

# THE FORD EXPRESS PARTS AND ACCESSORIES WARRANTY

## Your rights under the Australian Consumer 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.

### THE FORD EXPRESS PARTS AND ACCESSORIES WARRANTY - WARRANTY STATEMENT

*FORD WARRANTS* with respect to each new replacement *Ford Part*, *Ford Accessory* and *Ford Licensed Accessory* (excluding tyres and parts/accessories designated by *Ford*'s supplier branded accessories) marketed by *Ford* and purchased by a retail customer from an *Authorised Ford Dealer* that; *FORD WILL*, in the case of a new replacement *Ford Part*, *Ford Accessory* or *Ford Licensed Accessory* sold at retail for use in or in connection with a vehicle:

- for batteries, for a period of 12 months (6 months for taxis) from the date of the original retail sale; or
- for all other parts/accessories, for a period of 12 months from the date of the original retail sale of that part/accessory or until that part/accessory has been in use, service or operation in a vehicle for a distance of 20,000 kms (whichever occurs first),

REPAIR OR REPLACE FREE OF CHARGE, any such replacement part/accessory found to be defective in factory materials or workmanship under normal use and operation, provided that the replacement part/accessory:

- i) was correctly installed in, affixed or attached to the product for which application, the part/accessory was designed and sold at retail;
- ii) has not been altered, modified or repaired outside *Ford's* own factory or a location designated or approved by *Ford*, in a way which adversely affects the performance, durability, stability, reliability, or safety of that replacement part/accessory; and
- iii) has been properly used and operated within the capacity and operating limitations as specified by *Ford* or the manufacturer of the part/accessory;
- iv) has been properly maintained and cared for; and
- v) is returned to an *Authorised Ford Dealer*, transportation charges prepaid.

The Ford Express Parts and Accessories Warranty is in addition to other rights and remedies conferred on consumers under any applicable Commonwealth, State or Territorial *Statutory Enactment*.

\* This is a notice which must be provided to consumers under the Australian Consumer Law and does not form part of the *Ford Express Parts and Accessories Warranty*

## Definitions

In the Ford Express Parts and Accessories Warranty:

*"Authorised Ford Dealer"* means a dealer appointed by *Ford* to sell new and/or unused vehicles and new replacement parts/accessories of the kind marketed from time to time by *Ford* in Australia.

*Ford Part*, *Ford Accessory*, *Ford Licensed Accessory*, *Ford Vehicle Warranty Period* and *Vehicle* have the meaning given to those terms in the document titled "[The Ford Express New Vehicle Warranty](#)".

*"Ford"* means *Ford Motor Company of Australia Pty Limited* A.B.N. 30 004 116 223 of Level 1, 600 Victoria Street, Richmond, Victoria 3121, telephone 13 FORD (13 3673).

*"Statutory Enactment"* means the Competition & Consumer Act 2010 (Cth) and any other statutory enactment of the Commonwealth of Australia or of any Australian State or Territory and includes any law, by-law, rule, regulation, or ordinance made pursuant to any such statutory enactment.

## WARRANTY EXPLANATION

1. **What period of warranty coverage do I receive if I have a Ford Part, Ford Accessory or Ford Licensed Accessory fitted to my Vehicle during the Ford Vehicle Warranty Period?**

If a *Ford Part, Ford Accessory or Ford Licensed Accessory* is fitted by an *Authorised Ford Dealer* to a *Vehicle* prior to or during the *Ford Vehicle Warranty Period*, that part or accessory will be warranted by *Ford* against defects in factory materials and workmanship during the *Ford Vehicle Warranty Period*, or the warranty period under the *Ford Express Parts and Accessories Warranty*, **whichever is longer**. If that *Ford Part, Ford Accessory or Ford Licensed Accessory* is found to be defective in factory materials or workmanship and is replaced with another *Ford Part, Ford Accessory or Ford Licensed Accessory* the *Ford Part, Ford Accessory or Ford Licensed Accessory* supplied as the replacement will be covered for the warranty period under the *Ford Express Parts and Accessories Warranty*, or the remainder of the *Ford Vehicle Warranty Period*, **whichever is longer**.

2. **What do I need to do to make a claim under the *Ford Express Parts and Accessories Warranty*?**

You must provide proof of purchase of the part/accessory to an *Authorised Ford Dealer* within the *Ford Express Parts and Accessories Warranty Period*.

3. **Do I have to bear any costs or expenses in connection with claiming under the *Ford Express Parts and Accessories Warranty*?**

No, the repair to, or replacement of, the part/accessory is provided free of charge.

4. **Are Ford Licensed Accessories covered by this *Ford Express Parts and Accessories Warranty*?**

Yes, a *Ford Licensed Accessory* purchased from an *Authorised Ford Dealer* will be expressly warranted by *Ford* under this *Ford Express Parts and Accessories Warranty*.

5. **Are supplier branded accessories covered by this *Ford Express Parts and Accessories Warranty*?**

All accessories designated by *Ford* as supplier branded accessories are excluded from this *Ford Express Parts and Accessories Warranty*. Such accessories are warranted by the manufacturer of the accessory, and you should consult your *Authorised Ford Dealer* for details of the applicable manufacturer's warranty.