



BOSCH

Robert Bosch (Australia) Pty Ltd – Automotive Aftermarket General Warranty Information

October 2011

Warranty

Bosch Australia warrants, at its option, to repair or exchange a Bosch/Purolator/PBR product featured in this catalogue if it becomes faulty or defective in manufacture or materials during the specified warranty period. This warranty is provided in addition to any other rights or remedies held by a consumer at law.

Warranty Period

All Bosch/Purolator/PBR products are covered by a 12-month or 20,000 km warranty period within Australia or New Zealand, ending on whichever event occurs first.

The specified warranty period will commence on the date of purchase of the Bosch/Purolator/PBR product by the customer (generally the consumer).

Warranty Conditions

- The warranty period is not renewed or extended as a result of a warranty repair or replacement.
- Proof of purchase must be supplied with any warranty claim.
- The warranty is not transferable and is only offered to the original end-user of the Bosch/Purolator/PBR product.
- No employee or agent of Bosch Australia is permitted to amend any warranty terms.
- The warranty only applies to Bosch/Purolator/PBR products purchased from an authorised reseller in Australia or New Zealand.
- To the extent that any condition or warranty implied by law is excludable, such condition or warranty is excluded.
- Replacement of product must follow the applicable vehicle manufacturer's recommended replacement intervals.

Warranty Exclusions

The warranty offered by Bosch Australia is void if the defect or fault in the Bosch/Purolator/PBR product is caused by:

- A failure to follow installation, operating or maintenance instructions.
- Inappropriate or improper use, or use of the Bosch/Purolator/PBR product for purposes other than that for which it was designed.
- Lack of care in storage, handling, general use or accident.

- Repairs, alterations or modifications to the Bosch/Purolator/PBR product which have been performed by a third party without Bosch Australia's consent.
- The use of any spare parts not manufactured, sold or approved by Bosch Australia in connection with the repair or replacement of a Bosch/Purolator/PBR product.
- Foreign contamination and/or water entry.
- Exposure to excessive heat or solvents.

The warranty also does not include:

- Cost of consumables or accessories
- Wear and tear resulting from general use of the Bosch/Purolator/PBR product.
- Normal or scheduled maintenance.
- To the extent permitted by law, any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses.
- Changes in the condition or operational qualities of the Bosch/Purolator/PBR product, resulting from incorrect storage or mounting, or due to climatic, environmental or other influences.

Wrong Deliveries and Transit Damage

Wrong deliveries, incorrect or damaged packing and transit damage claims are not warranty claims. Such cases should be directed to Bosch Customer Service on 1300 307 040.

How to Make a Warranty Claim

If a Bosch product fails within the warranty period as a result of a manufacturing or material fault or defect, consumers should:

- Stop using the goods.
- Let the seller know as soon as possible.
- Look after the goods until they are returned.
- Return the goods to the seller, along with proof of purchase and a full description of the problem, for warranty evaluation and/or repair
- Direct all further enquiries to Bosch Customer Service on 1300 307 040

Deadlines for Submitting Warranty Claims

Bosch Australia aims to rectify genuine product quality problems as a priority. This is generally achieved by investigating why defective products have failed and by introducing immediate corrective action measures to prevent reoccurring warranty

failures. It is therefore critical that all warranty claims are promptly submitted to Bosch Australia within 14 days of failure.

Packaging

Bosch products do not need to be returned with the original packaging to make a warranty claim.

Product Liability and Product Safety

Bosch Australia should be informed immediately about any potential product safety concerns within and outside the warranty period. Bosch Australia is well aware of its product liability and product safety obligations and responsibilities. It is our aim to ensure appropriate product safety standards are met in order to avoid injury, loss and damage caused by defects in Bosch/Purolator/PBR products.

Bosch Australia Contact Details

This warranty is offered by Robert Bosch (Australia) Pty Ltd of 1555 Centre Road, Clayton South, Victoria 3168. Please call Bosch Australia on 1300 307 040 if you have any queries in relation to this warranty.

Important Note: Australian Consumer Law

This warranty is provided in addition to other rights and remedies held by a consumer at law. 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 for 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.