



## ALLIN TOWBARS LIMITED WARRANTY

**Important notice:** 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.

1. This Limited Warranty is given by Allin Towbars Pty Ltd (A.C.N. 008 023 738) ('us', 'we', 'our') to the **original purchaser** of our goods ('you', 'your').

### What does this Limited Warranty cover?

2. This Limited Warranty covers any defects in material or workmanship under normal use during the Warranty Period set out in clause 7.
3. This Limited Warranty applies to all goods supplied by us to you, subject to the exclusions set out in clause 6.
4. The benefits provided to you by this Limited Warranty are in addition to other rights and remedies available to you under the law.

### What is excluded from this Limited Warranty?

5. The following goods are **expressly excluded** from coverage under this Limited Warranty:
- (a) Any goods fitted privately by you or another third party, unless the product was manufactured by us and the fault is directly related to our manufacturing process; and
  - (b) Any goods that have been misused, tampered with, modified or used in any way for purposes other than towing within the specified or recommended capacity.
6. This Limited Warranty does not cover any problem that is caused by conditions, malfunctions or damage not resulting from defects in material or workmanship.

### Duration of the Warranty

7. This Limited Warranty applies for the following durations:
- (a) For Aftermarket wiring harnesses – 12 months from the installation date;
  - (b) For Genuine wiring harnesses – 24 months from the installation date; and
  - (c) For all products manufactured by Allin Towbars – lifetime of the goods.  
(the **Warranty Period**).
8. All other items fitted by Allin Towbars will be subject to the warranty provided by the item's manufacturer. These items are not covered by any warranty from Allin Towbars.
9. Any claims made outside of the relevant Warranty Period will not be honoured.

### What you need to do if you notice or suspect a defect

10. If you notice or suspect a defect in a product manufactured by us, cease using the product immediately. Failure to do so may affect any claim you intend to make under this Limited Warranty.

11. If the product was purchased from and fitted directly by us, please follow the steps set out below to make a claim under this Limited Warranty. If the product was fitted privately, please contact the installer.

### Claims Procedure

12. All warranty issues **MUST** be directed back to us, and we will advise you on the steps needed to resolve all warranty issues.
13. If you fail to direct claims to us before taking your own remedial action, this may result in personal cost to you and void the terms of this Limited Warranty.
14. To commence a claim, please contact us in writing, in person or by telephone at:

*Allin Towbars Pty Ltd  
175 Richmond Road, Richmond SA 5033  
Telephone: (08) 8352 5155  
Email: admin@allintowbars.com.au*

15. When enquiring about a warranty claim, quote your invoice number to assist us in confirming which goods were purchased and the date of purchase. **Please retain your purchase invoice for warranty claim purposes.**
16. Expenses associated with making a claim will be borne solely by you, unless otherwise agreed by us.

### What will we do on receipt of your claim?

17. Once we have received your claim, we will:
- (a) Consider the circumstances and assess whether repair, replacement or compensation is appropriate; and then
  - (b) Provide you with a response as to the outcome of your claim, and the steps we will take to remedy it (if any).

### Third party supply components

18. All other supplier fitted components (e.g: relays, lights, etc), come with their own manufacturer's warranty, which may vary from part to part. We take no responsibility if a supply part fails due to a manufacturing fault. If a supply part is defective, please contact the part's manufacturer for further information on how to remedy the defect.
19. We will replace a faulty supplier fitted part if the fault found is directly caused by us or our workmanship.

**\*\*NOTE\*\*** this Warranty is given to the original purchaser and is not transferable