

# ABSOLUTE MOTOR VEHICLE WARRANTY - TERMS AND CONDITIONS

## Congratulations on the purchase of your vehicle and the Absolute Motor Vehicle Warranty.

We would like to take this opportunity to thank you and ask you to take a few moments to familiarise yourself with your and our obligations under this Warranty Agreement.

### General Enquiries

Phone 03 9723 6177

Email [admin@iwarranty.com.au](mailto:admin@iwarranty.com.au)

### Office Hours

Monday – Friday 9am-5pm AEST

### Claims Department

Phone 1800 357 227

Fax 03 9723 1564

Email [claims@iwarranty.com.au](mailto:claims@iwarranty.com.au)

### Please address all correspondence to:

Integrity Car Care

PO Box 1461

Traralgon VIC 3844

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## COMBINED FINANCIAL SERVICES GUIDE AND PRODUCT DISCLOSURE STATEMENT

### Financial Services Guide

#### Introduction

This Financial Services Guide (FSG) describes services offered by your Authorised Representative and Integrity Car Care Pty Ltd (ABN 58 056 621 893 AFS Licence No: 247069) in relation to the Mechanical Breakdown Warranty. It also explains:

- any fees or charges we earn for the services we provide; and
- your rights as a client (including how any complaints you may have about the services will be handled).

A Product Disclosure Statement (PDS) describing the key features of the Integrity Mechanical Breakdown Warranty is in the next section of this document.

#### About us

Your Authorised Representative is an Authorised Representative of Integrity and can offer Integrity's Warranty products to you.

Integrity has been offering Mechanical Breakdown Warranties to its customers since 1992 and specialises in offering this type of warranty through Authorised Representatives across Australia.

#### Our services

Your Authorised Representative can arrange Integrity's Mechanical Breakdown Warranty products for you and can answer questions you have about the product. They can assist you in completing and returning the Application Form and arranging payment to Integrity.

Your Authorised Representative can give you factual information about the product you are considering. Your Authorised Representative is not able to offer you personal or general advice about the products.

Integrity holds an Australian Financial Services Licence that authorises it to issue, vary or cancel and provide general advice on discretionary risk products. Integrity is the product issuer for the Mechanical Breakdown Warranty described in this document.

The contact details for your Authorised Representative and Integrity are listed in the Schedule and within this document.

#### Who do we act for?

When your Authorised Representative arranges a Mechanical Breakdown Warranty product, they act on behalf of Integrity. Integrity is responsible for the services that your Authorised Representative provides. You should contact Integrity if you have any queries in relation to your Warranty or when you want to make a claim. The contact details for making claims are listed within this document.

## What fees are paid?

Integrity pays the Authorised Representative a commission when you purchase the Integrity Warranty product. The commission is calculated as a percentage of the total cost of the warranty. This does not increase the total warranty cost, for details on the cost of this product see page 5 of the PDS.

Employees of your Authorised Representative are paid an annual salary for the services they provide and they may receive a bonus for the sale of this warranty.

If the Authorised Representative includes the Warranty in the purchase price for your car, no fees are paid to the Authorised Representative. The Authorised Representative and the dealership may receive items and prizes from Integrity. For example, attendance at conferences or promotional items such as corporate caps, shirts, jackets and other items such as flags and umbrellas.

You can ask us for further details of the remuneration that they receive. If you are interested in this information, you must ask us for it within a reasonable time frame after receiving this FSG. You must ask us before any financial services are provided to you, such as arranging your warranty.

## Important information regarding consumer rights

This Integrity Mechanical Breakdown Warranty provides benefits that are in addition to your rights and remedies under other laws applying to the supply of your Vehicle, including the Australian Consumer Law. You are not required to pay extra for those rights and remedies.

Your rights under those laws must be enforced by you against the dealer from whom you purchased your Vehicle or the Vehicle's manufacturer, not Integrity. Nothing in this Mechanical Breakdown Warranty affects your rights under those other laws.

We are required by law to include the following words in this FSG: 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.

The reference to 'our goods' above should be interpreted as a reference to the Vehicle you purchased from your dealer.

## Making a complaint about our services

If you have a complaint about the quality of the services provided by Integrity or your Authorised Representative or the Warranty (including a claim), contact Integrity's Internal Disputes Officer. The contact details for Integrity are listed within this document.

