

THIS WARRANTY IS PROVIDED BY:

Protection Brands Pty Ltd, in partnership with AutoXtreme Pty Ltd
Head Office Address: Level 9, 3 Nexus Court, Mulgrave, VIC 3170
Phone: 1800 818 288 (AutoXtreme)
Email: auto.warranty@protectionbrands.com.au
Warranty Claim Portal: www.autoxtreme.com.au/warranty

GENERAL WARRANTY COVERAGE AND PERIOD

Subject to the terms, conditions and exclusions set out in this warranty, we warrant the products (which we have supplied and installed and are permanently fixed to your vehicle) against defective materials and workmanship when used normally, from the date of installation, as set out in this warranty:

- Three years (36 months) on Hardware Devices
- One year (12 months) on SD Memory Cards

WARRANTY EXCLUSIONS

This warranty does not cover:

1. Portable products that can be removed from the vehicle;
2. Cosmetic damage, including but not limited to scratches and dents, unless failure has occurred due to a defect in materials or workmanship;
3. Defects caused by normal wear and tear;
4. Any damage caused by installation or service by anyone who is not a representative of AutoXtreme;
5. Any damage caused by misuse, electrical surges, liquid damage, or faulty power supply; or
6. Any damage caused as a result of failing to reasonably maintain due care to the product or the vehicle.

TERMS AND CONDITIONS

1. Any claim under this warranty must be lodged with Protection Brands, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. This warranty is not transferable and applies only to the original purchaser of this product. The details of the purchaser are stated on this warranty.

WARRANTY VOID

This warranty will be void and you will not be able to make a claim if:

1. You fail to comply with this warranty.
2. Registration of the vehicle is transferred into any name other than the original purchaser stated in this warranty;

MAKING A WARRANTY CLAIM - WHAT TO DO

To make a warranty claim you must follow the procedure outlined below:

1. Contact AutoXtreme on 1800 818 288 and provide your name, contact details, vehicle details, job number and brief description of the fault/damage. Alternatively, you can lodge a claim online at www.autoxtreme.com.au/warranty.
2. Following a verbal assessment and subject to it being a valid warranty claim, AutoXtreme will arrange a mutually convenient time at our nominated service centre to rectify the fault or damage.
3. For valid warranty claims we will, at our option,:
 - a. Repair the product using new or previously used parts that are equivalent to new in performance and reliability. Repair of the product may result in loss of data, or
 - b. Replace the product with the same model (or with your consent a product that has similar functionality) formed from new and/or previously used parts that are equivalent to new in performance and reliability.
4. You must bear the cost of claiming this warranty including the cost of delivery and collection of the vehicle to and from our nominated service centre.
5. Requests for on-site warranty inspections or repairs may attract a call-out fee.

Protection Brands and AutoXtreme has no other liability under this warranty, including liability for any loss of your time, or vehicle use, or for any rental vehicle or transport costs.

The benefits given to you by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

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 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.

Contact the AutoXtreme Customer Hotline on 1800 818 288 (Monday to Friday between 9am - 4pm) with any questions.