



TICKFORD
Performance driven by passion



Customer Warranty Guide

Bathurst '77 Special

Supplementary Information to the
Customer Vehicle Handbook

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Tickford reserves the right, subject to all applicable laws and regulations, to change the specifications of any modifications available from Tickford at any time without incurring any liability whatsoever, to the customer or any third party.

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TICKFORD KEY CONTACTS

VIC TICKFORD ENHANCEMENT CENTRE – HEAD OFFICE

Performance Drive,
4/40 Glenbarry Road
Campbellfield VIC 3061, Australia
Phone: **1800 TICKFORD** (1800 842 530)

WARRANTY

Tickford Pty Ltd ACN 607 354 745
Performance Drive,
4/40 Glenbarry Road
Campbellfield VIC 3061, Australia
Phone: +61 (0) 3 9300 7134
Email: **warranty@tickford.com.au**

Visit **www.tickford.com.au**

Information provided was accurate at the time this manual was approved for printing.

WELCOME TO THE TICKFORD FAMILY

Congratulations on the purchase of your Tickford Bathurst '77 Special Mustang.

As a Tickford-enhanced vehicle owner, your Bathurst '77 Special will allow you to stand out from the crowd and is designed and engineered to excite you as much as it will be admired by onlookers.

This document provides an overview of the warranty offered by Tickford for purchasers of this vehicle. We would encourage you to familiarise yourself with the details of this warranty to ensure you remain covered during the warranty period.

Should you need any assistance, please contact our Customer Care Team directly on (03) 9300 7134.

If you would like to update your details with us so we can keep in contact with you, please contact us at enquiries@tickford.com.au or call 1800 TICKFORD.

Yours faithfully,

A handwritten signature in black ink that reads "Rod Nash". The signature is written in a cursive, flowing style.

Rod Nash,
Managing Director,
Tickford Pty. Ltd.

TICKFORD BATHURST '77 SPECIAL LIMITED DRIVELINE WARRANTY

Tickford Pty Ltd ACN 607 354 745 of Building 4, 40 Glenbarry Road, Campbellfield, Victoria 3061 (Tickford) provides this limited driveline warranty (Warranty) in relation to the services provided by Tickford (Services) and the Components of the customer's vehicle which have been installed or modified by Tickford or its authorised installer (Vehicle).

In this Warranty, Components means the components on the Vehicle's driveline which have been installed or modified by Tickford or its authorised installer, including but not limited to the electronic control unit, supercharger and intercooler. For the sake of clarity, subject to the terms and conditions set out in this warranty, this warranty does not cover the driveline, or any driveline components that were supplied by the Vehicle's manufacturer unless it is proven that the modifications fitted by Tickford have affected these to the extent that they will no longer be covered by the standard manufacturer warranty (OEM driveline).

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). If you are a consumer as defined by the ACL, then 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits of this Warranty are in addition to the other rights and remedies available under Australian law which cannot be excluded. Nothing in this Warranty is to be interpreted as excluding, restricting or modifying any laws applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Warranty Period / Terms and Conditions

Subject to the exclusions and limitations set out below, the benefits of this Warranty will apply from the date of supply and fitment or modification of Components by Tickford and will continue to apply for:

- the expiration of the balance of the standard new vehicle warranty (excluding any extended or promotional warranties), in relation to any defect which arises within the OEM driveline, where the components

fitted by Tickford has caused damage to the OEM driveline during the Warranty Period

Should the Services be defective, or if a defect or damage to the Components arises during the Warranty Period as a direct result of the installation, operation or performance of the Components, and Tickford finds the Components defective, Tickford will, at its option:

- resupply the Services; or
- repair or have replaced the defective Components free of charge for materials or labour; or
- cause the defective Components to be replaced or repaired by an authorised repairer free of charge for materials or labour

In addition to the above, in the event that Tickford determines that the provision of the Services or the supply of the Components had caused damage to the OEM driveline during the Warranty Period, then Tickford will at its option, replace or repair the defective component of the OEM driveline.

Tickford reserves the right to replace defective Components with components of similar quality, specification and composition where an identical component is not available. Components presented for repair may be replaced by refurbished parts of the same type, rather than being repaired. Refurbished parts may be used to repair the Components.

Warranty Claims

If a defect in the Components or the OEM driveline arises during the Warranty Period, you must immediately cease using the Vehicle and submit a claim to Tickford on the details below within 7 days of the defect arising.

All claims submitted to Tickford under this Warranty must be accompanied by your full contact details, full details of the alleged defect and any further information or documentation requested by Tickford. You warrant that all information provided with your Warranty claim is true, correct and complete. You must deliver the Vehicle to Tickford, or to an authorised repairer as directed by Tickford, at your own cost.

Tickford will assess each warranty claim (including by inspecting the Components and Vehicle, as necessary) or refer the relevant Vehicle or Components to an authorised repairer for further assessment and inspection. If the inspection finds no defect in the Component or OEM

driveline (as applicable), you must pay Tickford's reasonable costs associated with the inspection and testing.

