



Additional Benefits

Where a claim in relation to failure of the component part's is accepted by us under this Warranty Contract, we will provide the following additional benefits where expenses are incurred by You, by reason of that failure.

APPLIES ONLY TO 2 AND 5 DIAMOND CONTRACTS

- (1) Towing Assistance (Claim Limit: Up to \$100.00 per claim)** *Items covered:* A reimbursement to the owner of reasonable towing charges actually paid and necessarily incurred consequent upon a failure covered by this contract.
- (2) Accommodation Assistance (Claim Limit: Up to \$100.00 per claim)** *Items covered:* Emergency accommodation, arrangements and costs in the event of a major vehicle breakdown more than 400 kilometres from Your normal place of residence and where authorised repairs take more than 24 hours.
- (3) Car Hire Assistance (Claim Limit: Up to \$70.00 per day)** *Items covered:* Car rental costs incurred because of a major mechanical failure of your vehicle.

PLEASE READ THESE NOTICES CAREFULLY

This policy excludes oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled all service/maintenance items and any loss or damage occurring from overheating, lack of oil and loss or damage which is consequential or otherwise.

Also refer to **Page 18, clause 6 for specific exclusions.**

Diamond



This contract runs from the cover commencement date for the period nominated by you on the Application Page. (Subject to us receiving the contract and all fees in accordance with the terms of this Contract).

Subject to the terms and conditions of the contract we may, in our absolute discretion, return to good working order **ONLY** those items which are listed below. But always excluding oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled, all service/ maintenance items, consumables and any loss or damage occurring from overheating, lack of oil and any consequential loss or damage (including personal injury) arising out of the failure of any component of the motor vehicle.

This Contract covers the items listed below only. Any item not listed below is not covered by the Contract. **This contract covers to a maximum of \$1000.00 per claim and to a maximum of \$3000.00 over the life of the contract.**

(1) Engine

Items covered: Engine Block (if damaged by internal components), Oil Pump, Pistons, Piston Rings, Crankshaft and Meshing Timing Gears, Crankshaft Bearings and Camshaft Bearings, Cylinder Wrist Pins, Camshaft and Camshaft Gears, Internal Bushings, Connecting Rods, Balance Shaft and Bearings. Cylinder Head gaskets are only covered when repairs are carried out on the components listed in this subsection.

(2) Transmission

Items covered: The internal lubricated parts of both manual and automatic transmissions. (Specifically excluding transfer cases and worn converter clutches).

(3) Differential

Items covered: Internally lubricated parts (specifically excluding axles and wheel bearings and worn limited slip clutch assemblies).

(4) Cooling System

Items covered: Cooling Fan, Water Pump (impeller shaft bearings, bushes) and Radiators (specifically excluding any damage caused by collision or the result of road surface projectiles).

(5) Electrical System

Items covered: Alternator, Starter Motor, Voltage Regulator, and Front Windscreen Wiper Motor.

(6) Steering System

Items covered: Rack and Pinion, Power Steering Pump, Steering Box and Internal Parts.

Diamond



- (7) **Braking System** *Items covered:* Booster and Brake Calipers, Master Cylinder. (Specifically excluding brake pads or linings, service items and disc rotors).
- (8) **Air Conditioning** *Items covered:* Condensor, Evaporator and Compressor. (Specifically excluding gas, leakages, pipes, hoses, thermostat, receiver dryer and TX valves).
- (9) **Clutch** *Items covered:* Slave Cylinder, Master Cylinder. (Specifically excluding clutch plate and pressure plate).
- (10) **Fuel Pump and Fuel Injection Systems**
(Specifically and excluding fuel injectors and injection service items).
- (11) **Drive Shafts, CV Joints and Universals**
(Specifically excluding CV dust boot).
- (12) **Turbo's**
This cover only applies to factory fitted Turbochargers.
- (13) **Electronic Ignition Components** This cover only applies to factory fitted Electronic Ignition Components. (Excludes service items – distributor cap, rotor button and ignition leads).
- (14) **Electric Solenoids and Computers** *Items covered:* Engine Control Module, Transmission Computer, Cruise Control Sensors and Actuators (if factory fitted).
- (15) **ABS Braking Systems** *Items covered:* ABS Actuators, Electronic Module and Wheel Speed Sensors. (Specifically excluding brake pads or linings, disc rotors and service items).

