

## **CUPRA 5 Year New Car Warranty**

### Terms and Conditions

The following warranties are given by:

Volkswagen Group Australia Pty Ltd, ABN: 14 093 177 876 trading as CUPRA Australia (**CUPRA Australia**)

895 South Dowling Street, Zetland NSW 2017

You may contact us by phone on: 1800 607 822 or by email: [hello@mycupra.com.au](mailto:hello@mycupra.com.au)

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

1. to cancel your service contract with us; and
2. to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the services and obtain a refund for any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

### **CUPRA 5 Year New Car Warranty**

CUPRA Australia warrants that:

If despite proper driver treatment and proper prescribed maintenance defects in original material or manufacture occur in this vehicle during a period of 5 years (60 months) unlimited kilometres from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the CUPRA Agent for demonstrator vehicles, then any authorised CUPRA Service Partner will rectify such defects free of charge upon obtaining approval from CUPRA.

CUPRA Australia does not accept liability for any item which failed due to normal wear and tear, driver abuse or unauthorised modifications nor for any defect in material or manufacture, or from the non-professional repair or maintenance of the vehicle. Not all repair, adjustments and replacements result from defects in materials or manufacture. There are other circumstances which may make a repair necessary and for which a charge maybe made by an authorised CUPRA Service Partner. This depends mainly on where and how the vehicle is used and includes weather and atmospheric conditions, road surfaces, your driving habits, vehicle usage and frequency of servicing.

### **CUPRA new vehicle warranty explanations**

In accordance with the warranty terms & explanations set out in this document for new CUPRA vehicles a 5 year warranty against defects in original materials or manufacture is provided from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles. Natural wear and damage caused by abnormally rough or improper use, or unauthorised modifications which cause damage are not covered by this warranty.

Should your CUPRA require repairs please contact the nearest authorised CUPRA Service Partner. A list of authorised CUPRA Service Partners can be found at: [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822

Your rights under the new vehicle manufacturer warranty are separate and additional to your rights under the Australian Consumer Law.

### **Warranty for high-voltage batteries**

In addition to the aforementioned warranty terms, CUPRA Australia warrants the high-voltage battery for plug-in hybrids and battery electric vehicles free from manufacturing defects in material, or in the event of excessive loss of net battery energy\* for a period of 8 years or 160,000km, whichever occurs first, from the date of delivery of the vehicle to the original retail customer for new vehicles, or date of first registration by the Agent for demonstrator vehicles.

\*For technical reasons the battery energy content and therefore the performance of a lithium-ion high-voltage battery decreases in the course of its service life (natural wear). An authorised CUPRA Service Partner can measure and determine the net energy content including if a decrease in net energy is excessive or in line with the age and mileage of the vehicle.

**Warranty exclusions and restrictions for high-voltage batteries:** The warranty for the high-voltage battery will not apply if; the defect or damage including excessive loss of capacity has resulted from unapproved modification to parts and or vehicle software from original specification, improper use, handling, or maintenance of the battery, including a traffic accident or if the battery has come into contact with open flames or liquids such as high-pressure water or steam cleaning. This also comprises the failure to follow instructions applying to the operation, treatment and care of the charging or state of charge of the high-voltage battery described in the Owner's manual supplied with the vehicle. Exclusions also apply if the high-voltage battery has been permanently removed or is no longer operated in conjunction with the vehicle.

Notwithstanding the duration of the warranty, all general warranty conditions explained in these pages also apply.

### **Body and Paintwork**

In addition to the standard warranty terms for new vehicles, body and paintwork are also warranted subject to conditions and explanations (outlined from page 3) for:

- 5 years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles against paint defects.
- 12 years from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the Agent for demonstrator vehicles against perforation rusting, occurring on the body due to defects in original materials or manufacture.

Should this type of damage occur, it will be repaired free of charge for parts and labour by any authorised CUPRA Service Partner anywhere in Australia.

Warranty claims will not be accepted if:

- The damage is due to external influence, non-genuine paint products or insufficient care of the vehicle, or
- Any damage to the body or paint is not repaired promptly and appropriately in accordance with the instructions of the manufacturer's requirements, or
- Perforation rusting was caused using non-genuine parts for body repairs, or by the body repairs themselves

### **Warranty Validation**

The warranty conditions outlined are only valid for vehicles sold and used in Australia. Any authorised CUPRA Service Partner can attend to any defect in original material or manufacture within the warranty period.

However, the owner of the vehicle is responsible to ensure that the vehicle is serviced in accordance with the Service Schedule. Damage of defects relating to improper service or lack of service will not be accepted under the terms of this warranty. Any consequential, direct, or incidental loss or damage is not covered under the terms of this warranty. It is your responsibility to provide the vehicle for repairs.

Warranty may not apply if the following conditions exist at any time:

- If the vehicle has not been serviced and maintained as per the manufacturer's recommendations.
- If the defects are due to modifications not approved by CUPRA.
- If the defects are caused by abuse or negligence.
- If the vehicle is or has been bought or sold at auction.
- If the vehicle has been written off by any insurance company.
- Accidents. Defects caused by work carried out by repairers other than authorised CUPRA Service Partners or approved repairers.
- If the defects are due to installation or use of non-genuine parts.
- If the vehicle has been loaded beyond the manufacturer's specifications.
- If the defect is due to the vehicle being used for purposes for which it was not designed, such as rallying, racing, hill climbing, speed trials or similar activities, towing beyond weight limits recommended by the company or all terrain use.
- Deterioration due to use and exposure and or damage/corrosion from environmental conditions such as fall-out, salt, stones, tree sap, bird droppings, hail, flood or acts of God.

