

Customer Part Warranty

Terms and Conditions

The following Customer Part Warranty is provided to you, the owner of a Volvo vehicle (“**Customer**”), by Volvo Car Corporation (“**Volvo Cars**”) and administered by Scandinavian Vehicle Distributors Limited (NZBN 9429038872655) of 540 Great South Road, Greenlane, Auckland, New Zealand (“**SVDL**”), Phone +64 (9) 526 2727, Email: info@volvocarsnz.co.nz, as the importer/distributor of Volvo vehicles, products, parts and accessories in New Zealand.

Nothing in this Customer Part Warranty affects or purports to modify or exclude the rights or remedies the Customer may have under the Consumer Guarantees Act 1993, or any other New Zealand consumer law, provided that, where the Customer is in trade and the Failed Part is supplied and acquired in trade, the Customer agrees to contract out of the provisions of the Consumer Guarantees Act 1993 and that it is fair and reasonable to do so.

Starting Date: 1st July 2022

Territory: New Zealand.

Genuine Volvo Part means an eligible genuine Volvo part for a Volvo vehicle purchased from and installed by a Volvo Car authorized workshop in the Territory.

Failed Part means a Genuine Volvo Part purchased on or after the Starting Date that requires repair or replacement as a result of a material or manufacturing defect. It does not include the parts set out in the Exclusions section below.

THE CUSTOMER PART WARRANTY

1. Genuine Volvo Parts bought on or after the Starting Date and after the expiry of vehicle’s warranty, and installed at a Volvo Cars authorized workshop in the Territory will be eligible for Customer Parts Warranty.
2. The Customer Parts Warranty means:
 - a. Failed Parts will be repaired or replaced (as decided by Volvo Cars) free of charge by an authorized Volvo Cars repairer.
 - b. The Customer Part Warranty commences on the date of purchase of the Genuine Volvo Part and shall terminate upon the Customer transferring ownership of the vehicle to which the Genuine Volvo Part is fitted.
3. This Customer Parts Warranty is additional to the Volvo Cars Genuine Part warranty, and nothing in this Customer Part Warranty affects or purports to modify or exclude the rights or remedies available under that Volvo Cars Genuine Part warranty.
4. The Customer Part Warranty is in addition to any rights or remedies that are available to the Customer under the Consumer Guarantees Act 1993 (to the extent not contracted out of), or any other consumer law.

ELIGIBILITY

- i. Customer needs to prove continuous ownership of the vehicle from the time of purchase of the Genuine Volvo Part to the time of replacement or repair of the Failed Part. Volvo Cars authorized retailers reserve the right to ask for ID or such other documents to establish proof of ownership of the vehicle and at the time of purchase of the Genuine

Volvo Part. If such documents cannot be provided, the Customer may not access the Customer Part Warranty.

- ii. Customer must produce a valid and dated receipt or invoice to show the purchase of the Failed Part.
- iii. Genuine Volvo Part must have been purchased and installed by an authorized Volvo Cars dealer or workshop on or after the Starting Date.
- iv. Customer must undertake continuous basic maintenance and service schedule as mandated by Volvo Cars at Volvo Cars authorized workshops from the time of purchase of the Genuine Volvo Parts to the time of replacement or repair of the Failed Part, in order for Volvo Cars-qualified technicians to check and identify any potential issue before it becomes a problem for the Genuine Volvo Part.
- v. Customer must undertake continuous maintenance and service schedule specific to the Genuine Volvo Part that the Customer has purchased as mandated by Volvo Cars at Volvo Cars authorized workshops from the time of purchase of the Genuine Volvo Part to the time of replacement or repair of the Failed Part, in order for Volvo Cars-qualified technicians to check and identify any potential issue specific to such installed Genuine Volvo Part before it becomes a problem.

EXCLUSIONS

The Customer Part Warranty does not apply to:

- Wholesale / over the counter sales of Genuine Volvo Parts
- Damage due to wear and tear to the Genuine Volvo Part
- Damage due to misuse by the customer or driving contrary to the owner's manual
- Wear and tear parts such as air-conditioning filters, wipers, oil filters, spark plugs, belts, fuses, tyres, brake pads, clutches etc.
- Consumables liquids and materials including engine oil, cleaning agent or brake fluid
- Batteries
- Accessories offered and sold by Volvo Cars authorized dealers
- Software not associated with a hardware replacement
- Purchases of Genuine Volvo Parts from outside the Territory, unless approved by Volvo Cars

The Customer will not be able to access the Customer Part Warranty if:

- The Genuine Volvo Part was bought before the Starting Date.
- The Genuine Volvo Part was installed at a location other than at a Volvo Cars authorized workshop.
- The Genuine Volvo Part is replaced by a Volvo Cars authorized workshop while the vehicle is under new car warranty.
- The Customer cannot produce the receipt or tax invoice for proof of purchase of the relevant Failed Part.
- Ownership of the Volvo vehicle has been transferred after the purchase of the Genuine Volvo Part,.

VALIDITY

The Customer Part Warranty is available for purchases of Genuine Volvo Parts in the Territory made on or after the Starting Date and after the vehicle's warranty has expired. It is personal to the vehicle owner and, in respect of each Genuine Volvo Part, commences at the time of purchase of the relevant Genuine Volvo Part. It is not transferable, and the Customer Part Warranty will terminate at the time of ownership transfer of the vehicle.

CLAIM PROCEDURE

To claim on this Customer Part Warranty, and in addition to the Customer meeting any other requirements as stipulated above, the vehicle and the sales invoice for the work performed when the Failed Part was originally fitted by a Volvo Cars authorized workshop must be delivered by the Customer at its expense to a Volvo Cars authorized workshop, and delivery of the vehicle after completion of the repair shall be taken by the Customer at the Volvo Cars authorized workshop in question.