

In the unlikely event that a Ryco product is found to be defective due to defects in material and/or workmanship, we will replace it for you free of charge (subject to conditions).

What is covered by this replacement guarantee?

In addition to your rights under the New Zealand Consumer Guarantees Act 1993, Ryco Group provides a LIMITED REPLACEMENT GUARANTEE for RYCO products that expires either 1 YEAR after the installation of the product or upon the expiration of the service interval recommended by the original equipment manufacturer for the vehicle/engine (whichever comes first). During this replacement guarantee period if any engine or equipment is damaged as a result of the use of a proven defective RYCO product, Ryco Group will replace the defective Ryco product free of charge and pay to restore the engine or equipment to a condition equivalent to the state of the engine or equipment immediately prior to the damage. Consequential damage claims will not be covered by this replacement guarantee.

Conditions of this replacement guarantee

This replacement guarantee covers product fitted to vehicles in original condition and installed in accordance with current published vehicle listings.

This replacement guarantee does not apply to product that:

- has been subject to misuse, neglect, negligence, damage or accident that has been improperly maintained, operated or installed
- has not been installed in accordance with the installation instructions in effect at the time of installation
- has not been installed in accordance with the vehicle, engine or equipment manufacturers' recommendations
- has been fitted to any vehicle that has been changed or modified from original specification
- has not been installed in accordance with current RYCO published catalogue vehicle listings. Ryco Group takes no responsibility for any applications made solely on a visual and/or dimensional means, or filters used in racing and aviation applications is subject to any other external factor outside the control of Ryco Group.

How to make a claim

To make a replacement guarantee claim you should:

- return to the place of purchase as soon as practicable after you become aware of the defect
- Ryco Group must then be contacted on your behalf
- a description of the fault, application details and any additional useful information must be provided to assist in the replacement guarantee assessment
- the product must be returned unaltered and unchanged for Ryco Group inspection
- all receipts and other evaluative material must be provided for processing Ryco Group may request that you deliver the defective RYCO product to Ryco Group for examination. Ryco Group will reimburse you for your reasonable delivery costs if Ryco Group approves your claim.

Ryco Group Customer Service can be contacted directly on free call 0800 838 222 between 8am and 5pm Monday to Friday or by email at sales-nz@rycogroup.com

It may be necessary for Ryco Group to inspect any engine damage. Contact must be made with Ryco Group to discuss the defective Ryco product before any repairs are carried out.

Ryco Group will undertake the following actions (if and when required)

- If Ryco Group requires an inspection of the vehicle or engine to be undertaken, it will arrange (at its expense) for an employee or agent to carry out the inspection as soon as practicable, we will undertake this no more than 14 days after being notified of the defective product.
- If an inspection of the vehicle or engine is not required, Ryco Group may arrange, at its expense, to collect the defective product.
- Within 21 days of carrying out an inspection or receiving a defective product for examination, GUD Automotive will determine whether the product was in fact defective and whether it is covered by this replacement guarantee.
- In some instances where products are required to be sent to overseas to Ryco Group affiliates for further assessment, the response period may be extended.

This replacement guarantee is given by Ryco Group

Business Address: 626A Rosebank Road, Avondale Auckland, New Zealand 1026

Free Call Phone: 0800 838 222

Email: sales-nz@rycogroup.com

Our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993. The benefits given to you by this replacement guarantee are in addition to the rights you may have as a consumer under the Consumer Guarantees Act 1993.