Paragraphs (1) to (15) all Oil and Water Leaks excluded.

PLEASE READ THESE NOTICES CAREFULLY

Motorguard shall not be held responsible for any damage occurring from overheating or lack of oil, so please maintain your Service Schedule.

2 Diamond



This contract runs from the cover commencement date for the period nominated by you on the Application Page. (Subject to us receiving the contract and all fees in accordance with the terms of this Contract).

Subject to the terms and conditions of the contract we may, in our absolute discretion, return to good working order ONLY those items which are listed below. But always excluding oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled, all service/ maintenance items, consumables and any loss or damage occurring from overheating, lack of oil and any consequential loss or damage (including personal injury) arising out of the failure of any component of the motor vehicle.

This Contract covers the items listed below only. Any item not listed below is not covered by the Contract. **This contract covers to a maximum of \$2000.00 per claim and to a maximum of \$10,000.00 over the life of the contract.**

(1) Engine

Items covered: Engine Block (if damaged by internal components), Oil Pump, Pistons, Piston Rings, Crankshaft and Meshing Timing Gears, Crankshaft Bearings and Camshaft Bearings, Cylinder Wrist Pins, Camshaft and Camshaft Gears, Internal Bushings, Connecting Rods, Balance Shaft and Bearings. Cylinder Head gaskets are only covered when repairs are carried out on the components listed in this subsection.

(2) Transmission

Items covered: The internal lubricated parts of both manual and automatic transmissions.

(3) Differential

Items covered: Internally lubricated parts (specifically excluding axles and wheel bearings and worn limited slip clutch assemblies).

(4) Cooling System

Items covered: Cooling Fan, Water Pump (impeller shaft bearings, bushes) and Radiators (specifically excluding any damage caused by collision or the result of road surface projectiles).

(5) Electrical System

Items covered: Alternator, Starter Motor, Voltage Regulator, and Front Windscreen Wiper Motor.

(6) Steering System

Items covered: Rack and Pinion, Power Steering Pump, Steering Box and Internal Parts.

(7) Braking System

Items covered: Booster and Brake Calipers, Master Cylinder. (Specifically excluding brake pads or linings, service items and disc rotors).

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- (8) **Air Conditioning** *Items covered:* Condenser, Evaporator and Compressor. (Specifically excluding gas, leakages, pipes, hoses, thermostat, receiver dryer and TX valves).
- (9) **Clutch** *Items covered:* Slave Cylinder, Master Cylinder. (Specifically excluding clutch plate and pressure plate).
- (10) **Fuel Pump and Fuel Injection Systems**
(Specifically and excluding fuel injectors and injection service items).
- (11) **Drive Shafts, CV Joints and Universals**
(Specifically excluding CV dust boot).
- (12) **Turbo's**
This cover only applies to factory fitted Turbochargers.
- (13) **Electronic Ignition Components** This cover only applies to factory fitted Electronic Ignition Components. (Excludes service items – distributor cap, rotor button and ignition leads).
- (14) **Electric Solenoids and Computers** *Items covered:* Engine Control Module, Transmission Computer, Cruise Control Sensors and Actuators (if factory fitted).
- (15) **ABS Braking Systems** *Items covered:* ABS Actuators, Electronic Module and Wheel Speed Sensors. (Specifically excluding brake pads or linings, disc rotors and service items).
- (16) **Cylinder Heads**
Items covered: Cylinder Heads, Valves and Lash Adjusters.
– If no evidence of overheating or corrosion.
- (17) **Radiator** *Items covered:* Engine Cooling Radiator, covered against leaks due to corrosion (specifically excluding damage by impact and service/internal cleaning of blocked radiators).
- (18) **Power Window Motors and Switches**
(Specifically excluding Sun Roofs).

Paragraphs (1) to (18) all Oil and Water Leaks excluded.

PLEASE READ THESE NOTICES CAREFULLY

Motorguard shall not be held responsible for any damage occurring from overheating or lack of oil, so please maintain your Service Schedule.

