

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

All Bosch automotive aftermarket parts are carefully checked, tested and are subject to the stringent quality controls of Bosch Quality Assurance.

## **Important Note: Consumer Protections**

If you have purchased your product in Australia, you should be aware that:

*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.*

If you have purchased your product in New Zealand, you should be aware that:

This warranty is supplemental to any other rights and remedies you have under the *Consumer Guarantees Act 1993 NZ*, unless your purchase is made for commercial purposes, in which case Bosch excludes all consumer guarantees implied in the *Consumer Guarantees Act 1993 NZ* in respect of your product.

(A reference to “Bosch” in this Voluntary Repair or Replacement Warranty is a reference to Robert Bosch (Australia) Pty Ltd, unless from the particular context it is obvious that it is being used as a trade mark or brand name.)

## **Warranty**

Bosch warrants, at its option, to repair or exchange those particular classes of automotive aftermarket products specified in the product table on the last page of this warranty (Products) if such Products are faulty or defective in manufacture or materials during the relevant Product warranty period.

This warranty is provided for the benefit of persons who purchase and fit the Products (“Workshops”), and of end-users of the Products, in Australia or New Zealand.

Repair or replacement under this warranty does not extend to repair or replacement, or any cost of replacement, of consumables or accessories incorporated into or supplied with the Products (for example, bearings or brushes).

This warranty only covers repair or replacement of the defective Products. It does not cover:

- Any costs incurred by the Workshop or end-user in normal or scheduled maintenance of the Products; or
- Any damage to property, personal injury, direct or indirect loss, consequential losses or other expenses arising from breach of this warranty. Any Workshop or end-user concerned with this exclusion should consider the "Important Note: Consumer Protections" above.

## **Warranty Periods**

The warranty periods for the Products vary according to the particular class. The respective warranty periods are specified in the product table on the last page of this warranty.

In each case, the warranty commences with effect from:

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

- The date of purchase of the relevant Product by the Workshop or the end-user of the Product (as the case may be); or
- In the case of test equipment (excluding spare parts), the date of installation or three months after the date of purchase, whichever occurs earliest.

It ends at the expiration of the time indicated for the Product in the table at the end of this voluntary warranty or, in the case of a Product for which another measure is also specified to define the length of the warranty period (for example, number of kilometres), it ends at the expiration of the specified time period or at the time when such specified measure of use is reached – whichever occurs first.

## Warranty Conditions

This voluntary warranty is subject to the following conditions:

- The warranty is not transferable and is only offered to the original Workshop or end user of the Product (as the case may be).
- Where a Product or part thereof is replaced or repaired under this voluntary warranty, the balance of the original voluntary warranty will apply. The replacement Product or product does not carry a new voluntary warranty.
- The warranty does not extend to any Products that have been completely or partially disassembled.
- These warranty terms cannot be amended except in writing by an authorised officer of Bosch.
- The warranty only applies to Products purchased by a Workshop or an end-user in Australia or New Zealand from Bosch or from a reseller where the Products have been originally sold by Bosch.
- Any claim made under this voluntary warranty must meet the requirements set out below in the “How to Make a Warranty Claim” section.

## Warranty Exclusions

This warranty will not apply to a defect or fault to the extent to which it arises:

- Due to storage, handling or installation of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- Due to operation, use or maintenance of the Products otherwise than in accordance with instructions provided for the Products by Bosch or without reasonable care;
- Due to accidental damage or to use of the Products for a purpose or in environmental conditions for which the Products were not designed or sold, or use of the products outside the specified or normal operating ranges for such Products;
- As a result of changes which occur in the condition or operational qualities of the Products due to climate or other environmental influence, foreign material contamination or water entry or as a result of exposure to excessive heat or solvents;
- From normal wear and tear or when replacement or repair of parts would be part of normal maintenance or service of the Products (for example, bearings or brushes) or where the damage is only to surface coating, varnish or enamel;
- As a result of repairs, alterations or modifications to the Product which have been performed by a third party;
- From the use of any spare parts not manufactured, sold or approved by Bosch in connection with the repair or replacement of Product, or
- As a result of any other defective or malfunctioning parts in the vehicle in which the Product has been installed.

