



ŠKODA
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General Warranty Terms and Conditions

Warranty Information

The warranties set out in these General Warranty Terms and Conditions are given by Volkswagen Group Australia Pty Limited ABN 14 093 117 876 trading as ŠKODA Australia (ŠKODA Australia) of 24 Muir Road, Chullora NSW 2190.

You may contact us by phone on 1800 607 822 or by email on info@skoda.com.au.

The benefits to a consumer given by these warranties are in addition to other rights and remedies of the consumer under a law in relation to the goods to which the warranties relate. The consumer's rights under applicable law prevail to the extent of any inconsistency between these General Warranty Terms and Conditions and the law.

ŠKODA Australia guarantees that within the relevant warranty periods any part or component of your vehicle that is found to have a defect from manufacture in materials or workmanship will be repaired, replaced or adjusted by any authorised ŠKODA Dealer free of charge (for current dealers and locations please refer to: www.skoda.com.au/dealers).

For authorised ŠKODA Dealers, the replacement of parts under these warranties may at times include the use of new ŠKODA Original Equipment Manufacturer (OEM) or ŠKODA factory approved remanufactured parts depending on the type of repair and the availability of the new OEM component. All ŠKODA factory remanufactured parts have the same warranty coverage as the new OEM component.

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 of acceptable quality and the failure does not amount to a major failure.

Any claim under the terms of these warranties should be referred to an authorised ŠKODA Dealer. In order to claim under these warranties, a consumer must, at its own cost, present the vehicle to an authorised ŠKODA Dealer together with the vehicle logbook and collect the vehicle at their expense once notified by the ŠKODA Dealer that the vehicle is ready for collection. A list of all authorised ŠKODA Dealers and their address and contact details may be found at: www.skoda.com.au/dealers.

Servicing or repairing your vehicle by third parties that are not authorised ŠKODA Dealers will not void your warranties, but may impact your ability to claim under these warranties to the extent that any problem is associated to the servicing or repairs carried out by the third party repairers.



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Warranty periods

The New Vehicle Warranty is for 5 years unlimited kilometres for private/general fleet and Government vehicles.

ŠKODA Australia provides a 5 Year/Unlimited Kilometre Warranty against defects arising in materials or manufacture for private/general fleet and Government fleet vehicles sold from 01 January 2017.

ŠKODA Australia warrants the vehicle against defects arising in materials or manufacture except where items are expressly excluded or for which a separate warranty applies.

This 5 Year/Unlimited Kilometre Warranty is subject to the terms and conditions detailed in these Terms and Conditions, including the sections on “What is not Covered” and “What the customer must pay for”.

This 5 Year/Unlimited Kilometre Warranty does NOT apply to vehicles used at any time during the warranty period for commercial use, including but not limited to those used as a Rental vehicle, Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicles. Vehicles that are/have been used as commercial use vehicles are limited to a 5 Year/150,000 Kilometre Warranty (whichever occurs first).

The owner may be required to provide service records, evidence of usage history for the owner and previous owner/s and other vehicle records to establish the vehicle’s warranty status and to establish that the vehicle has not been operated for commercial use.

The Paint Warranty is for 3 years unlimited kilometres.

The Corrosion warranty of the main steel body structure is 12 years unlimited kilometres.

Warranty for ŠKODA Genuine Parts and Accessories fitted on the vehicle at time of delivery is 5 years unlimited kilometres. Warranty for ŠKODA Genuine Parts and Accessories fitted after delivery of a new ŠKODA vehicle is 2 years unlimited kilometres warranty from the date of fitment.

The above warranties commence from the day of delivery of your new ŠKODA vehicle. It is the responsibility of the ŠKODA Dealer to report the correct delivery date into the ŠKODA Australia’s systems to start the warranty.

The fact that these warranty periods expire will not prevent you from pursuing any rights you have under the law in relation to problems with your vehicle that occur after the end of the warranty periods.

It is not a requirement of these warranties to be provided with alternative transport.



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Where to have Warranty repairs carried out

When a warranty repair is required, it is the responsibility of the owner of the vehicle (or the owner's agent) to report the defect to an authorised ŠKODA Dealer (for current dealers and locations please refer to www.skoda.com.au/dealers).