3 Diamond



This contract runs from the cover commencement date for the period nominated by you on the Application Page. (Subject to us receiving the contract and all fees in accordance with the terms of this Contract)

Subject to the terms and conditions of the contract we may, in our absolute discretion, return to good working order **ONLY** those items which are listed below. But always excluding oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled, all service/ maintenance items, consumables and any loss or damage occurring from overheating, lack of oil and any consequential loss or damage (including personal injury) arising out of the failure of any component of the motor vehicle.

This Contract covers the items listed below only. Any item not listed below is not covered by the Contract. **This contract covers to a maximum of \$1000.00 per claim and to a maximum of \$10,000.00 over the life of the contract.**

(1) Air Conditioning

Condensor, compressor, evaporator. Cover does not include any modification required as a result of CFC phase-out (retrofit). Specifically excluding pipes, hoses and receiver dryer.

(2) Brakes

Master cylinder, disc brake callipers, brake booster, hydraulic lines and fittings.

(3) Computers

Engine control module (ECM), transmission computer, cruise control sensors and actuators (if factory fitted).

(4) Cooling

Engine cooling fan motor, water pump.

(5) Differential and Drive Axle

All internal parts contained within the drive axle, plus: locking hubs, drive shafts, universal joints, constant velocity joints (specifically excluding CV dust boots). Oil pan and drive axle case if damaged as a result of the failure of a covered internal part of the drive axle.

(6) Electrical

Alternator, voltage regulator, starter motor (including solenoid), wiper motor, electrical fuel pump.

(7) Engine

These internally lubricated parts: pistons, piston rings and pins, connecting rods and bearings, crankshaft and main bearings, camshaft and bearings, timing chain (not belts), timing gears, guides, tensioners, shafts, rocker arms, valves, springs and seats, push rods, oil pump, fuel pump, oil pan, timing chain cover, intake and exhaust manifolds. Engine block (if damaged by internal components).

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- (8) **Steering** Steering box and internal parts, power steering pump, power cylinder, rack and pinion, steering column shafts and couplings. Steering box and rack and pinion gear housings (if damaged by internal components).
- (9) **Suspension** Upper and lower ball joints, upper and lower control arms, king pins, torsion bars, sway bar, links, stub axle and support.
- (10) **Transmission and Transfer Case** The internally lubricated parts of both manual and automatic transmissions and transfer case, plus: torque converter, flywheel/flex plate (breakage), vacuum modulator, oil pan and transmission cases (if damaged by internal components), clutch master and slave cylinder.

Paragraphs (1) to (10) all Oil and Water Leaks excluded.

PLEASE READ THESE NOTICES CAREFULLY

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4 Diamond



This contract runs from the cover commencement date for the period nominated by you on the Application Page. (Subject to us receiving the contract and all fees in accordance with the terms of this Contract)

Subject to the terms and conditions of the contract we may, in our absolute discretion, return to good working order **ONLY** those items which are listed below. But always excluding oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled, all service/maintenance items, consumables and any loss or damage occurring from overheating, lack of oil and any consequential loss or damage (including personal injury) arising out of the failure of any component of the motor vehicle.

This Contract covers the items listed below only. Any item not listed below is not covered by the Contract. **This contract covers to a maximum of \$2000.00 per claim and to a maximum of \$20,000.00 over the life of the contract.**

(1) Air Conditioning

Compressor, condenser, evaporator, clutch, pressure hoses.

(2) Brakes

Master cylinder, wheel cylinders, disc brake callipers, brake booster, hydraulic lines and fittings, A.B.S. modulator.

(3) Clutch Assembly

Clutch pressure plate, clutch cable, clutch master cylinder and clutch slave cylinder.

(4) Computers

Engine control module (ECM), A.B.S. control unit, transmission computer, cruise control sensors and actuators (if factory fitted).

(5) Cooling

Water pump, heater core, engine cooling fan.

(6) Differential and Drive Axle

Crown wheel and pinion, all bearings (excluding axle bearings), bushes and spacers, axles, L.S.D. friction plates, springs, clutches and cones, spider gears, drive shafts, universal joints and CV joint (not boots or damage caused by damaged boots), U bolts, coupling and yolks, retainers and lock rings, swivel hubs and free wheel hubs. The axle housing is covered if damaged as a result of the failure of a covered internal part of the drive axle.