Integrity will try to deal fairly and quickly with your complaint. In most cases you will hear from them within 20 days of making your complaint.

If you are not satisfied with the outcome of Integrity's review of your complaint, you are entitled to take your complaint to our external dispute resolution scheme:

Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001  
Toll Free 1800 931 678  
[www.afca.org.au](http://www.afca.org.au)

This service is provided to you free of charge.

## PRODUCT DISCLOSURE STATEMENT

This Product Disclosure Statement (PDS) contains important information about the Integrity Mechanical Breakdown Warranty.

Please read this PDS carefully as it sets out the benefits of this product (including limits, exceptions, conditions and other terms) and information about your rights. The PDS also forms the basis of your Warranty Contract (including how claims will be handled).

## About Integrity

The product issuer is Integrity Car Care Pty Ltd (ABN 58 056 621 893 AFS Licence No: 247069). Integrity is responsible for paying the benefits outlined in this PDS.

All notices and queries relating to the Warranty should be directed to Integrity. Our contact details are listed within this document.

## Your Mechanical Breakdown Warranty Product

### The Warranty terms

The Absolute Motor Vehicle Warranty is designed to provide assistance with the cost of repair or replacement of certain Components and Parts of your Vehicle, due to a Mechanical Breakdown.

The Warranty terms and conditions are contained in this PDS and the Schedule that we supply to you. The Schedule contains important information relevant to your Warranty including the Warranty Period, the cost of the product, details of the Vehicle and other information. Keep this document in a safe place.

#### What is a discretionary risk product?

The Warranty is offered as a discretionary risk product. This means that Integrity will decide whether to pay a contribution towards your claim for repair costs.

Integrity has absolute discretion as to whether it will or will not pay even if the claim comes within the Warranty terms in this document. Although the discretion is absolute, Integrity will not exercise that discretion in a way that is unfair or unconscionable and will always consider the merits of your claim.

The Warranty is not the same as an insurance policy because you do not have a right to be indemnified for your loss, you have a right to have your claim for discretionary assistance considered by Integrity and you are entitled to know the outcome of that decision.

For more information about this, please read the 'Significant Risks' section on page 6.

### Terms we use

The following definitions apply to your Warranty:

**Authorised Representative** means the representative of Integrity who is authorised to give factual advice on, and deal in, warranty products on behalf of Integrity and who is named on the Integrity Schedule.

**Components and Parts** means those Components and Parts listed according to the selected option in your Schedule.

**Financier** means any registered finance company referred to in the Schedule.

**Manufacturer's Warranty** means the warranty provided by the Vehicle manufacturer or your dealer (including any statutory warranty) but does not include any partial extension of such warranty (ie Drive Train/Powertrain or Rust or Corrosion warranties).

**Mechanical Breakdown** means the failure under normal use and service of mechanical or electrical Components and Parts or the breaking down or burning out of Components and Parts causing sudden stoppage of their function necessitating repair or replacement and not arising from defects in material and/or workmanship of the Components and Parts.

**Normal Wear and Tear** means any Components and Parts that naturally and inevitably require replacing as a result of normal wear and tear commensurate with age and mileage of the Vehicle.

**Schedule** means the schedule supplied by Integrity detailing information relevant to your Warranty including the Warranty Period, the cost of the Warranty and details of the Vehicle and is listed within this document.

**Total Warranty Cost** means the amount payable by you to purchase the Warranty

**Vehicle** means the Vehicle described in the Schedule.

**Warranty Claim Limit** means the maximum amount we will pay for the repair or replacement of a particular Component or Part for any single claim.

**Warranty, Mechanical Breakdown Warranty & Absolute Motor Vehicle Warranty** means the information, terms and representations contained in this PDS which form the whole of the agreement between Integrity and you.

**Warranty Period** means the period:

A. Commencing the latter of:

1. The date you sign the Schedule and your Authorised Representative receives clear funds for the total cost of the warranty; or
2. The date that the dealer statutory warranty (if applicable) expires; or
3. The date that any part of the Manufacturer's warranty expires; and

B. Ceasing on the earlier of either:

1. At 4.00pm on the day that the selected term in months has elapsed from the date that cover commences under clause (A) above.

