion. This warranty does not cover:

- Claims that are attributable to the non-compliance of the vehicle manufacturer's production specifications, maintenance and or service policies.
- Claims as a result of any modifications / alterations to the product.
- Claims as a result of non-compliance to the assembly, service and operating instructions and/or any unfit or improper use, and /or wrong or negligent treatment, and /or normal wear and tear, contamination, results from accidents, insufficient or excessive electrical supply, subject to undue environmental conditions, accident or improper application.

But does not exclude any consumer guarantees applying to the goods under Australian Consumer Law.

## **Claims Submission**

When a Hella product is suspected to be defective, the end-user shall stop using the product and contact the original place of purchase or Hella Australia Pty Ltd (contact details below) and must include the proof of purchase and a description of the defect. The end user shall also promptly provide further information that may be requested with respect to the claim. The credits officer will register the claim, organise pickup of goods and a copy of the claim will be sent to the customer that must be attached to the goods when returned to Hella Australia Pty Ltd head office for assessment.

Upon receipt, the claim will be reviewed and if the warranty claim is found to be valid, the product will be repaired/replaced and returned to the customer or a credit note will be provided.

If the warranty claim is found to be invalid, the customer will be notified and must organise pickup of the original product at their expense within 30 days from the day of notification, after which the product may be scrapped.