

# Hidrive Service Body Warranty.



## **STRUCTURAL & CORROSION WARRANTY to be in line with OEM warranty. 12 MONTH BASIC WARRANTY**

Hidrive supplies a range of goods which are subject to different warranties. The sale of goods by Hidrive Group will be subject to applicable legislation including without limitation the Australian Consumer Law (ACL).

Basic and structural and corrosion warranties set out below may apply to consumers who purchase a Hidrive® Service Body (hereafter referred to as 'Service Body') from Hidrive Group in Australia. Warranties for other Hidrive products such as Fleet brand and the applicability of warranties from Hidrive third party suppliers are also included in this document.

### **YOUR CONSUMER RIGHTS**

The benefits given to you in this Warranty are in addition to, and do not detract from, any rights and remedies that you may have under Australian consumer protection laws. Our goods come with certain 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.

This Warranty:

- is not intended to change or exclude any statutory consumer rights that cannot be lawfully changed or excluded.
- is independent and may be additional to any warranty that may be provided by any re-seller, for which that re-seller carries sole responsibility; and
- does not affect your rights against the re-seller, including any mandatory statutory rights you may have against the re-seller under consumer laws.



Please read and follow this advice.  
For further details contact:  
Hidrive Group Pty Ltd  
P: 1300 368 161  
E: team.aus@hidrive.com.au

## **1. WARRANTY PROVIDER**

The warranties set out below are provided by Hidrive Group (ABN 97 153 134 788). Telephone 1300 368 161. Hidrive Group's office locations can be found at <https://hidrive.com.au/hidrive-national-footprint-contact-us/>

Hidrive Group provides a both a Basic Warranty and a Structural & Corrosion Warranty in respect of your Service Body (collectively referred to as "Warranty"). These are the only express warranties that Hidrive Group provides for your vehicle.

## **2. WHAT IS COVERED**

### **2.1 BASIC WARRANTY**

#### **A. What is covered.**

##### **The Basic Warranty**

The Basic Warranty is included in the purchase price and during its term, covers the cost of parts and labour needed to repair any defective item on your Service Body – that is, any defective material, workmanship, or factory preparation, which are not excluded parts. You will pay nothing for any needed repairs. These warranty repairs or adjustments - including all parts and labour connected with them - will be made when Service Body is returned to Hidrive Group (or in some cases a repairer authorised by Hidrive Group), at no additional charge, using new or re-manufactured parts. However, a list of excluded components/services that are not covered by this Basic Warranty is set out in section 3 of this document. Genuine parts and accessories fitted to your vehicle at the time of purchase will, subject to section 2.1(C) and section 3 of this document and will be covered by the Basic Warranty.

##### **The Structural & Corrosion Warranty**

The Structural & Corrosion Warranty covers the cost of parts and labour needed to repair or replace any body panel, structural, or chassis member that gets structural cracks (not including superficial fissures designed to expand or contract at panel joints) or holes from rust or other corrosion. If a hole occurs because of something other than corrosion, The Structural & Corrosion Warranty does not apply. Cosmetic or surface corrosion - resulting, for example, from stone chips or scratches in the paint - is not covered. For more details on what is not covered by The Structural & Corrosion Warranty, see section 3.6.

## **5. STEPS TO TAKE FOR WARRANTY**

Warranty problems can be resolved by Hidrive Groups' service department. That is why you should always talk to Hidrive Group first.

## **6. OTHER INFORMATION ABOUT YOUR WARRANTY**

### **6.1 EXCHANGED PARTS MAY BE USED IN WARRANTY REPAIRS**

Hidrive may replace any product under a Hidrive Warranty with refurbished goods of the same type rather than being repaired. Refurbished parts may be also used to repair the goods.

In the interest of customer satisfaction, Hidrive Group may offer an exchange service on some Service Body parts. This service is intended to reduce the amount of time your Service Body is not available for your use due to repairs. Parts used in exchange service may be new, remanufactured, reconditioned, or repaired, depending on the part involved.

All exchange parts that might be used shall meet Hidrive Group standards.

### **6.2 TRANSFER OF WARRANTY**

At your request, an unexpired portion of your Warranty will be transferred to subsequent purchasers of the Service Body during the Warranty period. Please contact us at Hidrive Group Tel: 1300 368 161; EMAIL: [service.support@hidrive.com.au](mailto:service.support@hidrive.com.au) to allow us to record the transfer to the new owner.

