

Warranty Policy

At Auto Agencies, we are committed to providing high-quality products, and we stand behind the products we sell. All eligible products come with a manufacturer's warranty to ensure peace of mind and satisfaction.

Consumers who do not have a trade account with us agree to our Terms and Conditions covering everything sold under our policies, including this Warranty Policy. Customers who buy from us frequently are required to set up a trade account (see our Payment Policy for details).

1. Warranty Coverage

Manufacturer's Warranty: Each product is covered by a manufacturer's warranty, which typically covers defects in materials or workmanship under normal use.

The warranty period for each product may vary.

The warranty covers:

- Defects in materials or manufacturing defects that occur during normal use.
- The cost of the product only.
- Replacement or repair of the product, or a full refund if the product cannot be repaired or replaced.

Your rights under the Consumer Guarantees Act: If you're a consumer, acquiring goods for personal use rather than for a business, you have additional rights under the Consumer Guarantees Act 1993 that exist alongside this warranty and cannot be excluded. If you're acquiring goods for business purposes, and both parties agree in writing (for example, through your trade account terms), the Consumer Guarantees Act may not apply, and your rights are governed by this Warranty Policy and our Terms of Trade instead.

2. Warranty Exclusions

The following issues are not covered under warranty:

- Improper installation or misuse: Warranty coverage is voided if the product is not installed by a qualified professional mechanic, as detailed in our Payment Policy.
- Normal wear and tear: Products naturally deteriorate with time and use, and this type of damage is not covered by the warranty.
- Damage caused by accidents, negligence, or improper use: This includes damage from collisions, abuse, or non-compliance with product care instructions.
- Alterations or modifications made to the product, including attempts to repair the product by unauthorised personnel.
- Consumables: Items such as gaskets, seals, filters, or any other products that are designed to be used for a limited time or are replaced as part of routine maintenance.

3. How to Make a Warranty Claim

If you believe your product is defective and falls within the warranty coverage, please follow these steps:

1. Contact Us: Reach out to our customer service team at sales@autoagencies.co.nz within the warranty period (typically 12 months) for the product in question. Please provide the following details:

- Order number and invoice.
- Product details and description of the issue.

- Photos or video of the defect or issue (if applicable).
- The product itself, returned to us.

2. Inspection and Evaluation: Once we receive your warranty claim, we will evaluate the product and issue instructions on how to proceed.

3. Resolution: If the product is found to be defective under the terms of the manufacturer's warranty, we will offer one of the following options:

- Repair of the product.
- Replacement of the product, if available.
- Refund, if neither repair nor replacement is possible.

4. Shipping Costs: We will not cover any shipping costs.

4. Warranty Claims Outside New Zealand

If you are making a warranty claim from outside New Zealand, please note that:

- Warranty terms and conditions may vary depending on local regulations.
- You may be responsible for additional shipping and customs costs when returning a product for warranty inspection.
- We will assist with international claims to the best of our ability, but the final decision on warranty coverage will be made by the manufacturer.

5. Limitations of Liability

To the fullest extent permitted by law, we exclude all representations, warranties and implied terms in relation to our products, except as expressly set out in this Warranty Policy or as cannot be excluded under the Consumer Guarantees Act 1993.

Our liability under this warranty is limited to the repair or replacement of the product, or a full refund. To the fullest extent permitted by law, we are not liable for any indirect or consequential damages arising from the use or inability to use the product, including but not limited to, lost profits, lost data, or other incidental damages.

We are not liable for any damage, loss or injury arising from a product being used contrary to its instructions, installed or maintained improperly, modified without authorisation, or used for a purpose it was not intended for.