Key Warranty Benefits

Obligations:

- Registered owner of the vehicle.
- Warranty documentation has been completed and submitted.
- Secondary to all other warranties and manufacturers recalls that may be in effect.

Warranty Coverage

Liability per drivetrain

Where applicable Tickford will warrant the drivetrain to a total liability limited to a maximum of \$15,000.00 (AUD).

Exclusions and Limitations

This warranty covers only defects in our materials or workmanship, and does not apply to the original equipment manufacturer (OEM) exterior engine components, ignition, fuel system or damage related to or arising from:

- use of fuel with octane rating less than 98 RON
- abnormal operation, abuse, neglect, lack of maintenance or lack of fluids, or damage resulting from a collision, and operation of such an impaired vehicle will void the warranty. The vehicle owner is responsible for ensuring no further damage occurs once damage has occurred
- covered Components being tampered with or altered from factory specifications (whether OEM or Tickford)
- the use of non-Tickford approved accessories, such as headers, air induction, fuel additives, camshafts, nitrous oxide systems, rear end modifications, and other aftermarket products
- damage or abuse related to towing, overloading, ECU calibration, misuse, negligence, road conditions, lift kits, oversized tyres, and other non-Tickford approved modifications
- participating in or preparation of the vehicle for racing (on a track or otherwise)
- fires, flood, riots, acts of war or terrorism, theft, vandalism, natural disasters, and acts of god are not covered

- the Tickford products have been installed in or on a vehicle other than the Vehicle for which the products were supplied
- the defect or damage to the Component or OEM driveline has not been specifically caused by the Tickford products
- the defect or damage is to parts or components of your Vehicle that were not present on the Vehicle at the time the Tickford products were installed
- the Vehicle or the Components have been altered, modified, repaired or tampered with other than by the Vehicle manufacturer, Tickford or an authorised repair agent of the Vehicle manufacturer or Tickford
- the repair or replacement is required as a result of:
- the Vehicle being involved in a collision, illegal use or the Vehicle having been subject to accidental damage or abnormal conditions including fire, flood, hail or similar
- misuse, or the use of the Components or the Vehicle in a manner other (including where the Vehicle has been driven through water or on unsealed roads)
- normal wear and tear including any gradual deterioration caused by the effects of age and/or mileage
- failure to maintain the Vehicle or Components in accordance with any instructions provided to you by Tickford or the Vehicle manufacturer (including in relation to storage, start up, warm up, shut down, over fuelling, speeding, failing to use appropriate fuel and lubricant as directed)
- normal or routine maintenance, adjustments, calibrations, alignments, machining, keyways and/or servicing of any parts
- water, dirt or other contaminants being present in the fuel, oil or other fluids or parts
- wear and tear as a result of design choices made by you in relation to the Tickford products
- the defect existed prior to the installation of the Tickford products on the Vehicle
- the Vehicle has been used for commercial transportation, stunt activities, motor sports or extreme activity
- the Vehicle and Components have continued to be operated or used after a defect has occurred
- the repair or replacement of the Components or a component of the OEM driveline is the absolute limit of Tickford's liability under this Warranty
- except as otherwise specified in this Warranty, this Warranty does not create any liability or responsibility of Tickford for consequential loss, death, injury or damage to any person or property or other charges,

expenses or costs incurred as a result of any defect in the Components, the Tickford products or the Vehicle

- no express warranty or representation is made by Tickford, other than as set out in this Warranty

Items Excluded:

- Friction Material and wearable parts – Clutch, LSD, Brakes.
- The warranty will not cover any defect or damage due to fair wear and tear. Limitations on warranty are the vehicle must be serviced in accordance with vehicle manufacturer's instructions or specifications, 98 RON fuel must be used, the vehicle does not take part in any motor sport activities such as rallying, racing or other competitive driving, practising or testing for the same and the vehicle is not subjected to misuse, abuse or neglect.

Except as otherwise specified in this Warranty, this Warranty does not create any liability or responsibility of Tickford for consequential loss, death, injury or damage to any person or property or other charges, expenses or costs incurred as a result of any defect in the Components, the Tickford products or the Vehicle.

No express warranty or representation is made by Tickford, other than as set out in this Warranty.

How to make a warranty claim

To obtain warranty service on your vehicle, you must have an operational odometer and have maintenance services performed at the intervals as stated in the Ford Australia vehicle maintenance schedule. You must present these invoices in the unlikely event of a warranty claim, therefore, we strongly recommend that you retain them for your records

You must submit copies of the following documents with your warranty claim:

- your warranty registration form
- the receipt showing installation of the Tickford product(s)
- all requested vehicle maintenance records

If a warranted component has failed, please contact us immediately at **1800 TICKFORD** to register your issue. No work should be performed on the car without Tickford authorisation to proceed.