**we/us/our/Integrity** means Integrity Car Care Pty Ltd (ABN 58 056 621 893 AFS Licence No: 247069).

**you/your** means the purchaser and owner of the Vehicle described in the Schedule.

## Choosing the right type of Warranty

It is important that you choose the type of Warranty that best suits your needs and requirements. Your Authorised Representative cannot give you advice as to which Warranty best suits your needs. You need to decide this yourself, using this PDS to assist you.

To understand the Warranty terms, it is important that you read:

- 'Terms we use' - sets out what we mean by certain defined terms in this PDS;
- 'What are the benefits' - contains full details of the benefits offered in the Warranty terms;
- 'What is excluded' - contains full details of what is excluded under the Warranty terms;
- 'What are the conditions' - contains full details of obligations that both you and we have under the Warranty terms.

You can choose the level of cover (what the Warranty covers) for the Warranty as described below. You can also choose the level of Claim Limits for Level 1, 2, 3 or 4 option warranty. The option you select will be shown on the Schedule.

You also have a choice as to the duration of the Warranty.

For Level 1, 2, 3 or 4 cover, you may choose a Warranty Period of either 12, 36 or 60 months, provided that the Vehicle at the time of purchase does not exceed the following;

- In the case of Level 1 cover: 15 years or 220,000kms.
- In the case of Level 2 cover: 12 years old or 180,000kms.
- In the case of Level 3 cover: 10 years old or 140,000kms.
- In the case of Level 4 cover: 8 years old or 120,000kms.

## Cost of the Product

The amount we charge for this warranty consists of the base cost, GST and the fee paid to the dealership that employs your Authorised Representative.

We take into account a number of factors when determining the base cost the warranty, including:

- the type of cover;
- the age of the Vehicle;
- the mileage travelled by the Vehicle at the time of purchase; and
- the Warranty Period.

## What the Warranty covers and Claim Limits

We will pay the repair costs for Mechanical Breakdown to the Components and Parts that were originally covered by the Manufacturers Warranty except those components and parts as described on page 9 "what is excluded"

ABSOLUTE MOTOR VEHICLE WARRANTY	
	up to \$2,000 per claim
	up to \$5,000 per claim
	up to \$8,000 per claim
	up to market value of the vehicle per claim

The maximum total cost (incl. GST) payable for Absolute products are set out below:

Warranty Plans	Level 1					Level 2				
	12	24	36	48	60	12	24	36	48	60
Warranty Period										
Category 1	\$836	\$1,026	\$1,236	\$1,446	\$1,656	\$1,156	\$1,406	\$1,656	\$1,856	\$2,056
Category 2	\$1,676	\$1,936	\$2,186	\$2,526	\$2,856	\$2,116	\$2,366	\$2,606	\$2,936	\$3,256
Category 3	\$2,656	\$3,026	\$3,396	\$3,826	\$4,436	\$3,096	\$3,456	\$3,816	\$4,236	\$4,656

Warranty Plans	Level 3					Level 4				
	12	24	36	48	60	12	24	36	48	60
Warranty Period										
Category 1	\$1,516	\$1,756	\$1,996	\$2,246	\$2,456	\$1,756	\$1,996	\$2,236	\$2,496	\$2,756
Category 2	\$2,486	\$2,726	\$2,966	\$3,316	\$3,656	\$2,726	\$2,966	\$3,216	\$3,536	\$3,856
Category 3	\$3,576	\$4,416	\$5,256	\$6,056	\$6,856	POA	POA	POA	POA	POA