(7) Electrical

Alternator, voltage regulator, starter motor (including solenoid), wiper motor, indicator flasher relay, ignition coil, all internal parts of distributor, power window motors, power seat motor, power door lock motors, interior fan motor, dashboard gauges.

4 Diamond



- (8) **Engine** These internally lubricated parts: pistons, piston rings and pins, connecting rods and bearings, crankshaft and main bearings, camshaft and bearings, timing chain and belts, timing gears, guides, tensioners, shafts, rocker arms, valves, springs and seats, push rods, oil pump, fuel pump, oil pan, timing chain cover, intake and exhaust manifolds. Engine block (if damaged by internal components), balance shaft and balance shaft bearings, cylinder head(s), hydraulic lifters, engine mounts.
- (9) **Fuel System** All mechanical components connected with the carburettor or with petrol injection (excluding electrical and electronic components and dirty fuel), fuel pumps, fuel tank, and pressure regulators.
- (10) **Steering** Steering box and internal parts, power steering pump, power cylinder, rack and pinion, steering column shafts and couplings. Steering box and rack and pinion gear housings (if damaged by internal components).
- (11) **Suspension** Upper and lower ball joints, upper and lower control arms, king pins, torsion bars, sway bar, links, stub axle and support.
- (12) **Transmission and Transfer Case** The internally lubricated parts of both manual and automatic transmissions and transfer case, plus: torque converter, flywheel/flex plate (breakage), electronic solenoids, valves and valve body, synchromesh assembly, vacuum modulator, transmission cooler, oil pan and transmission cases (if damaged by internal components), clutch master and slave cylinder.
- (13) **Turbo Charger**
Turbo charger, this cover only applies to factory fitted turbo charger.

Paragraphs (1) to (13) all Oil and Water Leaks excluded.

PLEASE READ THESE NOTICES CAREFULLY

Motorguard shall not be held responsible for any damage occurring from overheating or lack of oil, so please maintain your Service Schedule.

5 Diamond



What is covered and covered components

This is the ultimate warranty for your vehicle. The 5 Diamond Warranty is the most comprehensive cover for your investment, providing a level of cover not unlike your manufacturer's warranty. Together with the list of additional benefits below, this warranty really is the best choice for your vehicle. This warranty will cover any part originally covered by your manufacturers warranty excluding any items that may be listed in our terms and conditions.

This contract runs from the cover commencement date for the period nominated by you on the Application Page. (Subject to us receiving the contract and all fees in accordance with the terms of this Contract)

Subject to the terms and conditions of the contract we may, in our absolute discretion, return to good working order **ONLY** those items which are listed below. But always excluding oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled, all service/maintenance items, consumables and any loss or damage occurring from overheating, lack of oil and any consequential loss or damage (including personal injury) arising out of the failure of any component of the motor vehicle.

This Contract covers the items listed below only. Any item not listed below is not covered by the Contract. **This contract covers to a maximum of \$3000.00 per claim and to a maximum of \$30,000.00 over the life of the contract.**

5 Diamond

List of Non Covered Components

- (1)** Any mechanical failure or costs covered by any other warranty, entitlement or recall campaign including any manufactures vehicle warranty, dealer statutory warranty and/or repairers guarantee.
- (2)** Any mechanical failure attributable to your failure to comply with the vehicle servicing requirements in our terms and conditions.
- (3)** Damage attributable to impact or road traffic accident.
- (4)** Any items that require replacement as part of normal vehicle maintenance. These items include (but are not limited to: spark plugs and leads, glow plugs, belts, filters, hoses, brake and clutch linings, brake pads, disc rotors and/or disc and drum machining, injector servicing, friction materials, batteries and globes.
- (5)** The costs of normal maintenance or service (this includes adjustments to your vehicle that are part of the standard maintenance recommended by the vehicle manufacturer).
- (6)** Wheels, tyres, paintwork, panel and bodywork and their components including (but not limited to) lamps and lamp units, weather-strips and seats, wiper arms/blades, components made of glass, and/or any trim or decorative components.
- (7)** Interior trim components, including (but not limited to) seats and seat mechanisms, seat belts, carpets, cup holders and ashtrays, components made of glass and/or any decorative components.
- (8)** Exhaust system components subject to periodical replacement and corrosion including mufflers, pipes and catalytic converters.