### What is Covered

**Coverage:** This warranty covers repairs to correct a defect in original material or workmanship. This warranty does not cover wear and tear.

**Tyres:** Tyre warranty is provided by the tyre manufacturer. Defects in tyres should be brought to the attention of your authorised CUPRA Service Partner who will contact the nearest tyre manufacturer's agent, for further instructions. A charge may be applied to the vehicle owner by the tyre manufacturer if a tyre is replaced due to a defect. This charge may be calculated by the tyre manufacturer on a pro-rata basis. **Procedure for claiming under the warranty:** To claim under this warranty, you must, at your expense, present your vehicle together with the service documents to an authorised CUPRA Service Partner in Australia. A list of authorised CUPRA Service Partners can be found at [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822 **Free-of-Charge repair:** Repairs under this warranty are free of charge. Your authorised CUPRA Service Partner will repair the defective part or replace it with a new or remanufactured Genuine CUPRA Part.

**Emergency repairs:** If an emergency repair was performed by a non-CUPRA service Partner, keep all receipts, repair orders and parts removed from your CUPRA. If possible, your authorised CUPRA Service Partner should be advised of any emergency repair work before it commences.

You will be reimbursed if the repair work was needed and correctly performed, and it was impossible or unreasonable under the circumstances to tow or drive your CUPRA to the nearest authorised CUPRA Service Partner. A statement on the circumstances that prevented you from getting to an authorised CUPRA Service Partner, together with the paid receipts, repair orders and replaced parts, must be submitted to your authorised CUPRA Service Partner for reimbursement processing.

**Minor adjustments:** Adjustments are minor repairs not usually associated with the replacement of parts, such as but not limited to rattles and headlight adjustments. These repairs are only covered for 6 months or 10,000 km, whichever occurs first.

### What is not Covered

Maintenance services and service adjustments: This warranty does not cover the cost of parts and labour involved in any scheduled maintenance service.

This warranty does not cover the replacement of filters, lubricants, or fluids unless their replacement is a necessary part of a warranty service on a covered component.

The warranty does not cover wheel alignments and balancing, brake adjustments or mechanical repairs which become necessary as a result of normal wear and tear.

**Wear and tear items:** (for example / including but not limited to) This warranty does not cover the replacement of clutch linings, brake discs, windshield wiper blades, incandescent bulbs, fuses, worn seat covers and other trim and appearance items that wear out through normal use or deterioration.

**Damage or malfunction due to misuse, negligence, alteration, accident, or fire:** This warranty does not cover improper repair of the vehicle, intentional or unintentional misfueling, or use of the vehicle in competitive events.

**Damage or malfunctions due to lack of maintenance:** This warranty does not cover failure to follow recommended maintenance requirements as set forth in the Service Schedule.

**Damaged caused by the environment:** This warranty does not cover damage caused by airborne industrial pollutants (eg: acid rain), bird droppings, tree sap, stones, floodwater, windstorms, hail and acts of God. **Other expenses:** This warranty does not cover any incidental or consequential damage, including loss of value of the vehicle, lost profits or earnings and out-of-pocket expenses for substitute transportation or lodging.

### Corrosion Perforation

Your CUPRA is corrosion-protected during production. You do not need to purchase rustproofing when you buy your CUPRA in order to keep this warranty in effect.

**Warranty Period: 12 years unlimited kilometres,** starting from the date of delivery of the vehicle to the original retail customer for new vehicles or date of first registration by the dealer for demonstrator vehicles.

**Coverage:** This warranty covers any repair or replacement of body sheet metal parts that have been perforated by rust.

**Procedure for claiming under the warranty:** In order to claim under this warranty, you must, at your expense, present your vehicle to an authorised CUPRA Service Partner in Australia. A list of authorised CUPRA Partners can be found at: [www.cupraofficial.com.au](http://www.cupraofficial.com.au) or by calling: 1800 607 822.

**Free-of-Charge repair:** Repairs under this warranty are free of charge. Your authorised CUPRA Service Partner will repair the defective part or replace it with a new or remanufactured CUPRA Genuine Part®.

**Surface corrosion without perforation:** Repairs are covered under this warranty only if the sheet metal is rusted through.

### What is not Covered

Perforation of sheet metal due to accident, impact, lack of care or failure to repair: This warranty does not cover corrosion perforation resulting from unrepaired collision damage, improper collision repairs, or the use of any inferior rust-proofing agent or method. In addition, this warranty does not cover damage due to failure to wash or otherwise regularly care for the vehicle as prescribed in the Owner's Manual.

**Corrosion perforation from failure to rust-proof after collision repairs:** Vehicle body parts that have been repaired or newly installed after a collision must be treated with a rust proofing agent



that is compatible with CUPRA's own factory corrosion protection. Failure to have the vehicle treated for corrosion after a collision may leave you responsible for the repair of any resulting rust.

#### **CUPRA Genuine Parts and Accessories**

The warranty for CUPRA Genuine Parts® and accessories fitted:

- (a) on your new CUPRA vehicle at the time it is delivered to you is 5 years unlimited kilometres from the date of delivery; or
- (b) after your new CUPRA vehicle has been delivered to you is 2 years unlimited kilometres from the date the CUPRA Genuine Parts® and accessories were purchased.

The warranty extends to subsequent replacements of the first replacement but only for the balance of the warranty period for the first replacement Genuine Part® or accessories. Warranty claims for CUPRA Genuine Parts® or accessories can be submitted by any authorised CUPRA Service Partner. You should therefore keep the invoice from your CUPRA Service Partner as your proof of warranty cover.