

THULE
SWEDEN

THULE PRODUCTS

WARRANTY AGAINST DEFECTS



Thule Australia warrants Thule Products against defects in workmanship and materials for the Warranty Period. If defective workmanship or materials become apparent in the Warranty Period, Thule Australia, at its own discretion, will replace or repair the Product.

THULE PRODUCTS - WARRANTY AGAINST DEFECTS

1) In this warranty:

- **Commercial Use** means, use in industry or commerce, or as hire;
- **Thule Australia** means ARB Corporation Limited (ABN 31 006 708 756) trading as Thule Australia of 6/43 Herbert Street, Artarmon, NSW 2064;
- **Thule Outlet** means an outlet appointed by Thule Australia where people are qualified and experienced in the installation of Thule Products in accordance with the Product Information;
- **Thule Product** means Thule branded load carriers, accessories, luggage and snow chains distributed by Thule Australia and sold in Australia;
- **Product Information** means information about the relevant Thule Product which may be contained in any of the documentation provided with the Thule Product including the specifications, the owner's manual or the manufacturer's manual;
- **Warranty Period** means, in respect of a Thule Product, the period set out in paragraph 2.

- 2) The period within which a defect in the goods or services to which the warranty relates (Warranty Period) must appear if the customer is to be entitled to claim the warranty is 5 years starting on the date of purchase unless set out in the table below:

Thule Product	Warranty Period
CrossOver	25 years from the original date of purchase
Transport	25 years from the original date of purchase

Where the product is used in Commercial Use, the Warranty Period is set out in the table below:

Thule Product	Warranty Period
CrossOver	5 years from the original date of purchase
Transport	5 years from the original date of purchase
All other products	2 years from the original date of purchase

- 3) To be entitled to claim the warranty, the customer must:
- have the Thule Product fitted in accordance with the Product Information;
 - carry out normal maintenance of the Thule Product if required by the Product Information;

- c) provide proof of purchase of the Thule Product;
 - d) use the Thule Products in accordance with the Product Information;
 - e) be the original purchaser of the Thule Product;
 - f) have purchased the product from an authorised Thule Outlet;
 - g) make the claim in the Warranty Period.
- 4) The warranty will not apply in circumstances where the damage or failure is caused by:
- a) unusual, improper or negligent use or misuse of the Thule Product, or used in such a manner not in accordance with the Product Information;
 - b) incorrect installation of the Thule Product;
 - c) loading the Thule Product with weights in excess of the Product Information or failure to follow safety instructions provided;
 - d) modifications to the Thule Product.
- 5) The procedure for the customer to claim the warranty is:
- a) return the Thule Product to the Thule Outlet from where it was purchased or contact Thule Australia to arrange the Thule Product to be inspected. Contact Thule Australia if further information is required regarding local outlet contact details;

- b) provide proof of purchase of the Thule Product to the Thule Outlet;
 - c) provide necessary information or documentation that Thule Australia may require in order to complete its warranty investigation of the Thule Product;
 - d) the relevant Thule Product will be inspected and in some cases be required to be returned to Thule Australia for evaluation. Thule Australia will subsequently advise whether the terms of the warranty have then been met.
- 6) Where Thule Australia accepts a customer's warranty claim, Thule Australia will rectify any defective workmanship or materials at its own expense.
- 7) Expenses incurred by the customer in claiming the warranty shall be at the customer's expense and not that of Thule Australia. In cases where Thule Australia has requested the item to be returned to Thule Australia, the cost of the return from the Thule Outlet to Thule Australia shall be at Thule Australia's expense.
- 8) The warranty against defects contained in this document replaces any other warranty against defects or voluntary warranty given in relation to the Thule Products.
- 9) The benefits to the customer given by this warranty are in addition to other rights and remedies of the customer under a law in relation to the goods or services to which the warranty relates.

10) This warranty is given by:

Thule Australia

6/43 Herbert Street

Artarmon, NSW 2064

Australia

Phone: (02) 9439 2526

Fax: (02) 9439 1002

Web: www.thule.com.au

Email: customerservice@thule.com.au

Our goods come with guarantees that cannot be excluded under the Australian Customer 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.



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