

# GVM CENTRAL WARRANTY TERMS AND CONDITIONS

GVM CENTRAL provides a 3-year, 60,000 kilometre limited recreational warranty on their suspension products, including those used in GVM upgrades. This warranty covers manufacturing defects, but excludes normal wear and tear, product finish, labour, shipping, and damage from exceeding GVM specifications or improper use, Here's a more detailed breakdown:

- **3-Year Warranty:**

GVM CENTRAL offers a 3-year warranty on their suspension products, with a recreational mileage limit of 60,000 km and a commercial mileage limit of 40,000

- **Coverage:**

The warranty primarily covers manufacturing defects.

- **Exclusions:**

The warranty does not cover:

- Normal wear and tear.(Extreme road environments such as the Gibb River Road are NOT considered normal wear and tear)
- Product finish.
- Labor, shipping, installation, or other incidental costs.
- Damage resulting from exceeding GVM specifications.
- Damage caused by misuse, abuse, or improper installation.
- Failures of components on vehicles that have not had the mandatory 500km installation recheck. • Misuse and/or wilful damage
- Neglect
- Accidental damage
- Damage caused by movement or transportation by other parties
- Freight damage (where freight is not paid for by GVM CENTRAL)
- Any modifications or alterations to Products not approved by GVM CENTRAL
- Any alterations or modifications to Products made by non-authorised persons
- Any non-standard use of Products which may include, but is not limited to, driving in irregular conditions, driving on unregistered roads or activities such as racing, mining or off-roading.

### **GVM Upgrade Considerations:**

GVM CENTRAL GVM (Gross Vehicle Mass) upgrades typically do not void the vehicle's warranty, but it's crucial to confirm this with the vehicle manufacturer and the GVM CENTRAL dealer before installation. While the GVM upgrade itself doesn't void the warranty, any issues directly caused by the upgrade, such as component failure due to increased load, may not be covered by the vehicle manufacturer's warranty.

GVM CENTRAL when the components are fitted a a pre registration Second Stage Manufacture will warranty the components they supply as part of the GVM upgrade.

### **Other exclusions:**

The warranty also excludes strut bushes that have been tightened while the suspension is hanging, and damage caused by the use of air or impact tools during assembly.

### **What will GVM CENTRAL do?**

If GVM CENTRAL determines that the Product and customer are covered by the Warranty, GVM CENTRAL will, at GVM CENTRAL' option, repair or replace the Product.

If GVM CENTRAL cannot replace the Product for any reason, including if the Product has been discontinued or is out of stock, GVM CENTRAL will, at GVM CENTRAL option, replace the Product with a similar product or refund the customer if no equivalent replacement is available.

Unless otherwise agreed in writing by GVM CENTRAL, customer's will bear the cost of making a claim under this Warranty. Repair or replacement is the customer's sole remedy under this Warranty. GVM CENTRAL will not be liable under this Warranty for any incidental or consequential damages of any kind.

The original warranty period will remain and will not restart with any replacement item, regardless of the time remaining under the original Warranty Period.

No representative of GVM CENTRAL, or any authorised dealer or repairer of GVM CENTRAL, is authorised to make any changes or modifications to this Warranty.

### **AUSTRALIAN CONSUMER LAW**

The benefits given by this Warranty are in addition to, and do not affect, the statutory rights and remedies available to the customer 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.