

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* as 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.