Warranty Statement

The Trustee for GTBG Unit Trust (ABN 13 926 504 803) trading as Hotline Car Parts, of 2 Myuna Street, Regency Park SA 5010 ("Hotline Car Parts", "we", "our", or "us") provides the following warranty to the original purchaser of an eligible Hotline product, subject to the terms, conditions, exclusions, and limitations set out below.

Consumers

If you purchase a Hotline product for personal, domestic or household use, your purchase is protected by the consumer guarantees provided under the Australian Consumer Law.

These guarantees cannot be excluded or limited.

If a product experiences a major failure, you may be entitled to a replacement, refund, or compensation for any reasonably foreseeable loss or damage. If the product does not meet acceptable quality standards but the issue is not considered a major failure, you may be entitled to have the product repaired or replaced.

Commercial & Business Purchases

Where a Hotline product is purchased for commercial, trade or business use, and to the extent permitted by law, Hotline Car Parts excludes all warranties other than those required under applicable legislation.

To the maximum extent permitted by law, our liability for any defect or fault is limited, at our discretion, to one of the following:

- repairing the product;
- replacing the product with the same or an equivalent product;
- reimbursing the cost of repair;
- reimbursing the cost of replacing the product with an equivalent item.

To the fullest extent permitted by law, Hotline Car Parts is not liable for indirect, incidental, consequential or special damages, including loss of income, business interruption, installation costs, removal costs, freight charges or any other consequential losses arising from the purchase, installation or use of the product.

Warranty Coverage

This warranty applies to eligible Hotline batteries and cooling products that become unusable or fail due to manufacturing defects or faults in materials or workmanship during the applicable warranty period.

Warranty coverage applies only where the product:

- has been correctly selected for its intended application;
- has been installed in accordance with manufacturer recommendations;
- has been used under normal operating conditions;
- has been maintained in accordance with the relevant manufacturer's servicing guidelines.

A valid proof of purchase showing the purchase date must accompany every warranty claim.

Customers are responsible for all transport costs associated with returning the product for inspection and collecting repaired or replacement products unless otherwise required by law.

Any replacement product supplied under warranty continues only for the remainder of the original warranty period. A replacement product does not begin a new warranty term.

Warranty Periods

Warranty periods vary depending on the specific product purchased.

Please refer to the warranty period supplied with your particular Hotline battery or cooling product, product packaging, product documentation or contact our team for confirmation.

Warranty Exclusions

This warranty does not cover failures, damage or deterioration resulting from circumstances outside manufacturing defects, including but not limited to:

- normal wear and ageing;
- accidental or physical damage;
- incorrect installation;
- misuse or abuse;
- use outside the intended application;
- improper maintenance;
- overcharging or undercharging (where applicable);
- faulty vehicle charging systems;
- incorrect coolant or battery maintenance procedures;
- corrosion caused by external factors;
- contamination;
- overheating due to external engine or vehicle faults;
- impact damage;
- modifications or repairs carried out by unauthorised persons;
- altered or removed product identification labels;
- products incorrectly sized or specified for the application;
- electrical faults external to the product;
- improper storage;
- damage caused by incorrect wiring or mounting;
- racing, competition or motorsport use;
- damage caused by neglect or improper handling;
- normal reduction in battery capacity over time;
- flat batteries resulting from external causes;
- radiator or cooling system failures caused by contamination, improper coolant mixtures, blockages, electrolysis or external vehicle defects.

Where inspection requires battery charging or additional testing before assessment, reasonable service charges may apply.

Warranty Assessment

All warranty claims are subject to inspection and testing by Hotline Car Parts or an authorised service representative to determine whether the fault is covered under this warranty.

The outcome of the inspection will determine whether repair, replacement or another remedy is provided.

Making a Warranty Claim

To submit a warranty claim, please contact your nearest Hotline Car Parts branch or authorised reseller.

Please have the following available:

- proof of purchase;
- product details;
- description of the fault;
- vehicle or equipment information (where applicable).

Our team will advise the next steps for inspection and assessment.