

Warranty Information

1. Scope of Warranty

We offer a warranty on all mechanical services, repairs performed by Illawarra Diesel Servicing.

This warranty ensures that the work carried out on your vehicle meets the highest standards of quality and craftsmanship.

2. Warranty Coverage

- **Parts:** Any parts provided by our workshop and installed during service or repair are covered under warranty. The length of the warranty on parts will vary depending on the supplier/manufacture's warranty terms which will form a part of the warranty process. Typically, parts are covered for a period of 6 months or 10 000kms or 12 months/20000kms, whichever comes first.
- **Labour:** Labour associated with repairs or services provided is covered under a warranty for a period of 6 months or 10 000kms, whichever comes first.
- **Third-Party Parts and Engines:** If your vehicle has had a third-party engine or reconditioned parts fitted by our workshop, the warranty for these components will be governed by the manufacturer's or supplier's terms and conditions. Please note that these third-party terms and conditions form part of the warranty process. Illawarra Diesel Servicing will assist you in facilitating any warranty claims with the third-party supplier.

3. Exclusions

The warranty does not cover:

- Damage caused by misuse, neglect, accidents, or alterations to the vehicle.
- Wear and tear items, including but not limited to brake pads, tyres, batteries, filters, and fluids.
- Problems arising from pre-existing conditions or issues of the motor vehicle.
- Failure due to improper maintenance or modifications.
- Damage resulting from environmental factors such as floods, fire, or other natural disasters.
- If the failure or issue is caused by another component on the vehicle. If an unrelated part or system failure causes damage to the newly installed parts or repairs, such issues will not be covered under warranty.

4. Warranty Claims

To make a warranty claim, you must:

- Provide proof of the original repair or service receipt, including any and all service, maintenance and repair records performed after Illawarra Diesel Servicing works performed.
- The vehicle is to be produced for inspection to Illawarra Diesel Servicing or any of the authorised third party suppliers for inspection.
- Ensure the vehicle is not used for purposes that may invalidate the warranty (e.g., commercial use, racing). It will be inspected to find and diagnose the problem, and if the issue falls within

our warranty terms, we will repair or replace the faulty part at no extra charge. If third-party parts or engines are involved, we will assist in submitting the warranty claim to the relevant third-party supplier.

5. Customer Responsibilities

As a customer, you are responsible for:

- Ensuring the vehicle is maintained in accordance with the manufacturer's recommendations.
- Regularly checking your vehicle's condition and addressing any signs of issues promptly.

6. Refund and Repair Policy

If a repair or service is deemed defective within the warranty period, we will provide one of the following at our discretion:

- Repair the defective part or service.
- Replace the defective part with a new or reconditioned part of equal value.
- Refund the cost of the defective part or service.

7. Limitation of Liability

Our liability under this warranty is limited to the cost of the repair or replacement of parts, as outlined above. We are not liable for any consequential damages or losses resulting from a fault or failure in the repaired part or third-party components.

8. Contact Information

For warranty claims or inquiries, please contact us daniel@illawarradiesel.com.au We will reply within normal business hours, excluding public holidays or break periods.