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List of Non Covered Components (cont)

- (9) Any maintenance, adjustment, upgrade, modification, and/or re-programming required to any covered components.
- (10) Diagnostic costs, unless accepted as part of an authorised claim.
- (11) Any faults that existed prior to the commencement of cover of which you were aware or ought to have been aware. This includes faults occurring during any manufacturer's vehicle warranty and/or dealer statutory warranty.

PLEASE READ THESE NOTICES CAREFULLY

Motorguard shall not be held responsible for any damage occurring from overheating or lack of oil, so please maintain your Service Schedule.

Standard Wheel Protection



What is covered and covered components

Tyre damage

If any tyre is punctured or damaged by potholes, kerbs, nails, metal, glass, road debris or blowouts, we will repair the tyre if it is repairable, or pay up to \$500 to replace the tyre if it cannot be repaired. There is no limit to the number of puncture repairs under this policy providing the tyre is repairable.

Rim damage

If any wheel rim is cracked, warped and/or misshapen by potholes, kerbs, nails, screws, metal, glass, road debris or blowouts, we will pay up to \$1200 to repair the wheel rim if it is repairable, or pay up to \$1200 to replace the wheel rim if it cannot be repaired.

Additional Benefits

(1) Towing Assistance (Claim Limit: Up to \$100.00 per claim)

Items Covered: A reimbursement to the owner of reasonable towing charges actually paid and necessarily incurred consequent upon a failure covered by this contract.

(2) Accommodation Assistance (Claim Limit: Up to \$100.00 per claim)

Items Covered: Emergency accommodation, arrangements and costs in the event of a major vehicle break down more than 400 kilometres from your normal place of residence and where authorised repairs take more than 24 hours.

Standard Wheel Protection



What is not covered

- (1) We will not cover damage to the tyre or wheel rim as a result of a motor vehicle collision, vandalism, manufacturer's defects or flat spots.

- (2) You agree that your vehicle is not used for the purpose of:
 - Taxi use
 - Transporting hazardous or flammable goods
 - Police or other emergency services
 - Courier use
 - Hire or reward
 - Driver instruction
 - Commercial towing
 - Fast food delivery
 - Any kind of racing

- (3) We will not provide cover for temporary, space saver or run flat tyres.

- (4) We will only pay to replace or repair 1 wheel rim in any 12 month period.

- (5) We will only pay to replace 2 tyres in any 12 month period.

- (6) We will only cover road tyres that are road worthy by the law.

- (7) This product is not transferable.

Premium Wheel Protection



What is covered and covered components

Tyre damage

If any tyre is punctured or damaged by potholes, kerbs, nails, metal, glass, road debris or blowouts, we will repair the tyre if it is repairable, or pay up to \$1000 to replace the tyre if it cannot be repaired. There is no limit to the number of puncture repairs under this policy providing the tyre is repairable.

Rim damage

If any wheel rim is cracked, warped and/or misshapen by potholes, kerbs, nails, screws, metal, glass, road debris or blowouts, we will pay up to \$1750 to repair the wheel rim if it is repairable, or pay up to \$1750 to replace the wheel rim if it cannot be repaired.

Additional Benefits

(1) Towing Assistance (Claim Limit: Up to \$100.00 per claim)

Items Covered: A reimbursement to the owner of reasonable towing charges actually paid and necessarily incurred consequent upon a failure covered by this contract.

(2) Accommodation Assistance (Claim Limit: Up to \$100.00 per claim)

Items Covered: Emergency accommodation, arrangements and costs in the event of a major vehicle break down more than 400 kilometres from your normal place of residence and where authorised repairs take more than 24 hours.

(3) Car Hire Assistance (Claim Limit: Up to \$70.00 per day)

Items Covered: Car rental costs incurred because of a major mechanical failure of your vehicle.

Premium Wheel Protection



What is not covered

- (1) We will not cover damage to the tyre or wheel rim as a result of a motor vehicle collision, vandalism, manufacturer's defects or flat spots.
- (2) You agree that your vehicle is not used for the purpose of:
 - Taxi use
 - Transporting hazardous or flammable goods
 - Police or other emergency services
 - Courier use
 - Hire or reward
 - Driver instruction
 - Commercial towing
 - Fast food delivery
 - Any kind of racing
- (3) We will not provide cover for temporary, space saver or run flat tyres.
- (4) We will only pay to replace or repair 1 wheel rim in any 12 month period.
- (5) We will only pay to replace 2 tyres in any 12 month period.
- (6) We will only cover road tyres that are road worthy by the law.
- (7) This product is not transferable.

