



WARRANTY TERMS AND CONDITIONS:

MYVI

GENERAL TERMS & CONDITIONS

Subject to the conditions and limitations set out in this warranty below and the Australian Competition and Consumer Act (2010) (including Australian Consumer law) as well as other laws in Australia guarantee certain conditions, warranties, and undertakings, and give you other legal rights, in relations to the quality and fitness for purpose of Urban Republic Pty Ltd (ABN 77 133 990 306) (**Urban Republic**) MYVI electronics sold in Australia.

Nothing in this Warranty purports to modify or exclude the conditions, warranties and undertakings, and other legal rights, under the Australian Competition and Consumer Act and other Australian laws. This warranty gives you additional protection for your MYVI electronics, and identifies a preferred approach to resolving warranty claims which will be the quickest and simplest for all parties, subject to exclusions, terms and conditions below.

WARRANTY PERIOD

1. This warranty becomes valid only when Urban Republic has been paid fully for all products used. This warranty is valid from the date of payment in full (proof of purchase must be provided). Warranty period does not recommence if a Warranty claim is made. In this case the original warranty commencement date remains and the Warranty period is determined from this date.

WARRANTY CLAIM

2. If you consider that MYVI electronics which you have purchased is not of acceptable quality, has a latent defect, or is otherwise not compliant with the conditions, warranties, undertakings and legal rights given to you under Australian Law (for example, it appears faulty, or does not work at all or properly), you can make claim under this warranty.
3. This warranty only applies to MYVI electronics:
 - purchased from Urban Republic for interior caravans, residential or commercial use in Australia only;
 - that has remained installed in the same location at which it was first installed after its sale by urban republic;



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- which has been installed, maintained, used and protected in the manner recommended by Urban Republic and in a manner consistent with the purpose for which it was designed.
4. Any inquiries regarding this warranty should be sent to Urban Republic Warranties, Urban Republic Pty Ltd, 49 Metrolink Circuit, Campbellfield, VIC 3061 or by email to warranty@urbanrepublic.com.au. The following must be included with your written notice or email:
- receipt or proof of purchase (this must be an invoice which includes the date of build of the caravan or the goods to which MYVI electronics were incorporated); and
 - photos of the defect or failure.
5. You will be responsible for our own costs and expenses of and in connection with any claim arising from this warranty.
6. After we receive your written claim, we will contact you to discuss as soon as reasonable practicable. In some circumstances Urban Republic may need to remove the installed electronics for testing.
7. Once claim under these warranties has been approved, you must return the defective goods to us as a condition of us providing any remedy under these warranties to you.

WARRANTY EXCLUSION

8. This warranty does not apply in the following situations:
- a) where the claimed defect is a result of any environmental occurrence, or any other act or circumstances. This warranty does not extend to loss caused by normal wear and tear, fire, water (liquid spillage or ingress), theft, vermin or insect infestation.
9. This warranty does not cover damage caused by:
- misuse or abusive use of the MYVI electronics, including physical abuse;
 - incorrect operation or not following the operation instructions (as stated in the product Operation Manual);
 - improper installation;
 - incorrect or improper maintenance or failure to maintain the MYVI electronics;
 - failure to clean or improper cleaning of the electronics;
 - incorrect voltage or non-authorized electrical connections;
 - adverse external conditions such as power surges and dips, thunderstorm activity, acts of God, acts of terrorism, damage caused by vermin, or any other act or circumstances beyond Urban Republic's control;



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- exposure to excessive heat, moisture or dampness;
- exposure to abnormally corrosive conditions;
- password setting/ resetting and computer virus;
- repair, modification or other work carried out on the MYVI electronics other than Authorised MYVI Service Personnel;
- any damage caused by micro sims where the product is not specifically designed to accept them.

10. This Warranty does not cover MYVI electronics purchased in an auction.

11. If the MYVI electronics you are using has been rented or leased by you, and you consider a claim might be made under this Warranty, you should refer the matter to the rental or leasing company immediately and they will handle the matter.

12. This Warranty does not cover service costs in replacing and maintaining consumable parts which have ceased working through normal wear and tear.

13. This Warranty does not cover any defects not notified to Urban Republic within the Warranty Period.

WARRANTY TRANSFERABILITY

14. This warranty is not transferable or assignable.