### **6.3 PRODUCTION CHANGES**

Hidrive Group reserves the right to make changes in service bodies built or sold by them at any time without incurring any obligation to notify you of such changes or to make the same or similar changes on service bodies previously built or sold.

## **7. SERVICE**

It is your responsibility to properly maintain and operate your Service Body. Follow the instructions contained within the Service Body Operators Handbook.

Regular, care and maintenance are essential for trouble-free operation. Any deemed faults should be notified to Hidrive Group for clarification as soon as possible.

## **8. OPERATOR SAFETY AND SERVICE CHECKS**

The checks listed in the Operators Handbook must be performed as advised.

## **9. BODY & PAINTWORK**

Advice is provided in the Service Body Operators Handbook on how best to maintain your vehicle's appearance and how to help to safeguard it from corrosion damage.

- Use of used parts, even if they were originally supplied by Hidrive Group; or
- Any changes you may make to your Service Body that do not comply with Hidrive Group specifications.

### **3.6 TOTAL LOSS, SALVAGE, JUNK, OR SCRAP SERVICE BODIES NOT COVERED**

A Service Body has no Warranty coverage of any kind if:

- The Service Body is declared to be a total loss by an insurance company.
- The Service Body is rebuilt after being declared to be a total loss by an insurance company; or
- The Service Body is issued a certificate of title indicating that it is designated as “salvage”, “junk”, “rebuilt”, “scrap”, or some similar word.

### **3.7 INCIDENTAL AND CONSEQUENTIAL DAMAGES NOT COVERED**

Your Warranty covers direct damages to the Hidrive supplied product only. Hidrive warranties do not cover any incidental or consequential damages connected with your Service Body’s failure, either while under Warranty or afterward. Examples of such incidental or consequential damages include but are not limited to:

- Lost time.
- Inconvenience.
- The loss of the use of your vehicle.
- The cost of rental vehicles, fuels, telephone, travel, or lodging.
- The loss of personal or commercial property; and
- The loss of revenue.

## **4. HOW TO GET WARRANTY SERVICE**

If you have any questions as to Hidrive warranties or seek to make a claim please contact us at Hidrive Group Tel: 1300 368 161; EMAIL: [service.support@hidrive.com.au](mailto:service.support@hidrive.com.au)

### **4.1 WHERE TO TAKE YOUR SERVICE BODY**

Hidrive Group recommends that when you seek to make a claim under a Hidrive Warranty, that you take your vehicle to the Hidrive Group branch where you bought it. If this is not practical Hidrive Group may at its own discretion arrange for you to take the Service Body to an authorised Hidrive repair shop. Only an authorised Hidrive repairer may perform Warranty service on your Service Body.

### **4.2 EMERGENCY WARRANTY REPAIRS**

In case of emergency repairs, you should endeavour to contact Hidrive Group and request authorisation for such emergency repairs. Only an authorised repairer may perform Warranty service on your Service Body free of charge after approval is granted by Hidrive Group.

## **B. Term of the Basic and the Structural & Corrosion Warranty**

Both the Basic Warranty and the Structural & Corrosion Warranty shall begin on the date of Hidrive Group invoice either:

- you or to
- a 3rd party (IE: Dealer or Finance company who provided it to you or your point of sale)

The warranties shall expire.

- The Basic Warranty lasts for 12 months after the date it began.
- The Structural & Corrosion Warranty lasts for the duration of the OEM vehicle warranty from the date it begins.

## **C. Fleet Brand vehicle branding**

For Customers receiving our Fleet brand service, Hidrive’s warranty is subject your compliance with Fleet brand care instructions which are available at [www.hidrive.com.au/fleetbrand](http://www.hidrive.com.au/fleetbrand)

## **D. Hidrive to extend third party supplier warranties when allowed.**

Hidrive incorporates products and services from third party businesses as components of Hidrive products and services.

Where allowed by our suppliers, Hidrive will pass along third-party suppliers’ warranties to you.

As at publication, Hidrive’s third-party suppliers include:

- Arlon Graphics (a FLEXcon Company Inc. business) for print media and cast film,
- Avery Dennison for integrated component systems (ICS);
- 3M Company for Roland True Vis-MCS, Scotchcal ElectroCut Graphic Film and 3M Graphics; and
- other suppliers.