This voluntary warranty does not apply to damage caused by continued use of a Product after it is known, or would have been known with regular servicing, it is defective.

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

## 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's Customer Service line in Australia on 1300 307 040 or in New Zealand on 0800 452 896.

## How to Make a Warranty Claim

If a Product fails within the warranty period, the Workshop or the end-user must stop fitting or using the Product or the vehicle in which the Product is stored (as the case may be) until the Product is returned or made available for assessment.

The Product must be returned to the place of purchase (which in the case of a fault or defect identified after installation may be the Workshop, which fitted the Product) for assessment before the end of the Warranty Period (see Deadlines for Submitting Warranty Claims below).

Where this is not practicable, or further warranty support is required, please call Bosch on 1300 307 040 (within Australia) or 0800 452 896 (within New Zealand) or email to [automotive.warranty@au.bosch.com](mailto:automotive.warranty@au.bosch.com).

In all cases, the Workshop or end-user must provide proof of purchase, and any other details or evidence reasonably requested by Bosch or the supplier of the Product to substantiate the warranty claim.

## Costs of Submitting a Warranty Claim

For invalid claims under this voluntary warranty, Bosch will not be liable for the end user's or the Workshop's costs in making the warranty claim, including transport or return freight.

In respect of valid claims under this voluntary warranty, the Workshop or the end user (as the case may be) will not be charged for costs associated with making a warranty claim, including warranty processing costs, the cost of replacement parts or freight. Reimbursement for necessary and reasonably incurred costs or expenses in making valid warranty claims under this manufacturer's warranty may be sought from Bosch. To enquire how to make a claim for reimbursement for costs incurred in submitting a warranty claim, please call **1300 307 040** in Australia or **0800 452 896** in New Zealand or email to [automotive.warranty@au.bosch.com](mailto:automotive.warranty@au.bosch.com) , Documentary evidence in support of such claim will be required.

## Deadlines for Submitting Warranty Claims

Bosch aims to rectify genuine 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 re-occurring warranty failures. It is therefore critical that all warranty claims are promptly submitted to Bosch by the end of the warranty period. Bosch requests however that returns are made no later than 30 days after becoming aware of any defect or in order to assist Bosch to maintain its strict quality controls.

## Packaging

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

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

## Product Liability and Product Safety

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

## Privacy

Bosch is required (or in the case of a Workshop, may be required) to seek personal information from an end-user or Workshop who seeks to make a claim under this warranty.

Such personal information may be used by Bosch and/or any service dealer who is authorised to process warranty claims and/or carry out warranty repairs on behalf of Bosch ("Warranty Authorised Service Dealer") for the purpose of processing such warranty claim and also for the provision of customer support and further information about Bosch's products and services (**Purpose**).

If an end-user or Workshop does not wish to provide Bosch and/or its Warranty Authorised Service Dealer with personal information, Bosch may be unable to process the end-user's or Workshop's warranty claim or to provide the end-user or Workshop with additional customer support, services and information.

Bosch is committed to protecting the privacy of personal information and will act in compliance with applicable privacy laws, including the National Privacy Principles under the Australian *Privacy Act 1988* (Cth) (as amended) and New Zealand's Information Privacy Principles described in the *Privacy Act 1993* (NZ).







Bosch takes security measures in order to protect any personal information collected in the warranty claim process against manipulation, loss, destruction, access by unauthorized persons or unauthorized disclosure.

Bosch will not disclose any personal information to third parties other than for the Purpose or except as required by law.

An end-user or Workshop has the right to access the personal information Bosch or its Warranty Authorised Service Dealers hold about them. The end-user or Workshop can request to see, change or modify the personal information held about them, or withdraw consent for its usage, by contacting Bosch at the Bosch Contact Details below.

## Bosch Contact Details

This warranty is offered by Robert Bosch (Australia) Pty Ltd (ACN 004 315 628) if you have any queries in relation to this warranty please contact us.

