

WARRANTY

Terms & Conditions



GEELY

Should any part of the vehicle require repair or replacement as a result of a manufacturing or material defect within the manufacturer's warranty period, the part will be repaired or replaced free of charge by an Authorised GEELY Service Dealer, regardless of any change of ownership during the period covered. Any part so repaired or replaced will benefit from these arrangements for the balance of the period applicable to the vehicle. Any repair to your vehicle may be carried out using genuine GEELY parts.

Our vehicles 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 vehicle repaired or replaced if it fails to be of acceptable quality and the failure does not amount to a major failure. This warranty does not limit the Australian Consumer Law statutory consumer guarantees in any way. In some circumstances your rights under the Australian Consumer Law statutory consumer guarantees may be greater than your rights under your Geely warranty, in which case Geely will always honour your rights under the Australian Consumer Law statutory consumer guarantees

SCOPE OF WARRANTY

Private vehicles:

All Geely vehicles purchased will be covered by a **7 Year / Unlimited Kilometre** warranty from the date of first registration. This warranty is subject to the limitations and exclusions described in below sections.

Commercial use vehicles

The 7 Year Unlimited Kilometre Warranty does **NOT** apply to vehicles used for Commercial Use, including but not limited to those used as a Rental vehicle, Fleet, Rideshare Hire Car, Taxi, Courier vehicle, Driving School vehicle, Security vehicle or Bus and Tour vehicle. Commercial use vehicles are limited to a **7 year / 150,000 Kilometre** Warranty whichever occurs first. This warranty is subject to the limitations and exclusions described in below sections.

The warranty period commences from the date of first registration and expires at the specified date. For vehicles used for commercial purposes, the warranty expires at the specified date or kilometre period, whichever comes first.

Although Geely does not require you to perform all service or repairs at a Geely Authorised Service Dealer, this warranty may be

voided or coverage may be excluded due to improper maintenance, service or repairs. Where repairs are carried out outside of a Geely Authorised Service Dealer, Geely Auto Australia is unable to reimburse or compensate for any repairs, except where prior written approval for those repairs has been obtained and documented. Failure to meet the vehicle maintenance requirements could result in a warranty claim rejection.

PARTS AND ACCESSORIES WARRANTY

Genuine Parts and accessories

Geely Auto Australia offers manufacturer's warranty on genuine parts and accessories purchased through Geely Auto Australia or Geely authorized dealer

Genuine Accessories

Genuine Geely Accessories purchased and installed to the vehicle by the dealer prior to or on day of delivery will have the full coverage of the warranty period. Accessories fitted after the date of delivery will be covered for a period of **12 months or 20,000**

kilometres, whichever occurs first. Genuine Geely Accessories purchased directly from a Geely authorised dealer will be covered for a period of 12 months from the date of purchase.

Genuine Parts

Parts fitted under warranty at a Geely Authorised Service Dealer due to a faulty product are warranted until the end of the vehicle warranty period or 12 months which ever being longer.

Genuine Geely Parts purchased through a Geely Authorised service Dealer will be covered for a period of **12 months** from the date of purchase.

All warranty coverage on parts is subject to a warranty claim assessment and approval process, with Geely acting reasonably during these processes

LIMITED WARRANTY

Anti-perforation Warranty - 7 Year / Unlimited Kilometre

Anti-perforation and paint warranties do not cover 'surface corrosion' which may result from improper or inadequate care. Anti-perforation refers to rust through corrosion that affects the painted metal body panels from the inside or underside, resulting from faulty or poor workmanship or materials used in the vehicles manufacturer process. It does not cover surface corrosion or damage caused by insufficient or improper maintenance, storage or care or other factors beyond Geely Auto Australia's control.

Paint – 36 months / 60,000 kms

Paint defects refer to issues with the original paint application and its durability. This does not cover problems such as scaling, blistering, scabbing, fading, or damage caused by inadequate maintenance, improper storage, environmental factors (such as pollution), impact from foreign objects, or any other circumstances beyond Geely Auto Australia's control.

Vehicle Batteries

The below is covered for new vehicle original batteries fitted from factory

12 Volt Battery – 12 Months/20,000 kms

Covers manufacturing defects for the original 12-volt battery installed at the factory.

Traction Battery (Private use) – 8 year/unlimited kilometres

Covers manufacturing defects for the battery installed at the factory. If the battery's State-of-Health drops below 70% of its original capacity within the first 8 years of ownership, the battery will be replaced, repaired or reconditioned free of charge. Warranty does not cover physical damage from accidents or misuse.

Traction Battery (commercial use) – 8 year/150,000 kilometres whichever occurs first

Covers manufacturing defects for the battery installed at the factory. If the battery's State-of-Health drops below 70% of its original capacity within the first 8 years of ownership or 150,000 km, the battery will be replaced, repaired or reconditioned free of charge. Warranty does not cover physical damage from accidents or misuse.

