



Limited Warranty

INTRODUCTION

MANN+HUMMEL Australia Pty Ltd ("MHAU") is committed to ensuring that all our WIX products sold in New Zealand meet the highest standards of quality, reliability, and performance. This detailed warranty policy is crafted to provide confidence and assurance to our New Zealand customers, reflecting our ongoing commitment to satisfaction and support. This warranty policy applies exclusively to WIX products purchased new and distributed within New Zealand. This warranty is provided in addition to your statutory rights under the New Zealand Consumer Guarantees Act 1993 (CGA), and does not limit, modify, or replace your rights under this law.

WARRANTY COVERAGE

MHAU warrants its products to be free from defects in material and workmanship, subject to normal use, proper installation, and correct application as recommended in official WIX product documentation and catalogues.

THIS LIMITED WARRANTY REMAINS VALID FOR:

- A period of 1 year from the date of installation, or
- Until the expiration of the original equipment manufacturer's (OEM) recommended service interval, whichever occurs first.

If a WIX product is deemed defective within this warranty period and directly causes damage to any vehicle, engine, or equipment, MHAU will:

- Replace the defective WIX product free of charge.
- Cover reasonable costs required to restore the vehicle, engine, or equipment to a condition comparable to its condition immediately prior to the damage.

EXCLUSIONS AND LIMITATIONS

The warranty provided herein explicitly excludes any claim arising from:

- Misuse, abuse, negligence, accidents, or intentional damage.
- Improper or incorrect installation, operation, or maintenance.
- Installation on vehicles or equipment that have been modified from their original OEM specifications, except where explicitly endorsed by MHAU.
- Applications not explicitly detailed in WIX's official catalogue listings or recommendations.
- Products selected purely based on visual or dimensional comparisons rather than specific compatibility or performance criteria.
- Products purchased outside the authorized MHAU's distribution network in New Zealand.
- Damage due to external conditions or factors beyond the control of MHAU, such as environmental damage, unauthorized repairs, or modifications.

MHAU expressly excludes liability for any indirect, incidental, special, consequential damages, or losses including but not limited to loss of revenue, profit, business opportunities, or goodwill arising directly or indirectly from the use or failure of its products.



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WARRANTY CLAIM PROCEDURE

To initiate a warranty claim, please adhere strictly to the following procedure:

Step 1: Initial Product Return

Promptly return the suspected defective product to the original point of purchase. Ensure the product is returned unmodified and in its original state, free from any fluid as much as possible.

Step 2: Escalation

In the event whereby the distributor cannot satisfactorily resolve the claim, the claimant may contact MHAU directly. Contact details are provided in the "Customer Support" section of this policy.

Step 3: Required Documentation

For the ongoing claim to MHAU, please provide the following:

- Proof of purchase, clearly indicating date and place of purchase.
- A detailed description of the defect, the application in which the product was used, and details of any associated damage. Please include make, model, engine of the vehicle, VIN and Registration are also importantly where the product was installed, km in the vehicle when the product was installed, km in the vehicle when the product fail.
- Any additional documentation, such as service history records, receipts for any related maintenance, and photographic evidence clearly demonstrating the defect and associated damage.

PRODUCT INSPECTION AND ASSESSMENT

Product Inspection

MHAU reserves the right to inspect the returned product to evaluate the warranty claim. Products must be returned unaltered to facilitate an accurate and fair assessment.

Vehicle or Equipment Inspection

In instances where the claimed defect involves significant damage to a vehicle or engine, MHAU may require an on-site inspection. This inspection will be arranged and conducted by authorized personnel appointed by MHAU at no additional cost to the claimant. This inspection typically occurs within 30 days of claim notification.

Assessment Period

Upon receiving the defective product or completing the inspection, MHAU will evaluate the claim using comprehensive product knowledge and fair judgment. Claim assessments are generally completed within 30 days. If further examination or overseas evaluation is required, the claimant will be notified, and this period may be extended accordingly.



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CLAIM ACCEPTANCE CRITERIA

Warranty claims will be accepted only if:

- A clear manufacturing or material defect is identified.
- The claim is made within the valid warranty period.
- None of the warranty exclusions apply.

CLAIM OUTCOMES

Upon validation of a warranty claim, MHAU will:

- Provide a replacement of the defective product free of charge. Claimant will need to collect the replacement from the authorized distributor.
- Arrange or reimburse reasonable expenses to repair the vehicle or equipment to its previous operational condition before the damage occurred.

Rejected claims will be accompanied by a detailed explanation outlining the reasons for denial, based on the exclusions listed within this warranty policy.

CUSTOMER OBLIGATIONS

Customers seeking warranty support are obligated to:

- Promptly notify MHAU or the authorized distributor upon discovery of a potential defect.
- Ensure accurate and complete documentation is provided.
- Facilitate product or vehicle inspections by authorized MHAU's representatives.
- Refrain from making unauthorized repairs or modifications before MHAU's inspection.

CUSTOMER SUPPORT

For warranty claims and assistance, please contact:

MANN+HUMMEL Australia Pty Ltd

Phone: 0800 123 321 (NZ Toll-Free)

Email: mhau-sales@mann-hummel.com

Our dedicated customer service team is available Monday to Friday, from 10:30 AM to 6:30 PM (NZST).



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CONSUMER GUARANTEES ACT 1993 (CGA)

This warranty is additional to rights provided under Consumer Guarantees Act 1993. Our products come with guarantees that cannot be excluded under Consumer Guarantees Act. You are entitled to a replacement or refund for major failures and compensation for other reasonably foreseeable losses or damage. You are also entitled to have the products repaired or replaced if the products fail to meet acceptable quality standards, provided the failure does not amount to a major failure.

AMENDMENTS AND UPDATES

MHAU reserves the right to amend, update, or alter this warranty policy at any time without prior notice. Any changes will be effective immediately upon publication on our official website or through other official communication channels.

GOVERNING LAW

This warranty policy is governed exclusively by the laws of New Zealand. Any disputes arising from this warranty shall be subject to the jurisdiction of New Zealand courts.

CONCLUSION

At MHAU, quality assurance and customer satisfaction are our highest priorities. We trust this limited warranty policy reinforces our commitment to our products and customers in New Zealand. Should you have any queries or require clarification on any aspect of this policy, please do not hesitate to contact our customer support team.

We appreciate your trust in WIX.