Contact Details:			
	<a href="mailto:CustomerService.AA@au.bosch.com">CustomerService.AA@au.bosch.com</a> <a href="mailto:automotive.warranty@au.bosch.com">automotive.warranty@au.bosch.com</a>		<a href="http://www.boschautoparts.com.au">www.boschautoparts.com.au</a> <a href="http://www.boschautoparts.co.nz">www.boschautoparts.co.nz</a>
	Australia 1300 307 040		
	New Zealand: 0800 452 896		1555 Centre Road Clayton, VIC, 3168, Australia

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

## Bosch Product List and Respective Warranty Periods

The following is a list of the classes of products sold by Bosch, which are covered by this voluntary warranty, and the warranty periods, which apply in each case. The warranty period is subject otherwise to the specific terms referred to in the main body of the warranty under the heading "Warranty Periods"

Product	Warranty Period	Product	Warranty Period
<b>Starters and Alternators</b>		<b>Timing and Fan Belts</b>	
BX Passenger Cars	24 months or 40,000km	Drive Belt	2 years or 40,000km
BX Commercial Vehicles	12 months or 20,000km	Timing Belt & kits - Standard	2 years or 40,000km or OE Replacement
Spare parts	12 months or 20,000km	Timing Belt & kits - High temperature	3 years or 100,000km or OE replacement
Heavy Commercial Vehicles (excluding Long Haul Range)	6 months or 20,000km	<b>Various Spare Parts</b>	
Long Haul Range	24 months or 200,000km	Wiper	12 months
Stationary engines/products measured in hours	4000 hours	Relays	12 months
<b>Batteries – Warranty administered by Battery Distributors</b>		Flasher Units	12 months
SM Mega Power Plus (previously 'S3+/4 - Maintenance Free Calcium Calcium')	36 months	Terminals	12 months
SM Mega Power Silver (previously 'S5 - Maintenance Free Calcium Calcium')	36 months	DC Motors	12 months
ST Hightec EFB	24 months	Switches	12 months
ST Hightec AGM	36 months (normal use)	Globe	12 months
(previously 'S6 - Maintenance Free Calcium Silver')	24 months (stop/start use)	Head Lights	12 months
SMT Mega Power	12 months	Glow Plugs	12 months
(previously T3,T4,T5,T6)		<b>Ignition Parts</b>	
Truck/Commercial/Industrial/4WD		Distributors	12 months or 20,000km
		Distributor Cap, Rotor, Condensor, Contacts	12 months or 20,000km
		Ignition Coils	24 months or 40,000km

# Automotive Aftermarket Australia & New Zealand Voluntary Repair or Replacement Warranty

Applicable for purchases of specified automotive aftermarket products after 23rd August 2019

## Bosch Product List and Respective Warranty Periods

Product	Warranty Period	Product	Warranty Period
<b>Batteries – Warranty administered by Battery Distributors</b>		<b>Ignition Parts</b>	
Marine	12 months (normal use)	Ignition Modules	12 months or 20,000km
	6 months (cycling in marine applications)	Spark Plugs	12 months or 20,000km
Deep Cycle / VRLA	12 months	Lead Sets	60 months or 100,000km
Taxis (all batteries)	3 months		
<b>Diesel</b>		<b>Test Equipment</b>	
Bosch Diesel Products (Units & Spares)	12 months	Test Equipment (Spares)	12 months
Zexel Diesel Products (Units & Spares)	12 months	Test Equipment (Bosch)	12 months
Mico Bosch Diesel Products	12 months	Test Equipment (Beissbarth)	12 months
<b>Brake Components</b>		<b>Gasoline – Engine Management</b>	
Brake Pad - Ultra	36 months or 30,000km	Oxygen Sensor	24 months or 40,000km
Brake Pad - QikStop	24 months or 20,000km	Fuel Pumps	12 months or 20,000km
Brake Pad - Eco	1 year or 10,000km	Fuel Pressure Regulators	12 months or 20,000km
Brake Shoes	12 months or 20,000km	Fuel Injectors	12 months or 20,000km
Brake Discs	12 months or 20,000km	Air Mass Meters	12 months or 20,000km
Brake Callipers	12 months or 20,000km		
ABS Components	12 months		
PBR – All products	12 months or 20,000km		

“OE replacement” in the above table means that when a part is specified to be a suitable automotive aftermarket replacement for the same type of part in a particular vehicle, the warranty period will be at least the period specified by the manufacturer of that vehicle for the recommended changeover of that particular part.