

# NEW CAR WARRANTIES - FREQUENTLY ASKED QUESTIONS

These FAQ's are provided as an information aid to our customers and to assist in dispelling the myths surrounding new car servicing and manufacturers warranties. The Australian Competition and Consumer Commission (ACCC) also provide guidance on their website.

## **Question: A Dealer told me I'll void my warranty if you service my car, is that right?**

**Fact:** There is NO requirement to service your car at a manufacturer's dealership to preserve:

- any manufacturer's warranty (that may apply to your vehicle);
- any state or territory based statutory warranty (that may apply to your vehicle); or
- your rights to Consumer Guarantees (formerly known as implied statutory warranties).

## **Question: What steps will you take to protect my warranty?**

**Fact:** We are qualified to carry out log book servicing and we ensure that work is done according to the manufacturer's specifications, using appropriate quality parts and lubricants where required.

## **Question: How long should my Consumer Guarantees apply?**

**Fact:** It's a common misconception that your Consumer Guarantees have a specific time limit.

Whilst a manufacturer may choose to put a time limit on their warranty, this cannot replace your Consumer Guarantees. Protection provided under Australian Consumer Law will take into account the purchase price, realistic time expectations of when a failure may occur, any advertising claims and the conditions under which a vehicle should operate. A manufacturer's warranty is in addition to, not in lieu of your Consumer Guarantees.

## **Question: What if I have a warranty claim – can you fix that?**

**Fact:** Should you have a warrantable defect, it may be a condition of the warranty that any work to replace or repair the defect is carried out at a dealer workshop/s. However, the manufacturer may still choose at their discretion to allow us to do the work on their behalf.

## **Question: Can you stamp my logbook?**

**Fact:** We can and WE WILL stamp your log book to verify the work has been conducted by fully qualified staff according to manufacturer's specifications, using appropriate quality parts.

## **Question: Will having my car serviced here preserve my resale value?**

**Fact:** Evidence of a well maintained car will usually augur well for upholding resale value.

## **Question: What about extended warranty or specific 'service plans'?**

**Fact:** Motor vehicle dealers sometimes offer their own extended warranties on vehicles, which usually kick in after the manufacturer's warranty and may stipulate that the vehicle must be serviced by the actual dealer offering the warranty. They are generally within their right to impose this condition, although we add the caution that such warranties are not always what they seem and we are happy to advise you on the conditions and relative value before you commit to any service plan.