\* 4WD & All Wheel Drive vehicles incur a \$110 surcharge

<b>Vehicle Category 1</b>	Ford (refer below for Focus RS, F-Truck, Mustang, XR6 Turbo, Transit), Holden (refer below for HSV and Volt), Honda (refer below for Hybrid/electric vehicles), Hyundai, Isuzu, Kia, Mazda (refer below for RX8), Mitsubishi (refer below for Evo), Nissan (refer below for GT-R and Z Series), Proton, Subaru (refer below for WRX and WRX STI), Suzuki, Toyota (refer below for Tundra and Hybrid/electric vehicles)
<b>Vehicle Category 2</b>	Alfa Romeo (159, Brera, Giulietta, GT, Mito, Spider), BMW (refer below for X5/6, 6, 7, 8, L and M Series), Chery, Chrysler (refer below for SRT), Citroen, Dodge, Fiat, Foton, Ford (Focus RS, Mustang (2015+ Aust. Compl.), Transit, XR6 Turbo and XR8), Ford Performance Vehicles (FPV), Geeley, Great Wall, HAVAL, HDT, Holden Special Vehicles (HSV), Infinity (Aust. Comp.), Jaguar (refer below for F-Type and XK), Jeep (refer below for SRT), JMC, Landrover (Evoque and Freelander), LDV, Lexus (refer below for LFA and IS F & for Hybrid/electric vehicles), Mahindra, Mazda (RX8), Mercedes-Benz (refer below for AMG and S Class), Mini, Mitsubishi (Evo), Nissan (Z Series), Opel, Peugeot, Renault, Saab, Skoda, Ssangyong, Subaru (WRX and WRX STI), TATA, Volkswagen, Volvo
<b>Vehicle Category 3</b>	Abarth, Alfa Romeo, Alpina, Any Hybrid or Electric Vehicles, Aston Martin, Audi, Bentley, BMW (X5/6, 6, 7, 8, L and M Series), Cadillac, Caterham, Chrysler (SRT), Elfin, Ferrari, Ford (F-truck, Mustang (pre-2016 grey import)), Grey Imports, Hummer, Jaguar (F-Type and XK), Jeep (SRT), Lamborghini, Land/Range Rover, Lexus (LFA and IS F), Lotus, Maserati, McLaren, Mercedes-Benz (AMG and S Class), MG, Morgan, Nissan (GT-R), Porsche, Rolls Royce, Tesla, Toyota (Tundra), ZX Auto, Non-listed vehicles (POA)

## Significant Risks

As the Warranty is a discretionary risk product, Integrity is not obliged to pay all claims that come within the Warranty terms. You are entitled to have your claim for assistance with repair costs considered by Integrity. You are also entitled to have Integrity decide whether or not to pay the entire claim or to make a contribution. When making this decision Integrity will always consider the merits of your claim and exercise their discretion in a fair or just way. If Integrity decides not to pay your claim, you will have to bear the repair costs yourself.

This Warranty does not offer the same level of protection that an insurance policy may give you. Integrity is not an insurance company and is not required to maintain the same financial resources that an insurance company does. However, Integrity does meet ASIC's 'financial resource' requirements for an Australian Financial Services Licencee that transacts with customers in this way.

There is a risk when purchasing this Warranty that one or more of your claims may exceed the Warranty Claim Limit for a particular Component or Part. If the cost of the repairs is greater than the Warranty Claim Limit, Integrity may decide that you have to bear that additional cost yourself.

Detailed information about the Warranty Claim Limits for each benefit under your selected Warranty cover is on page 4.

There is also a risk that if you fail to meet any of the conditions which apply to the Warranty, Integrity will not exercise discretion in your favour. Make sure you read 'What are the conditions' on page 8 & 'What is excluded' on page 9 for details of the servicing and other conditions that apply to this Warranty.

Note: The information contained in this section of the PDS has been prepared for the general information of clients – it does not consider your personal objectives, financial situation or needs. Before acting on this information, consider whether it is appropriate and read and understood this PDS.

## Taxation implications

The taxes and charges (for example GST) that apply to your Total Warranty Cost are included in the Retail Price shown on the Schedule. The Warranty Claim Limit for each Component and Part under this Warranty includes GST for repairs.

You must make your own assessment of the percentage for which you use your Vehicle for business purposes if you intend to claim any input tax credits for this Warranty. We will not be liable to pay any GST, or any fine, penalty or charge that you are liable for, arising out of your misrepresentation of, or failure to disclose, your proper input tax credit entitlement in the settlement of any claim or payment for the Warranty.

## Our contract with you

Integrity agrees to consider any claim made by you up to the maximum amount covered per Component and Part, as listed on page 5, for the replacement and/or repair of any Component and Parts of the Vehicle due to a Mechanical Breakdown and will decide whether to exercise its absolute discretion in respect of the claim using the terms of this Warranty. If Integrity exercises its discretion to pay a claim Integrity will determine your claim in accordance with the terms of either Options 1 or 2 with regard to level of cover and according to the option shown in the Schedule.

