



TL ENGINEERING
VEHICLE BODY BUILDERS SINCE 1970



WARRANTY POLICY

LIMITED WARRANTY

This warranty is provided by TL Engineering Australia Pty Ltd (ABN 89 089 315 631) (**TL Engineering**).

Subject to the terms, conditions and exclusions detailed in this warranty, TL Engineering warrants its Aluminium and Steel Tray Bodies and canopies against:

- the development of rust. Rust is defined as perforation (a hole) that originates from the inside of the metal panel; and
- defective materials or workmanship.

Where a valid warranty claim is made, TL Engineering will repair or replace (at its sole discretion) the faulty part or product.

Any fitment of, repairs to, modifications to, or alterations to, the product must be completed or approved by TL Engineering.

This warranty is not transferrable and applies only to the original purchaser of the product.

WARRANTY PERIOD

3 year warranty (new vehicles)

If at the time of installation your vehicle is 6 months old or less (from the date of first registration of the vehicle) the product is covered by a 3 year warranty from the date of installation.

12 month warranty (used vehicles)

If at the time of installation your vehicle is 6 months old or more (from the date of first registration of the vehicle) the product is covered by a 12 month warranty from the date of installation.

12 month warranty (painted or powder coated surfaces)

If your product has a painted or powder coated surface it is covered by a 12 month warranty from the date of installation.

12 month warranty (Electrical)

If your product has had electrical work it is covered by a 12 month warranty from the date of installation.

TL Engineering will not pay warranty invoices from third parties without being notified first and accepting the liability with a purchase order.

EXCLUSIONS

This warranty does not cover:

- normal wear and tear of the product;
- damage caused by misuse, overloading, neglect or mistreatment, vandalism;
- rust caused by external chipping, cracking, chemicals, collision damage or other damage;
- damage caused by the use of improper cleaning products and/or abrasive materials;
- weathering, discolouration, staining, peeling or other damage caused by environmental conditions, chemicals or sealants, salt spray, industrial fallout, animal droppings, general ageing, or stone chips;
- the product if it has been altered, repaired, replaced, modified (unless all work completed by TL Engineering);
- the product if it has been resprayed or over coated with a third party product;
- accessories.

CARE AND MAINTENANCE

- The recommended gross vehicle carrying or towing capacity as per the vehicle manufacturer's recommendations must not be exceeded.
- Warranty on Tonneau covers is limited to 12 months on cover fabric. No warranty is given or implied on shock cord as it is a wearing part.
- No warranty is given on the surface finish of Polished Aluminium or Chrome Plating against weathering or staining.
- The product must not be modified, altered or changed to alter the safety or structural integrity in any way.
- All rear vision mirrors must remain unobstructed regardless of loads.
- You must regularly maintain the product and its components.
- All mounting points must be checked and tightened and hinges and locks lubricated when vehicle is being serviced.
- You must take the necessary precautions to protect against theft.
- Tray Bodies and Canopy's (Modules) are built and fitted according to the Australian Design Rules National Vehicle Standards, Bulletin No.6.

HOW TO MAKE A CLAIM

- To be valid, a claim on this warranty must be made within 30 days of the fault appearing.
- To make a claim please contact TL Engineering via email warranty@tleng.com.au and arrange an inspection of your vehicle at a location nominated by TL Engineering.
- This warranty document and your original invoice will be needed to make a claim.
- Following the inspection and subject to it being a valid warranty claim, TL Engineering will arrange a mutually convenient time at a location nominated by it to rectify the fault or damage.
- You must bear the cost of claiming this warranty including the cost of delivery and collection of the vehicle to and from the nominated location.

Failure to comply with the conditions of this warranty will void your warranty and you will not be able to make a claim.

TL Engineering has no other liability under this warranty, including liability for any loss or your time, or vehicle use, or for any rental vehicle or transport costs.

The benefits to you given by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty. 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 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 acceptable quality and the failure does not amount to a major failure.

Full Name	
Organisation Name	
Phone Number	
Email	
Address	
Vehicle Type:	
Body Description:	
Vehicle Registration:	
Date Installed:	
VIN/Stock Number	

Details of your potential claim

Details of your potential claim	
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463 BUSHMEAD ROAD
[CNR BUSHMEAD & MILITARY ROADS]
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