

To improve our services to customers, on a no admission of fault basis, Auto Parts Group Pty Ltd (“the company”) agrees to grant a credit for the price paid by its customer for the types of goods detailed below purchased from the company, with “No Fuss” policy.

GENEX branded starter motors and alternators:-

- Passenger Motor Vehicles-Private use -12 months or 20000KM
- Light Commercial Vehicles - 12 months or 20000KM
- Heavy Duty Vehicles 6 months or 20000KM
- Mining and Materials Handling - 6 months or 20000KM
- Passenger Motor Vehicles-Commercial use - 6 months or 20000KM

If you want to make your claim under this clause, then you release the company from any further liability. APG reserves the right to revert the NO FUSS claim to a normal claim at our discretion.

In addition to the consumer guarantees that cannot be excluded under the Australian Consumer Law (“ACL”) and subject to our standard trading terms Auto Parts Group Pty Ltd (“the Company”) agrees to grant a credit for the price paid by its customer for the types of goods detailed below purchased from the Company if it is proven that:

- The goods were not free from defects in material and workmanship in the manufacture of the goods;
- The terms and conditions below are complied with; and
- The claim is made by the Company’s customer within the following time frames from the date of installation, assumption being installation date is date of invoice to end user.

12 Months / 20000KM for alternators / starter motors used in:-

Passenger Motor Vehicle used for private use.

Light commercial vehicles (Payload under 1 ton)

All Four Wheel drive vehicles used for non-commercial purposes.

6 Months / 20000KM for alternators / starter motors used in:-

Passenger motor vehicles used for commercial use.

Heavy Duty vehicles.

Mining and Materials Handling.

No warranty is expressed where a alternator or starter motor is used in an application other than what it was originally designed for, as well as, those used in any underground mining application.

2. Under this warranty the Company is only liable to grant a credit for the original price of the goods. The Company shall not be liable to replace the goods or pay any other amount including amounts for any consequential, direct, indirect or special loss, expenses associated with making a claim, damage or injury of any kind whatsoever, including but not limited to removal & refitting of the goods.
3. In order to make a warranty claim you must:
 - provide our nearest distribution centre with a copy of the Company’s invoice for the goods as

proof of purchase, be the purchaser detailed on the Company's invoice and make the claim within the time frames specified above for the particular goods from the date of the installation, assumption being installation date is date of invoice to end user.

- provide the reason for the claim (details of how the express warranty has been breached by defects in material or workmanship in the manufacture of the goods);
 - provide proof of breach of the express warranty;
 - If requested by us you must return the goods to us, at your cost, so we can assess whether there has been a breach; and
 - If requested, provide evidence that you have complied with the terms and conditions below relating to use, installation and maintenance of the goods.
4. The credit claim will not be granted unless the following terms and conditions in relation to use, installation and maintenance of the goods have been complied with:
- The defect in the goods has risen solely from faulty materials or workmanship in the manufacture of the goods;
 - The goods have not been subject to negligence, misuse, interference or excessive operating conditions; and
 - The goods have been installed and handled as specified by the Company or as accepted by the Company as appropriate installation procedures.
5. ACL Mandatory wording: "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."
6. The consumer rights under the ACL are limited in circumstances where you do not fall within the meaning of "consumer" in the ACL.
7. If you are a "consumer" under the ACL, then any claim for compensation for reasonably foreseeable loss or damage must be made together with the credit claim. If it is made separately it may be rejected.

Products returned for warranty assessment must be received by Auto Parts Group within 30 days of lodging your claim with us (ie. from when you received your return authorisation number). Products received outside of this time frame or without a return authorisation number will not be processed and

OUR NATIONAL DC'S & CONTACT DETAILS

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