Warranty Service Contract



(1) Pre-conditions:

It is a precondition of this Warranty Service Contract (the Contract) that:

- (a) at the time you take possession of the vehicle it is in good mechanical condition (it is your responsibility to ensure that the vehicle is in good mechanical condition); and
- (b) the vehicle is currently registered; and
- (c) the vehicle has a current Certificate of Roadworthiness or Safety Inspection Report; and
- (d) all monies and the signed application are received and approved by Us. This Contract will not be accepted if the Contract and Fee is not received by Us within 21 days of the purchase date.

(2) Our Obligations:

- (a) Provided the above preconditions have been satisfied, We will consider, in our absolute discretion, a request by You to repair or replace any broken or damaged parts that are covered under your particular Contract always considering that the vehicle purchased is a used vehicle.
- (b) Any repairs we agree to undertake must be done by a suitably qualified motor mechanic in a workshop approved by us at a price acceptable to us.
- (c) The monetary limits of our obligation are set out in clause 5 (page 18) of this Contract.

(3) Your Obligations:

- (a) Your agree:
 - (i) To maintain a regular service schedule in accordance with manufacturers specifications with a qualified motor mechanic at intervals **not to exceed 10,000 (ten thousands) kilometres or 6 (six) months whichever occurs first.**
 - (ii) To post the relevant service coupon attached to this Contract and the Mechanics Invoice (or copy) to: **MOTORGUARD, PO Box 2306, Brisbane Qld 4001** within (7) seven days of the service being completed.
 - (iii) You or any person in charge of the vehicle with your permission shall not in any way drive the vehicle in a manner that could do damage to the components covered in the Contract or continue to drive the vehicle if damage is suspected of occurring.

Failure to comply with any part of this section (Section 3(a) (i), (ii) or (iii) may render any claims you make invalid.

Warranty Service Contract



(4) Assessment and Authorisation:

- (a) Upon receipt of a claim inquiry We will check whether your claim is valid under the cover you have chosen and that all service requirements have been adhered to; and
- (b) If so, we may ask for the vehicle to be inspected by one of our approved repairers; and
- (c) If the claim is valid, we may in our absolute discretion give approval for our approved repairer to repair the vehicle within the terms of this Contract.
- (d) If the claim is not valid, then you shall be responsible for the cost of the inspection.
- (e) No reimbursement shall be given for any work commenced without official authorisation being issued by us to the Repairer.

(5) Limits of Liability

- (a) The total monetary limit per claim shall not exceed:
 - (i) DIAMOND – \$1000 per claim and \$3000 in total.
 - (ii) 2 DIAMOND – \$2000 per claim and \$10,000 in total.
 - (iii) 3 DIAMOND - \$1000 per claim and \$10,000 in total.
 - (iv) 4 DIAMOND - \$2000 per claim and \$20,000 in total.
 - (v) 5 DIAMOND - \$3000 per claim and \$30,000 in total.
- (b) You agree to accept such payments to cover the cost of repairs to the vehicle whether paid to you or to the Repairer on your behalf to be in full satisfaction of the claim and as a total discharge of all liability to that claim.
- (c) Acceptance of the payment and/or vehicle after the repairs have been carried out shall also be deemed to be in full satisfaction of the claim and as a total discharge of all liability to that claim.
- (d) All claim limits are the GST inclusive cost of the repairs.

(6) Exclusions:

This Contract does not cover:

- (a) Vehicles modified beyond manufacturer's specifications, commercial vehicles over 1,500 (one thousand five hundred) kgs carrying capacity, rotary and 2 (two) stroke engine vehicles, taxis and hire cars.
- (b) Any damage due to misuse, fire, accident, theft, impact, submersion in water, neglect, rust or corrosion, or use of vehicles in motor sports events shall render the Contract null and void.
- (c) Any damage occurring from overheating or lack of oil or lubricant.
- (d) Loss or damage (including but not limiting same to personal injury) arising as a consequence of an event or the failure of any component of this motor vehicle.