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## INFORMATION ABOUT YOUR RIGHTS

### Cooling off and cancellation rights

#### Cancellation by you

You have the right to cancel this product at any time. You may cancel the Warranty by phone, mail or email.

If you cancel the Warranty outside your 14 day cooling off period, we will deduct an amount from the Total Warranty Cost you paid to cover the time your warranty has been in force, the costs of any claim made under this Warranty and our cancellation fee of \$110.

The refund calculation will take into consideration the unexpired portion of the Warranty, claims made, along with our cancellation fee.

#### Cancellation by us

We may cancel your Warranty by giving you written notice if you have breached any of the terms and conditions of this Warranty, or for any other reason available to us at law.

If we decide to cancel the Warranty you may be entitled to a refund of the Total Warranty Cost for the remaining period of cover, which is calculated as shown under the heading "Cancellation by you".

Where the Warranty has been financed, you authorise us to pay any refund direct to the Financier.

#### Cancellation due to repossession

If the payment for this Warranty was financed by a Financier, the refund will be paid to the Financier unless otherwise directed by the Financier. The Financier may cancel this Warranty if the Vehicle is repossessed by or on behalf of the Financier or is deemed by the Financier to be a total loss. If the Vehicle is repossessed by a Financier who did not fund the Warranty, you may cancel this Warranty and receive a refund.

## Confirming transactions

You may contact us in writing or by phone, to confirm any transaction in relation to your Warranty. We will confirm the transaction in writing as soon as possible.

## Transfer of Ownership

If you sell the Vehicle you can apply to transfer this Warranty to a new owner, provided the transfer occurs within 7 days of the date of sale or transfer of ownership of the Vehicle.

**It is important to follow these steps to successfully transfer the Warranty:**

- You may only transfer a valid Warranty.
- Complete the "Warranty Transfer" form on the website: [www.iwarranty.com.au](http://www.iwarranty.com.au) or call to obtain a copy.
- Provide a satisfactory mechanical inspection report from a licenced mechanical workshop and attach the report to the transfer form.
- Send the completed Warranty Transfer form and satisfactory mechanical inspection report along with a transfer fee of \$99 to Integrity within 7 days of the date of sale or transfer of ownership.

This Warranty is not transferable to another Vehicle.

## Mediation

If a dispute arises in relation to a claim which has been accepted by us (and not before), you can request an independent specialist Vehicle assessor assess the claim or any other matter incidental to the claim. We can also make this request provided you agree with us who that assessor should be before the assessment is carried out. If the independent assessor is able to arrive at a decision, that decision shall be final and binding on both you and us.

## Governing law and jurisdiction

These Warranty terms are governed by the laws of the State of Victoria and the Courts in that State have jurisdiction in any dispute arising under your Warranty.

## Complaints – internal and external complaints procedure

Please see our complaints handling policy on page 2 of this Combined FSG and PDS.

## Privacy

Personal information that we collect about you is protected under the Privacy Act and the Australian Privacy Principles. Because we hold an Australian Financial Services Licence, we may be required to collect personal information about you under the Corporations Act.

We collect information about you to:

- process, assess and verify your application, including assessment of the risk we undertake;
- administer and manage the products or services we provide, including calculating payments, responding to your queries and determining, assessing and verifying any entitlements and/or claims you may make;
- provide you with information about other products or services that may be of benefit to you (unless you tell us that you do not wish us to do so); and
- facilitate our internal business operations, including updating internal databases, conducting consumer satisfaction surveys, fulfilling regulatory and legal requirements and system testing.

If you do not provide the information sought by us from time to time, it may affect our ability to provide you with, and administer, our products or services.

We may disclose your information to our Australian-based agents, consultants, auditors, contractors, contracted staff or service providers that provide financial, legal, administrative or other services, including to authorised repairers in the event we exercise our discretion to pay a claim under this Warranty. Personal information is not usually disclosed outside Australia.

