



4X4 ACCESSORIES

ARB PRODUCTS & ARB SERVICES

WARRANTY POLICY

ARB Products and ARB Services – Warranty Policy

1. Our Warranty

We warrant to You that:

- (a) **ARB Product:** The ARB Product is free from defects in workmanship and materials for the Warranty Period.
- (b) **ARB Service:** The ARB Service is provided with acceptable care, skill and knowledge and completed within a reasonable time.

2. Fitting and Use

Please ensure You:

- (a) fit the ARB Product in accordance with the Product Information and all relevant vehicle safety and compliance laws; and
- (b) use the ARB Product for the purpose for which it was originally designed and in accordance with the Product Information and all relevant vehicle safety and compliance laws.

3. Exclusions

Our warranty does not cover:

- (a) normal wear and tear;
- (b) fitting of the ARB Product other than in accordance with the Product Information and all relevant vehicle safety and compliance laws, including incorrect fitting;
- (c) using the ARB Product other than for the purpose for which it was originally designed or other than in accordance with the Product Information and all relevant vehicle safety and compliance laws, including unusual, improper or negligent use or misuse or overloading;
- (d) misuse or neglect of the ARB Product, including improper repair or maintenance or failing to repair and maintain;
- (e) alteration, abuse, acts of nature, terrorism, vandalism, collision, road hazards or adverse conditions;
- (f) formal or informal competitive events, such as racing, rallying, hill climbing, speed trials or similar activities; and/or
- (g) using the ARB Product in underground mining or other highly corrosive environments.

4. Making a Claim

Please immediately contact Us as soon as You become aware of a possible defect in the ARB Product or non-compliance or delay in the ARB Service, and:

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- (a) **ARB Product:** We'll either arrange for You to attend an ARB Outlet (at Your cost) for an ARB representative to inspect the ARB Product (as fitted to Your vehicle) or for You to return the ARB Product to Us.
 - (b) **ARB Service:** We'll arrange for You to attend an ARB Outlet (at Your cost) for an ARB representative to investigate the ARB Service.

We'll also request You to provide the purchase receipt and complete a warranty claim form. Please note that no warrant claim will be accepted without proof of purchase of the ARB Product or ARB Service. Please do not remove the fitted ARB Product from Your vehicle before contacting Us. If Your claim is in order, we'll notify You and (at Our sole discretion):

- (a) **ARB Product:** We'll either repair or replace the defective workmanship or materials (at Our cost) or refund to You the purchase price You paid for the defective ARB Product.
- (b) **ARB Service:** We'll either resupply the ARB Service (at Our cost) or refund to You the unused portion of the purchase price You paid for the non-complying ARB Service.

If further information or investigation is required or if the claim does not meet the requirements under Our warranty, we'll let You know.

5. Commercial Application

For all ARB Products used for commercial applications including (without limitation) taxis, hire vehicles and use in the mining industry, ARB warrants to You that the ARB Product is free from defects in workmanship and materials for the Commercial Use Warranty Period.

6. Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, You are entitled to:

- (a) cancel Your service contract with Us; and
- (b) receive a refund for the unused portion or compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, You are entitled to have the failure rectified in a reasonable time.

If this is not done, You are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

7. Other Consumer Rights

The benefits to You under Our warranty are in addition to any other rights and remedies You are entitled to under relevant consumer laws. Our warranty replaces any other warranty given by ARB or its supplier in respect of the ARB Product or the ARB Service.

8. Terms

The following terms have the following meanings:

Term	Meaning								
ARB Outlet	an outlet authorised by ARB to sell ARB Products or provide ARB Services or both								
ARB Product	product that ARB manufactures or sells through an ARB Outlet								
ARB Service	fitment service that ARB provides through an ARB Outlet								
Product Information	information about the ARB Product, which may be contained in any of the documentation provided with the ARB Product, including safety instructions, installation instructions, operating instructions, owner's manual, service manual, labels and packaging								
Purchase Date	the date You purchased the ARB Product or ARB Service from an ARB Outlet, as specified in the purchase receipt								
Warranty Period	<p>the period commencing on and from the Purchase Date and ending as follows:</p> <table border="1"> <thead> <tr> <th>ARB Product</th> <th>Warranty Period</th> </tr> </thead> <tbody> <tr> <td>Air Locker</td> <td>Five (5) years unlimited kilometres</td> </tr> <tr> <td>ARB Branded Product</td> <td>Three (3) years unlimited kilometres*</td> </tr> <tr> <td>*Bushes, bearings, shackles, pins, U-bolts, batteries, globes, gas struts</td> <td>One (1) year or 40,000 kilometres (whichever occurs first)</td> </tr> </tbody> </table>	ARB Product	Warranty Period	Air Locker	Five (5) years unlimited kilometres	ARB Branded Product	Three (3) years unlimited kilometres*	*Bushes, bearings, shackles, pins, U-bolts, batteries, globes, gas struts	One (1) year or 40,000 kilometres (whichever occurs first)
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We/Us	<p>ARB Corporation Limited (ABN 31 006 708 756) A: 42-44 Garden Street, Kilsyth Victoria 3137 P: 03 9761 6622 W: www.arb.com.au</p>								
You/Your	the purchaser of the ARB Product or ARB Service from an ARB Outlet								



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