

**Keep a good thing going.**



## **Extended Warranty Certificate and Policy**

[www.audi.co.nz](http://www.audi.co.nz)



## **Your rights under the consumer guarantees act.**

The Consumer Guarantees Act 1993 (the “Act”) sets minimum standards guarantees for goods/ products and services bought for personal use. In particular, it provides that products sold to consumers come with a guarantee of “acceptable quality”, which means that the products must:

- ▶ be fit for their purpose (do all the normal things that people would expect them to do);
- ▶ be durable for as long as most people would expect them to last;
- ▶ be free from minor and major faults;
- ▶ do what you the consumer have been told they do; and
- ▶ be safe and durable.

If you as a consumer have a serious problem with a product, you have the choice between a refund, replacement, repair, or compensation from the business that sold you the product, as long as you comply with certain requirements. If you have a problem with a product that is not serious, the business that sold you the product can choose to refund, repair or replace it with products of identical type, as long as you comply with certain requirements. If you would like more information on your rights and remedies under the Act, please refer to the Commerce Commission’s fact sheet on extended warranties available at:

[https://comcom.govt.nz/\\_data/assets/pdf\\_file/0015/64005/Extended-warranties-Fact-sheet-July-2018.pdf](https://comcom.govt.nz/_data/assets/pdf_file/0015/64005/Extended-warranties-Fact-sheet-July-2018.pdf)

This Audi Extended Warranty (“Policy”) is designed to provide you with certainty by covering the costs of unforeseen mechanical breakdowns, and reducing inconvenience to you by getting you and your vehicle back on the road as quickly as possible. This Policy does not affect or limit your rights under the Act, but provides benefits over and above the Act’s guarantees.

## **In summary, subject to the terms of the Policy, these additional benefits include (but are not limited to):**

- ▶ The Policy gives you the peace of mind of knowing exactly how long the cover applies, what benefits you are entitled to, and how to make your claim to ensure it can be settled promptly;
- ▶ If your vehicle breaks down or suffers a fault, we are just one phone call away (24 hours a day, 7 days a week) to assess the problem and help you get back on the road quickly with the least inconvenience.
- ▶ No matter where you may break down, our network of Approved Audi Service Centres will assist you.
- ▶ You are also entitled to Audi Approved Plus Roadside benefits (including flat battery, flat tyres, vehicle lockout, and out of fuel assistance), 24 hours a day, 7 days a week.
- ▶ Allowances for accommodation or car hire/transport costs if you as the owner/driver break down more than 100 kilometres away from your home and your vehicle is unable to be used for at least 24 hours due to the repair work required.
- ▶ The Audi Extended Warranty Policy remains with the vehicle if it is sold, including in circumstances where you sell your vehicle privately, thus helping to maintain the residual value of the vehicle.

## Cooling off period

You can cancel this Policy within five (5) working days after the date on which you received a copy of this Policy by giving us notice of cancellation. In addition, in certain circumstances if we have failed to comply with our disclosure requirements relating to extended warranty agreements under the Fair Trading Act 1986, you may cancel at any time. In any case where you are entitled to cancel this Policy, you can give us notice of cancellation by phoning us, notifying us in writing, by post or email, or in person by visiting our office. Upon cancellation within this five (5) day cooling off period, we will provide you with a full refund of any amounts you have paid under this Policy.

### Provider of the Audi Extended Warranty Policy

The Audi Extended Warranty Policy is provided to you by Audi of New Zealand. "Audi of New Zealand" is the trading name of European Motor Distributors of Level 5, 2 Burns Street, Grey Lynn, Auckland, 1021. Postal address is PO Box: 959 Shortland Street Auckland. Phone (09) 360 2911. Email [info@audi.co.nz](mailto:info@audi.co.nz)

## Audi Extended Warranty Policy Terms & Conditions

- ▶ The Audi Extended Warranty Policy follows on directly from the standard three (3) year Audi new vehicle manufacturer's warranty and provides cover for a period of two (2) years or up to 150,000 km (whichever occurs first). The Audi Extended Warranty Policy cover period is set out in this Policy below.
- ▶ The cover provided under the terms of the Audi Extended Warranty Policy is equal to that of the standard manufacturer's warranty. Extended Warranty cover for paintwork (3 years) and corrosion damage (12 years) is not included.
- ▶ The Audi Extended Warranty Policy is available for purchase for vehicles less than 3 years of age and registered as New Zealand New. Imported vehicles are excluded from this policy.
- ▶ The Audi Extended Warranty Policy term starts immediately on expiry of the three (3) year new vehicle warranty provided by Audi, which starts either (i) when the vehicle is handed over to the initial purchaser by Audi or by one of its authorised partners or (ii) on the date of initial registration, whichever occurs first. The start date of your Audi Extended Warranty Policy is set out in this Policy below.
- ▶ The Audi Extended Warranty Policy ends when the term has elapsed. The end date of your Audi Extended Warranty Policy is set out in this Policy below.
- ▶ All regular servicing must be performed in line with Audi specifications throughout the term of the Audi Extended Warranty Policy by an approved Audi service centre and any parts replaced during the course of a standard service or repair must be Audi Genuine Parts. Failure to comply will exempt Audi from its obligations in respect of this Audi Extended Warranty Policy. This shall not apply if the customer is able to prove that infringement of this obligation to ensure regular servicing was not the cause of the policy claim.
- ▶ In the event of a defect that is covered under the terms of this Audi Extended Warranty Policy, Audi may choose either to have the defect part repaired or replaced by an Approved Audi Service Centre.