Remote fob Battery (Keyless Entry) – 3 Months/5,000kms

On original fitted remote fob batteries.

Lighting System – 3 Months/5,000kms

Covers manufacturing defects in lamp and light bulb fixtures on the interior and exterior.

Wheel alignment / wheel balancing – 3 Months/5,000kms

Covers manufacturing defects affecting wheel alignment and balance.

LIMITATION OF LIABILITY

To the full extent permitted by law, Geely Auto Australia will not be held responsible for any direct or indirect loss, loss of time, inconvenience costs or loss of revenue, from any defect in a vehicle beyond the warranty repair itself. The rights and remedies which are available to you otherwise at law in connection with a claim for compensation must be pursued separately in writing to Geely Auto Australia.

WARRANTY EXCLUSIONS

Warranty excludes the following:

- Ordinary wear and tear.
- Damage that Geely reasonably considers to result from failure to operate, maintain and care for their vehicle properly, in accordance with the instructions in the vehicle's Owner's Manual and Service & Warranty Booklet (including failure to complete applicable scheduled servicing and maintenance)
- Faults which are evident because of use of the vehicle other than its intended purpose. For the avoidance of doubt, for the Geely EX5, this includes faults resulting from off-road use and faults resulting from use during formal or informal competitive sports such as racing, as the vehicle is not designed for those purposes. Damage to the vehicle as a result of vehicle impact damage from driving accidents, fire, theft or malicious damage from third persons or as a result of illegal use.
- Driver misuse, abuse or negligence including tampering, towing or carrying loads above manufacturers' specifications.
- Damage or issues from the use of lubricants, oils or coolants that do not meet specifications, or by incorrect capacities.

- Continuing to drive vehicle with warning lights or after loss of fluids such as lubricants, oils, water, coolants, refrigerants.
- Any repair, alteration or modification of the vehicle that was made inappropriately, or the installation or use of fluids, parts or accessories, made by a person or facility not authorised or certified to do so.
- Damage to or issues with your vehicle's hardware or software as a result of modification to the vehicle's systems, including installation of non-genuine accessories that do not meet specifications, or are not intended for vehicle use, or result in major or material modification (as reasonably determined by Geely)
- Damage including deterioration, staining, corrosion from exposure to normal environmental conditions including flooding, hail, salt, acid rain, extreme temperatures, lightning or other acts of nature.
- Damage as a result of birds or other animals and insects, tree sap, bark and leaves.
- Cracks or chips or other breakage to windscreen due to any incident, rocks or natural environmental effects.
- Damage to engine due to use contaminated fuel or use of non-approved fuels including fuel which falls below recommended or specified ratings.
- Wheels and tyres will be covered in line with tyre manufacturer's warranty and pending their investigation. If defects are found in tyres, you can contact your Geely Authorised Service Dealer and they will help you to make a claim.
- **NOTE:** No warranty repairs shall be carried out if it is found that the odometer or the service records have been forged or tampered with.

ORDINARY WEAR AND TEAR

Ordinary wear and tear and vehicle maintenance is not covered under warranty

- **Servicing** - Vehicle servicing falls under reasonable maintenance requirements of a vehicle. Fluids, and other consumables also reasonably require replacement periodically. As such, servicing and replenishment of fluids and other consumables do not fall under this warranty and all costs associated fall on the owner
- **Tyres** - Tyres are subject to wear over time. The rate of wear is dependent on many factors including driving and braking style, road surface type and quality, and amount of driving. Depending on driving surface and conditions, tyres may become damaged or punctured, none of which is covered under this warranty, but may be covered under the tyre manufacturer's warranty and pending their investigation. If defects are found in tyres, you can contact your Geely Authorised Service Dealer and they will help you to make a claim

- **Wheel alignment and wheel balancing** - These are affected by the driving habits and type of use. As tyres wear, this can change the balance and wheel alignment of the vehicle
- **Brake components** – The replacement or adjustment of braking system components including brake pads, discs will vary but is directly effected by the driving habits and the way the vehicle is used.
- **Adjustments** - From time to time the vehicle may require adjustments as previously mentioned. This includes tyres, brakes, steering, and suspension. Vehicle electrical systems also require calibration. This includes lighting and driver assist systems. This may be a result of normal wear and tear and accordingly, adjustments may need to be carried out periodically. These items are not covered by this warranty where replacement is in line with operational maintenance requirements specified in the vehicle's Owner's Manual and Service & Warranty Booklet.
- **Electrical** – Fuses and spark plugs are considered consumable due to their nature and are not covered by this warranty where replacement is in line with the operational maintenance requirements specified in the vehicle's Owner's Manual and Service & Warranty Booklet.