Hidrive’s third party suppliers may change without notice to you.

## **3. WHAT IS EXCLUDED FROM WARRANTIES**

EXCLUSIONS TO WARRANTIES:

## **A. Registration and operation requirements**

The Hidrive warranty covers your Service Body only if:

- It was purchased in Australia;
- It is operated only in Australia;
- It is driven only in Australia;
- It is operated and maintained in the manner described within the owners Handbook; and
- Warranty exclusions and limitations that are set out in this document do not apply.

## **B. Warranties apply only for goods in Australia**

Hidrive Group does not provide warranty coverage for Service Bodies exported from Australia.

### **3.1 MODIFICATIONS YOU MAKE TO HIDRIVE SUPPLIED GOOD MAY VOID WARRANTY**

#### **A. Some modifications do not void the Warranty but are not covered.**

Certain changes that you might make to your Service Body do not, by themselves, void your Service Body Warranty. Examples of some of these changes are:

- Installing non-genuine accessories (such as a non-genuine electrical accessories), even if such components are installed by an authorised installer or other qualified persons.

However, our Warranties do not cover any accessory, component, or part that Hidrive Group did not supply. Nor do our warranties cover the costs of any repairs or adjustments that might be caused or needed because of the installation or use of non-genuine parts, accessories, components, equipment, materials, or additives.

Examples of the types of alterations not covered included but are not limited to:

- Installing accessories - except for genuine parts accessories fitted by an approved installer – such as Electrical accessories, shelving systems.
- Applying rustproofing or other protection products and
- similar use of non Hidrive supplied materials.

#### **B. Modifications that will void your Warranty**

Examples of when either our Basic or Structural & Corrosion warranties will not apply to our products that you have modified include but are not limited to your actions to:

- Disconnect, tamper with, or alteration of Hidrive supplied electrical systems.
- Transfer the Service Body to a different vehicle to which it was originally installed.

- Modification to any part of the Service Body including mounting systems and brackets.
- Modification to any part of the Service Body by means of drilling, cutting, grinding, filing, punching, or abrading

In the event you modify the Hidrive product as above or similar, our Warranties will not cover any damage caused by these unauthorised aftermarket modifications or components.

### **3.2 DAMAGE CAUSED BY ENVIRONMENTAL FACTORS IS NOT COVERED**

Hidrive Warranties do not cover damage caused by environmental factors such as airborne fallout, chemicals, tree sap, salt, ocean spray, acid rain, or road hazards. Nor do Hidrive Warranties cover damage caused by hailstorms, windstorms, tornadoes, cyclones, sandstorms, lightning, floods, and earthquakes.

Hidrive Warranties do not cover the following:

- Corrosion caused by accident, damage, abuse, or Service Body alteration.
- Surface corrosion caused by such things as industrial fallout, sand, salt, hail, and stones.
- Corrosion caused by the extensive or abnormal transport of caustic materials like chemicals, acids, or fertilisers; and
- Corrosion of special bodies, body conversions, or equipment not made or supplied by Hidrive Group.

### **3.3 DAMAGE DUE TO FAILURE TO MAINTAIN AND SERVICE AND THE IMPROPER OPERATION OF YOUR HIDRIVE PRODUCT IS EXCLUDED**

Hidrive Warranties do not cover:

- (a) any loss of production; or damage caused directly or indirectly due to your failure to maintain and service your Hidrive supplied Service Body; or
- (b) any damage caused by load shift, or by the transportation of fuels, oils, acids, chemicals, gases, or other noxious or toxic substances.

### **3.4 DAMAGE CAUSED BY RACING AND OTHER ILLEGAL CONDUCT NOT COVERED**

Hidrive Warranties do not cover the costs of repairing damage or conditions caused by using a Hidrive supplied product for racing or rallying, or any illegal activities. Our Warranties do not cover any cost required to repair of any defects that are found as the result of participating in a racing or rallying event or any illegal activity.

### **3.5 OTHER EXCLUSIONS**

Your Warranty does not cover the costs of repairing damage or conditions caused directly or indirectly by any of the following:

- Fire or accident.
- Abuse or negligence.