TICKFORD BATHURST '77 SPECIAL LIMITED PARTS WARRANTY

Tickford Pty Ltd ACN 607 354 745 of Building 4, 40 Glenbarry Road, Campbellfield, Victoria 3061 (Tickford) provides this limited warranty (Warranty) in relation to its vehicle modification and enhancement parts (Parts) which have been supplied and fitted to your vehicle (Vehicle).

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). If you are a consumer as defined by the ACL, then 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits of this Warranty are in addition to the other rights and remedies available under Australian law which cannot be excluded. Nothing in this Warranty is to be interpreted as excluding, restricting or modifying any laws applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Warranty Period / Terms and Conditions

Subject to the exclusions and limitations set out below, the benefits of this Warranty will apply from the date of supply and fitment or modification of Components by Tickford and will continue to apply for:

- the expiration of the balance of the standard new vehicle warranty (excluding any extended or promotional warranties), in relation to any defect which arises within the OEM driveline, where the components fitted by Tickford has caused damage to the OEM driveline during the Warranty Period

Should a defect in materials or workmanship arise in the Parts during the Warranty Period, and Tickford finds the Parts defective, Tickford will, at its option:

- repair or replace the defective Part free of charge for materials or labour; or
- cause the defective Part to be replaced or repaired by an authorised repairer free of charge for materials or labour

Tickford reserves the right to replace defective components of the Parts with components of similar quality, specification and composition, including where an identical component is not available. Parts presented for repair may be replaced by refurbished parts of the same type, rather than being repaired. Refurbished components may be used to repair the Parts.

Warranty Claims

If a defect in the Parts arises during the Warranty Period, you must immediately cease using the Vehicle and submit a claim to Tickford on the details below, within 7 days of the defect arising.

All claims submitted to Tickford under this Warranty must be accompanied by your full contact details, full details of the alleged defect and any further information requested by Tickford. You warrant that all information provided with your Warranty claim is true, correct and complete.

You must deliver the Vehicle to Tickford, or to an authorised repairer as directed by Tickford, at your own cost.

Tickford will assess each warranty claim (including by inspecting the Parts and Vehicle, as necessary) or refer the relevant Vehicle or Parts to an authorised repairer for further assessment and inspection. If the inspection finds no defect in the Part, you must pay Tickford's reasonable costs associated with the inspection and testing.

Exclusions and Limitations

The benefits provided to you under this Warranty will not apply where:

- the Parts have been installed in or on a vehicle other than the Vehicle for which the Parts were supplied by Tickford
- the Vehicle or the Parts have been altered, modified, repaired or tampered with other than by the Vehicle manufacturer, Tickford or an authorised repair agent of the Vehicle manufacturer or Tickford
- the repair or replacement is required as a result of:
 - the Vehicle being involved in a collision, illegal use or having been subject to accidental damage or abnormal conditions including fire, flood, hail or similar
 - misuse, or the use of the Parts or Vehicle in a manner other than as specified in the owner's manual provided with the Vehicle

(including where the Vehicle has been driven through water or on unsealed roads)

- o normal wear and tear including any gradual deterioration caused by the effects of age and/or mileage
- o failure to maintain the Vehicle or Parts in accordance with any instructions provided to you (including in relation to storage, start up, warm up, shut down, over fuelling, speeding, failing to use appropriate fuel and lubricant as directed)
- o water, dirt or other contaminants being present in the fuel, oil or other fluids
- o the Vehicle has been used for commercial transportation, stunt activities, motor sports or extreme activity
- o the Vehicle and Parts have continued to be operated or used after a defect has occurred

The repair or replacement of the Parts is the absolute limit of Tickford's liability under this Warranty.

Except as otherwise specified in this Warranty, this Warranty does not create any liability or responsibility of Tickford for consequential loss, death, injury or damage to any person or property or other charges, expenses or costs incurred as a result of any defect in the Parts or the Vehicle.

No express warranty or representation is made by Tickford, other than asset out in this Warranty.



CHANGE OF OWNERSHIP

New Owner Details

Full Name		
Street Address		
Suburb	State	Post Code
Phone		
Email		

If Purchased Through a Dealer

Dealer Name	City
Sales Manager	Phone



Vehicle Particulars

Date of Purchase	
VIN	
Build Date	Tickford Build # / 77

CHANGE OF OWNERSHIP

New Owner Details

Full Name		
Street Address		
Suburb	State	Post Code
Phone		
Email		

If Purchased Through a Dealer

Dealer Name	City
Sales Manager	Phone

Vehicle Particulars

Date of Purchase	
VIN	
Build Date	Tickford Build # / 77



SEND TO

Tickford Pty Ltd

4/40 Glenbarry Road
Campbellfield VIC 3061, Australia

Or Email enquiries@tickford.com.au



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 Tickford  @Tickford  tickford

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