OWNER'S RESPONSIBILITIES – SERVICE AND MAINTENANCE

Under the Warranty, the vehicle owner is responsible for ensuring that their Geely vehicle is properly operated and maintained according to the instructions in the relevant Owner's Manual and Service & Warranty Booklet.

The owner must retain maintenance records that detail the service and inspections have been carried out. We recommend completing the maintenance log provided in the following pages once each scheduled maintenance is carried out.

These maintenance service and inspection records might include:

- **Description of Service/Maintenance:** Copies of service invoices detailing work carried out which must include Dates and Odometer readings.
- **Inspections Adjustments, Corrections, and Replacements:** A list of all vehicle system inspections performed
- **Replacement Parts:** Information on replacement parts used, including part numbers.
- **Fluids and Specifications:** The brand, grade, and quantity of any fluids used.

Maintenance service and inspection records must be kept by the owner and provided to Geely Auto Australia upon request to

validate warranty status when requesting warranty repairs.

OWNER'S RESPONSIBILITIES – REGULAR MAINTENANCE

It is a requirement to properly maintain your vehicle in accordance with the vehicle maintenance requirements described in the Owner's Manual. This warranty does not apply to damage caused by the failure of customers to operate, maintain and care for their vehicle in accordance with the relevant Owner's Manual, or where a customer misuses, intentionally damages or neglects their vehicle, as reasonably determined by Geely

ASSURED PRICE SERVICING

The Geely Assured Service Pricing Program provides you with a quality and transparent service for a maximum price nationally for each of the first seven (7) set scheduled services.

With the peace of mind that specialist Geely technicians will be looking after your vehicle using only Genuine Geely Parts.

For more information please visit www.geely.com.au

SERVICE PLANS

Geely pre-paid service plans are available for purchase with any new vehicle and activated within the first 12 months of ownership.

Service plans are available in varied offerings refer to your Geely Authorised Service Dealer or www.geely.com.au With Geely service plans you'll find the comfort and assurance of:

- Protection from future price increases on parts and labour
- Service plans are fully transferable to new owners in case you decide to sell your Geely Vehicle.
- Ability to service at any Geely Authorised Service Dealer across Australia.
- All service pricing is inclusive of parts labour and fluids.
- All work completed by Geely Trained Technicians, using manufacturer diagnostic equipment and special tooling.

- You will receive Geely Premium Roadside Assistance for the full term of the service plan whilst continuing to service within the National Geely Network

CUSTOMER CARE

Your satisfaction is our primary concern. Geely authorised Dealers are equipped with the knowledge and tools to keep your Geely Vehicle in optimum condition. If a situation arising where the owner believes that their concerns have not been addressed in a satisfactory manner, we recommend you to take the following steps:

STEP 1

Contact your local Geely authorised Dealer to discuss the matter

STEP 2

If you feel that you still need assistance after taking Step 1, please contact Geely Auto Australia Email: CRT@geely.com.au, Phone: 1800 433 597. The Customer Service Representative will require the following information to assist.

1. Your name, address and telephone number
2. Year and model of vehicle
3. Vehicle Identification Number (VIN)
4. Purchase date and current mileage
5. Your dealerships name and location
6. Your enquiry or concern

TRANSFER OF OWNERSHIP

If the vehicle is sold, the remainder of the warranty period is transferred to the new owner of the vehicle.

Under no circumstances can this warranty be transferred to another vehicle. This warranty is cancelled if the vehicle is written off or disposed of by an insurer.

The warranty offered by Geely Auto Australia depends on the vehicle usage. It is the responsibility of the registered owner of the vehicle to source and provide Geely Auto Australia with information, such as details on how the previous owner/s used the vehicle, details on how the vehicle is currently used, the vehicle's history of scheduled services. This information may be required by Geely Auto Australia to verify warranty status when requesting repairs deemed warranty.

Vehicles previously used in commercial applications do not fall under the private usage warranty cover. This includes but not limited to taxi, uber or other ride-share services and public transport systems.

PRIVACY STATEMENT

At Geely Auto Australia Pty Limited (ABN 55 675 152 039), we understand the importance of protecting your privacy and value the confidentiality of your personal information. We are committed to meeting our obligations under the Privacy Act 1988. Geely collects personal information from various sources to support our business operations.

Geely takes its privacy responsibilities seriously. You can access the most recent version of our Privacy Policy on our website at <https://www.geely.com.au/privacy-policy>

If you have a complaint about the way in which we have handled any privacy issue, reach out to our customer support team via CRT@geely.com.au. We ensure sure your complaint is formally registered and notify you of the outcome of this investigation and any subsequent internal investigation.



Geely Auto Australia

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geely.com.au