## **The following apply to the assignment of rights in respect of this Audi Extended Warranty Policy:**

- ▶ Claims arising from this Audi Extended Warranty Policy can only be made at approved Audi Service Centres in New Zealand. The Audi Extended Warranty Policy cannot be taken out for vehicles originally supplied or registered in a region outside of New Zealand.
- ▶ A fully updated Service Schedule detailing service work carried out in line with Audi specifications must be available.
- ▶ Replaced parts become the property of Audi.
- ▶ Warranty cover shall only be provided for parts fitted, painted or repaired within the scope of rectification work until the vehicle's Audi Extended Warranty policy period expires. The same applies to subsequent vehicles supplied at a later stage.
- ▶ If the vehicle becomes undriveable as a result of a defect that is covered under the terms of the Audi Extended Warranty Policy, the policy holder must contact Audi Approved Plus Roadside Assistance. Audi Approved Plus Roadside Assistance will attend the breakdown, and/or arrange towing to the nearest approved Audi Service Centre.

There shall be no obligations under the terms of this Audi Extended Warranty Policy in the event of damage caused by the following:

- ▶ Improper treatment or overloading of the vehicle, e.g. in motorsport competitions.
- ▶ Improper maintenance, service or care of the vehicle by the policy holder or a third party.
- ▶ Installation of parts that have not been approved for use by the manufacturer or vehicle modifications that have not been approved by Audi.
- ▶ Failure of the policy holder to comply with regulations concerning operation, treatment and care of the vehicle (e.g. Owner's Manual and Service Schedule).
- ▶ Natural wear is not covered by the Audi Extended Warranty Policy.
- ▶ This Policy incorporates any changes we may agree with you in writing.
- ▶ This Policy is in addition to and does not affect or restrict your statutory rights as a consumer.

### **Premium and Excess**

Exact cost will be stated in this certificate prior to purchase.

No claim excess is payable under the terms of this Policy.

# Certificate Audi Extended Warranty Policy.

\_\_\_\_\_  
Vehicle identification number

\_\_\_\_\_  
Model

\_\_\_\_\_  
Delivery date to the first customer

2 year / 150,000\* km

\_\_\_\_\_  
Scope of Audi Extended Warranty Policy (policy period/total mileage)

\_\_\_\_\_  
Start date of Audi Extended Warranty Policy

\_\_\_\_\_  
End date of Audi Extended Warranty Policy

\_\_\_\_\_  
End kilometre reading of Audi Extended Warranty Policy

\_\_\_\_\_  
Policy Price

**Customer Declaration:** I the undersigned agree to the terms and conditions as set out in this Policy and I further acknowledge that this Policy has been explained to me and that I have been provided with a copy of this Policy:

\_\_\_\_\_  
Signed by the Customer

\_\_\_\_\_  
Dated:

\_\_\_\_\_  
Signed by the authorised Audi Dealer

\_\_\_\_\_  
Dated:





## Audi Genuine Parts

We know what's best for your car, which is why we use Audi Genuine Parts for services and repairs.

The exact same parts we use to make our vehicles are used to match your car perfectly and meet our exacting safety standards.

As well as ensuring your car conforms to the Audi Extended Warranty Policy, Audi genuine parts carry a full two year unlimited mileage warranty. It's the simplest way to get the best possible safety, reliability and performance.







## Audi Genuine Service

Because We've Been There From The Beginning.

The only people who know your car from the smallest screw to the exterior body work is the people who made it...us.

Our Audi Service professionals have been there from the beginning and they know your car inside and out, so who better to trust to take care of your car than the people who have invested so much in its creation.



# Authorised Audi Dealer & Service Network

## **Mark Cromie Motor Group**

50 Port Road, Whangarei, 0140  
0800 242 668  
service@mcmg.co.nz

## **Continental Cars**

42 Great South Road, New Market  
Auckland, 1051  
09 884 9541  
audiservice@ccs.co.nz

## **Giltrap Audi**

150 Great North Road, Grey Lynn,  
Auckland, 1021  
09 887 1814  
service@giltrapaudi.co.nz

## **Ebbett Prestige**

490 Grey Street, Hamilton, 3216  
07 808 0976  
audiservice@ebbett.co.nz

## **Robertson Prestige**

Cnr Rangitikei Street and JFK Drive,  
Palmerston North, 4412  
06 882 0021  
service@robertsons.co.nz

## **Ebbetts Taupo**

147-155 Ruapehu Street, Taupo Town Centre,  
Taupo, 3330  
07 807 9168  
tauposervice@ebbett.co.nz

## **Archibalds**

32 Tuam Street, Christchurch, 8011  
03 669 4931  
service@archibalds.co.nz

## **Euro City**

120 Prebensen Drive, Onekawa, Napier  
06 882 3001  
enquiries@eurocity.co.nz

## **W R Phillips Ltd**

144 - 158 Devon Street West, New Plymouth  
06 882 0030  
service@wrphillips.co.nz

## **Queenstown Motor Group**

2 Hawthorne Drive, Remarkables Park,  
Frankton, Queenstown  
03 568 0450  
admin@queenstownmotorgroup.co.nz

## **Farmer Autovillage**

116 Hewletts Road, Mount Maunganui, 3116  
07 807 9161  
bookings@farmerautovillage.co.nz

## **Armstrong Prestige**

66 Cambridge Tce, Wellington, 6011  
04 889 4125  
apservice@armstrongs.co.nz

## **Southern Motor Group**

300 Andersons Bay Road, Dunedin, 9012  
03 568 0441  
service@smcourt.co.nz

