

# SUSPENSION PRODUCTS WARRANTY POLICY

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 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.