Our privacy policy contains information about how you can request access to any personal information that we hold about you, and seek correction of any such information. It also contains information about how you can complain about our handling of your personal information, and our complaint handling process. You can access a copy using the contact details at the end of this policy, or at the website [www.iwarranty.com.au](http://www.iwarranty.com.au)

## What are the conditions

We will consider you to have a valid claim under this Warranty provided you comply with the following conditions. A valid claim will only be paid at our absolute discretion.

### 1. Service requirements

To maintain your Warranty, you are required to service your Vehicle in accordance with the Vehicle Manufacturer's directions and recommendations.

All services and maintenance must be carried out by a licenced mechanical workshop.

The cost of the service is your responsibility and not payable by this Warranty.

Please keep a record of your Vehicle's service history and ensure it shows the date and odometer reading each time your Vehicle is serviced. Integrity will require the Vehicle service invoice and history if you claim under this Warranty.

If you exceed the service requirements intervals by more than 30 days or 1,000 kilometres (whichever occurs first), your Warranty becomes inactive, and it may affect your entitlement to make a claim under this Warranty.

### 2. Claims Procedure

In order to make a valid claim you must, before the commencement of any work or repairs:

- Read this Warranty document to ensure the fault is covered;
- Contact Integrity for details of the nearest approved repairer;
- Authorise the repairer to provide a full diagnosis, cost to repair the fault and details of the Mechanical Breakdown damage (prior to commencing work or repairs);  
Important note: You will be responsible for all diagnostic costs incurred to ascertain whether a failure is covered under the warranty unless accepted as part of an authorised claim.
- The Repairer will need to provide Integrity with the following information via fax or email;
  - Your Warranty number;
  - Current Vehicle odometer reading;
  - Cost of repairs;
  - Detailed list of replacement parts and labour required;
- Once Integrity has reviewed the claim and verified that the damage constitutes a valid claim within the terms of the Warranty, Integrity shall;

- Provide a claims authorisation number;
- Authorise the repairer to carry out the repairs;
- Authorise the repairer to invoice Integrity on your behalf for the cost of the authorised repairs;
- Pay the repairer directly on receipt of a valid Tax Invoice made out to Integrity for the authorised repair costs;
- Integrity, or an agent acting on behalf of, reserve the right to inspect any damage prior to any work being performed. Integrity will not be responsible for any unauthorised repairs;
- The amount we will pay depends on the Vehicle's age, condition, distance travelled and type of cover selected on the Schedule;
- Express Claims Assessment, once all required information has been received, we will assess your claim within 4 business hours.

### 3. Warranty Reactivation

If your Warranty becomes invalid due to your failure to comply with the servicing requirements (section 1) you can apply to us to reactivate your Warranty by obtaining a mechanical inspection report by an approved mechanical workshop, as evidence that the Vehicle is in good working order.

Once a satisfactory mechanical inspection report has been received, including the Vehicle details, date and current odometer reading. Integrity will consider your request to reactivate the Warranty for the remaining Warranty Term from the date and odometer reading as listed on the mechanical inspection report.

During the inactive period, any faults or Mechanical Breakdown with the Vehicle will need to be rectified prior to us agreeing to reactivate your Warranty for the remaining term.



#### 4. Additional benefits

Where a claim in relation to the Mechanical Breakdown of a Component and Part that is authorised by us we will provide the following Additional Benefits where expenses are incurred, by reason of that claim:

##### Accommodation

We will reimburse you up to \$150 per day up to the maximum Claim Limit listed below for accommodation paid by you and reasonably incurred, if the Vehicle is immobilised for more than 1 day and the failure occurs more than 100 kilometres from your usual place of residence.

##### Car Hire

We will reimburse you up to \$100 per day up to the maximum Claim Limit below for car hire paid by you and reasonably incurred, if the Vehicle is immobilised for more than 2 days.