Warranty Service Contract



- (e) The cost of any consumables which are replaced during the course of repairs.
- (f) Any component that is considered part of any manufacturers recall campaign or is considered reusable.
- (g) Oil leaks, water leaks, normal wear and tear relative to age and kilometres travelled and all service items.

(7) Cancellation:

None of the terms and conditions of the Contract can be cancelled by the Contract Holder and no refunds shall be considered unless to an interested Finance Company in possession of default and repossession papers.

(8) Miscellaneous:

- (a) This is a Mechanical Breakdown Warranty for Used Vehicles, therefore a part may be worn but still quite safe and serviceable.
- (b) We shall not be liable or held responsible for any damage occurring if the vehicle is left unattended or being towed.
- (c) We shall not be held responsible for any delays due to lack of supply of parts or any materials needed to complete any work undertaken.
- (d) This Contract does not exclude the conditions and warranties imposed by Federal and State legislation.

Benefits Included



Note:

Your Contract provides the following benefits Regardless of the coverage and term of the plan purchased.

RENTAL CAR (Except where prohibited)

This service contract is hereby extended to reimburse you for receipted expenses actually incurred from Network the rental of a vehicle while your vehicle is being repaired as a result of mechanical breakdown which has been acknowledged as covered by this service contract. Such rental expense is applicable only when repairs exceed two hours labor as defined in factory or accredited flat rate manual, provided that such expense shall not continue beyond the day on which repairs are completed and the purchaser is notified of completion. Rental coverage is limited to an amount not to exceed \$70.00 per day, nor more than five days for each occurrence. Rental reimbursement coverage shall not be provided on any claim disallowed under the terms and provisions of the service contract.

In the event of a breakdown of a covered component/part, a rental vehicle or reimbursement toward actual expenses incurred for a rental vehicle shall be provided according to the

Following terms:

Repair Time Required	Number of Days Allowed	Maximum Dollar Payable
2 - 12 Hours	1	\$70.00
12.1 – 18 Hours	2	\$140.00
18.1 – 24 Hours	3	\$210.00
24.1 – 30 Hours	4	\$280.00
30.1 – 36 Hours	5	\$350.00

***Repair Time is the hours listed in the applicable accredited repair manual.**

The reimbursement is limited to a maximum of five (5) Days and three hundred and fifty dollars (350) per occurrence. This coverage does not apply to time waiting for parts or other delays beyond the control of the repair facility, and rental provision in that event is specifically excluded.

TOWING (Where applicable)

In the event of a mechanical breakdown caused by a part covered by this contract, we may reimburse you for reasonable towing. Any reimbursement shall be for actual towing charges in excess of any applicable reimbursement from the manufacturer, any insurance company or motor club. (A separate towing invoice must be submitted for sublet towing).

NB: Authorised by Motorguard EW prior to towing commences.

Claim Procedure



- (1) Read the Contract carefully. Make sure your claim is covered by Your Contract.
- (2) Telephone: Motorguard EW
(07) 3263 6555 or **1300 648 273** (Outside Brisbane) Office Hours: Monday to Friday
8.00am to 5.00pm PO Box 2306 Brisbane Qld 4001
- (3) Quote the Contract Number, registration number and odometer reading.
- (4) Explain fully the nature of the problem remembering that you are required to disclose to us all information which is relevant in assisting us to consider your claim. If you fail to disclose such information your rights to claim may be seriously affected.
- (5) Upon receipt of the above information we will process and consider your claim.

Repairers will not be paid by us unless an authorisation number is issued by us to the Repairer prior to the commencement of the repairs.

Failure by you to pay for any work not included in this claim shall render this Contract void.

In the event of a Mobile Mechanic being called by us you agree that any work carried out by that or any mechanic that is not part of the cover or if the call is of a service nature then this cost shall be your responsibility.

If a complaint arises during the course of your dealings with us, you are requested to discuss the matter with the claims officer/s with whom you have been dealing.

Where you are unable to resolve this complaint, you may request our Claims Manager to review the matter.

Should the complaint remain unresolved, you may request our Dispute Resolution Committee to review the dispute at no cost to you. This review will normally be completed within 15 business days.