



Customer Lifetime Part Warranty

Terms and Conditions

Starting Date: Applicable to Genuine Volvo Parts purchased after 18 MAY 2020

Territory: Kingdom of Thailand

Warranty is provided by: Volvo Car (Thailand) Ltd. (“**Volvo Cars**”)

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

Failed Part means a Genuine Volvo Part purchased 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 Exclusion section below.

The Customer Lifetime Part Warranty

1. Volvo Genuine Parts bought after the expiry of vehicle’s warranty and installed at a Volvo authorised workshop in the Territory will be eligible for Customer Lifetime Parts Warranty.
2. The Customer Lifetime Parts Warranty means:
 - a. Failed Parts will be repaired or replaced (as decided by Volvo Cars) free of charge by an authorized Volvo Car repairer.
 - b. The Customer Lifetime Part Warranty commences on the date of purchase of the Volvo Genuine Part.
3. This is an add on to the Volvo Car Genuine Part warranty.
4. The Customer Lifetime Part Warranty is in addition to any rights or remedies that are available to the customer at law and cannot be excluded.

ELIGIBILITY

- (i) Customer needs to prove continuous ownership of the time of purchase of the Genuine Volvo Part to the time of replacement or repair of the Failed Part. Volvo Car authorised retailers reserve the right to ask for ID or such other documents to established 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 Lifetime Party 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 Car 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 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 specific to such installed Genuine Volvo Part before it becomes a problem.

EXCLUSIONS

The Customer Lifetime 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 Car's authorized dealers
- Software not associated with a hardware replacement
- Purchases of Genuine Volvo Parts from outside the Territory, unless approved by Volvo Cars

A customer will not be able to access the Customer Lifetime 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 authorized workshop.
- The Genuine Volvo Part is replaced by a Volvo Car authorized workshop while the vehicle is under new car warranty or extended warranty.
- If the customer cannot produce the receipt or tax invoice for proof purchase of the relevant Failed Part.
- If, after the purchase of the Genuine Part, ownership of the vehicle has been transferred.

VALIDITY

The Customer Lifetime Part Warranty is available for purchases of Genuine Volvo Parts in the Territory made after the Starting Date. It is personal to the vehicle owner at the time of purchase of the Genuine Volvo Part. It is not transferable, and the Customer Lifetime Part Warranty will terminate at the time of ownership transfer of the vehicle.