Accommodation .....	Up to \$500 per claim
Car Hire .....	Up to \$500 per claim

#### What is excluded

We will not pay any contribution or claim by you for any of the following:

- **Consequential loss**- Claims relating to consequential loss of any kind. Loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss.
- **Continued operation** - Any damage or repairs required as a result of continued operation of the Vehicle once a defect or fault has occurred (including loss of lubricants and coolant).
- **Excluded parts** - Any parts that would normally be regarded as adjustments, calibrations, alignment, machining, servicing and/or maintenance related items, bushes, gaskets and seals (unless required to successfully effect the required repair of a covered component), fuses, exhaust systems, catalytic converters, particulate filters, rubbers, interior or exterior panel or paint items, trim (including seats), glass, mirrors, cables, accessory items, cosmetic vehicle items, supplementary restraint systems (SRS), airbags, suspension sensors and components and suspension systems, pulley's and tensioners.
- **Fluids and lubricants** - Any claim caused by the contamination of and/or any failure to maintain proper levels of any fluids or lubricants; and/or any failure caused by the incorrect grade.

- **Fuel** - Any Mechanical Breakdown caused by detonation, and/or failure caused by poor quality fuel, or the incorrect grade of fuel. This includes damage caused by lead replacement and/or Diesel Engine low-sulphur fuel and any non-proprietary bio fuels.
- **Misleading statements**- Where claims, declarations or statements made by you are false, inaccurate or misleading, the Warranty ceases to have effect.
- **Misuse**- Failure to follow or exceed the Vehicle manufacturer's operating guidelines.
- **Modified Vehicles**- Claims relating to any failure as a result of alteration or modification to the Manufacturer's specifications or Vehicle's used for racing competitions, rallies, motor sporting events or any damage arising out of off-road use.
- **Normal maintenance or Abuse**- Any maintenance or lack of maintenance, abuse, adjustment, software upgrade, modification and/or re-programming required to any covered Component and Part.
- **Normal wear and tear**- Failure of any Component and Parts caused by Normal Wear and Tear.  
Important note: The deterioration in performance of a component over time may result in it becoming noisy and as such, does not necessarily constitute a sudden and unforeseen failure.
- **Oil usage** - Any claim relating to excessive use and/or burning of oil where no Mechanical Breakdown has occurred and/or incorrect engine oil has been used.
- **Other incidents** - Failure caused by collision or accidental damage, fire, overheating, theft, misuse, neglect, abuse, negligence, personal injury or property damage, rust, corrosion, contamination, flood, submersion, water ingress.
- **Pre-existing faults** - Claims where the fault, recall and/or defect causing the Mechanical Breakdown was evident prior to the expiry of the Vehicle Manufacturer's Warranty or prior to the purchase of the Vehicle.
- **Service Breach** - Where you exceed the service requirements intervals, the Warranty ceases to have effect. (for more information refer to Warranty Reactivation on page 8)
- **Turbo Chargers / Super Chargers** - Any Mechanical Failure that can be attributed to the Vehicle being fitted with a turbo charger or super charger unit other than a unit supplied, fitted or endorsed by the Vehicle Manufacturer.
- **Unauthorised repairs** - Unauthorised repairs/claims relating to any Vehicle where work or repairs are commenced or completed without the prior consent and authorisation of Integrity. Claims for repairs or work conducted without authorisation will be automatically rejected.

- **Vehicle Maintenance** - Any items that require replacement as part of normal Vehicle maintenance. These include (but are not limited to) spark plugs and leads, glow plugs, belts, timing belt, timing chain maintenance, filters, hoses, brake and clutch linings, brake pads, disc rotors and/or disc or drum machining, batteries and globes.
- **Vehicle(s) with faulty odometer**-Claims relating to any Vehicle where the odometer has been tampered with, is faulty or inoperative prior to or during the Warranty Term.

## Updating the Product Disclosure Statement

We may update the information contained in the PDS when necessary. A paper copy of any updated information is available to you at no cost by calling Integrity. Integrity will issue you with a new PDS or a supplementary PDS, where the update is to rectify a misleading or deceptive statement or an omission, which is materially adverse from the point of view of a reasonable person deciding whether to obtain this warranty.

**Integrity Car Care Pty Ltd has authorised the distribution of the Financial Services Guide and the Product Disclosure Statement in this Document.**

**This combined FSG and PDS is dated 1 November 2018.**

**SERVICE 1**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 2**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 3**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 4**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 5**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 6**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 7**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 8**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 9**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 10**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 11**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_

**SERVICE 12**

Date: \_\_\_\_\_

Invoice/job no: \_\_\_\_\_

Registration no: \_\_\_\_\_

Odometer: \_\_\_\_\_

Service centre stamp: \_\_\_\_\_