All authorised ŠKODA Dealers are able to carry out warranty repairs on all ŠKODA vehicles. All warranty defects must be reported to an authorised ŠKODA Dealer as soon as possible and within a suitable timeframe.

Paint and Corrosion Warranty

Paint and Corrosion Warranty defects must be reported to an authorised ŠKODA Dealer as soon as possible and within a reasonable timeframe. These repairs may require the vehicle to be inspected by a representative of ŠKODA Australia. Once approval is given after the submission of a defect report by an authorised ŠKODA Dealer, the repair must be commenced within 30 days. If the repair cannot be carried out within this timeframe, approval must be sought by the authorised ŠKODA Dealer from ŠKODA Australia.

What is not covered by Warranty

Items that do not fall under the term "defects from manufacture" such as:

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| Wear and tear | Any parts that wear out as part of their normal operation (e.g. clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding Bi Xenon and LED), fuses, trims, diesel particulate filters, catalytic converters, all belts, tyres, spark and glow plugs, shock absorbers, wheel bearings, and ball joints, filters, fuses, dry cell batteries, satellite navigation update discs and all other parts of your vehicle that have been subject to normal wear and tear). |
| Motorsport | Any parts that have been affected by any form of motorsport such as racing, track days, hill climbing and rallying or similar activities. |
| Modifications | (i) Any modifications or dismantling that have not been approved by ŠKODA Australia, and any defect caused by changes to original equipment and the fitment of non-approved parts or accessories. (ii) The changing of ECUs or the upgrading of software within any ECUs in the vehicle relating to any systems. (iii) Non-approved rust treatments and paint or fabric protection and window tinting. (iv) Any alterations that have changed the design or performance from that originally supplied from ŠKODA Australia. |
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Misuse	Any defects resulting from (i) driver negligence, misuse or abuse, (ii) towing beyond the specified load and capacity, (iii) driving the vehicle after the loss of fluid such as coolant, oil, refrigerants to below the levels required in the Owner's Manual or after warnings systems have advised the driver to stop the vehicle and (iv) driving the vehicle in off road conditions beyond the designed or intended use of the vehicle.
Damage	Any defects resulting from an accident, impact, fire or illegal use or malicious or accidental damage to your vehicle (including damage by a third person).
Fuel, oil and lubricants	(i) Any defects resulting from the use of inappropriate fuel, oil or lubricants, including the use of the incorrect octane rated fuel. (ii) Any defects resulting from dirt or water in fuel, oil, coolant or other fluids.
Environmental conditions	Any defects resulting from airborne industrial pollutants including acid rain, industrial fall out, salt, sand, stones, tree sap, bird and animal droppings, windstorm, hail, flood, lighting or other acts of nature.
Car care	Failure to maintain and care for your vehicle including the body paint and trim in accordance with ŠKODA Australia's recommendations, or improper maintenance including incorrect cleaning agents.
Reporting	Failure to report warranty defects within a timely manner and have them repaired quickly, including paint and corrosion repairs.
Servicing	Failure to have your vehicle serviced within the times and recommendations of ŠKODA Australia or damage caused to your vehicle who are not ŠKODA Dealers.
Tyres	Tyres are covered by the warranty from the individual tyre suppliers. This is claimed from the tyre suppliers by your authorised ŠKODA Dealer. If a tyre is found to be defective within the new vehicle warranty period, it will be assessed on the nature of the defect and the percentage of wear incurred.

What the customer must pay for

The ŠKODA New Vehicle Warranty only applies to "defects from manufacture" and does not cover the costs of routine maintenance of your vehicle. You must pay for:



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- a) Prescribed maintenance and service adjustments to your vehicle and parts or fluids used in connection with these.
 - b) Wheel alignments and wheel balancing and other adjustments relating to normal wear and tear.
 - c) Any parts that wear out as part of their normal operation (e.g. clutch linings, brake discs and pads, brake linings, wiper blades, globes of all types (excluding Bi Xenon and LED), fuses, trims, diesel particulate filters, catalytic converters, all belts, tyres, spark and glow plugs, shock absorbers, wheel bearings, and ball joints, filters, fuses, dry cell batteries, Satellite Navigation update discs and all other parts of your vehicle that have been subject to normal wear and tear).
 - d) Damage to DVD /navigation units caused by misuse or using copied CDs or DVDs.
 - e) Any of the items listed above under “What is not covered by Warranty”.
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