



TICKFORD
Performance driven by passion

Customer Warranty Guide

Supplementary Information to the
Customer Vehicle Handbook

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

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.

PRINT 2: June 2018

TICKFORD KEY CONTACTS

VIC TICKFORD ENHANCEMENT CENTRE – MELBOURNE

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

NSW TICKFORD ENHANCEMENT CENTRE - SYDNEY

Unit 15, Riverside Business Park
24-28 River Road West
Rosehill NSW 2142, 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**

WELCOME TO THE TICKFORD FAMILY

Congratulations on the recent fitment of personalisation options to your vehicle and thank you for choosing Tickford as your vehicle enhancing specialist.

As a Tickford-enhanced vehicle owner you join a special group whose vehicle now stands out from the crowd and is designed and engineered to excite you as much as it will be admired by onlookers.

This document details the warranty and ownership information in respect of your Tickford personalisation package.

One of the benefits of Tickford's personalisation packages is the peace of mind you receive as an owner knowing that our team are here to assist you with any enquiries.

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 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 (OEM driveline) unless it is proven that the modifications fitted by Tickford have affected the OEM driveline to the extent that it will no longer be covered by the standard manufacturer warranty.

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 following period (Warranty Period):

- From the date of registration of the vehicle, the first 36 months / 100,000kms (whichever occurs first) (excluding any extended or promotional warranties) of the Standard Manufacturer Warranty period,

in relation to any defect which arises within the OEM driveline, where the components fitted by Tickford have caused damage to the OEM driveline and to the extent that the OEM driveline will no longer be covered by the Standard Manufacturer Warranty; or

- 12 months / 20,000kms (whichever occurs first) after the fitment or modification of Components by Tickford in relation to any defect in the Services or the Components.

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

- resupply the Services;
- repair or replace 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. Where a supercharger has been installed on the Vehicle, subject to any applicable laws, Tickford's total liability in respect of the OEM driveline is limited to a maximum of \$15,000.00 (AUD).

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 made by the registered owner of the Vehicle or with the written authority of the registered owner of the Vehicle (at Tickford's discretion). Warranty claims 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.

Warranty Coverage Limitations

The benefits provided to you under this Warranty will not apply where Tickford, acting reasonably, determines that:

- 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 defect or damage has arisen from the Vehicle being involved in towing, overloading, ECU calibration, road conditions, lift kits or the use of oversized tyres and other non-Tickford approved modifications;
- 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, riots, acts of war or terrorism, theft, vandalism, natural disasters, acts of god or similar;
 - the Vehicle being involved in motor sport activities such as rallying, racing or other competitive driving, non-competitive practicing or testing (on a track or otherwise);
 - misuse, abuse, neglect or the use of the Components or the Vehicle in a manner other than as specified in the owner's manual provided with the Vehicle (including where the Vehicle has been

- o 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 including in respect of the Vehicle clutch, LSD and brakes;
- o 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, incorrect fuel usage, speeding, failing to use appropriate fuel and lubricant as directed);
- o failure to carry out normal or routine servicing and maintenance, adjustments, calibrations, alignments, machining, keyways and/or servicing of any parts in accordance with Tickford's or the Vehicle manufacturer's recommendations;
- o water, dirt or other contaminants being present in the fuel, oil or other fluids or parts;
- o wear and tear as a result of design choices made by you in relation to the Tickford products;
- o 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;
- the defect existed prior to the installation of the Tickford products on the Vehicle;
- the defect is subject to a warranty or recall action by the Vehicle manufacturer;
- the Vehicle has been used for commercial transportation, stunt activities, motor sports or extreme activity; or
- the Vehicle and Components have continued to be operated or used after a defect has occurred.

The benefits of this Warranty do not apply to the original equipment manufacturer (OEM) exterior engine components, ignition or fuel system. 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.

TICKFORD 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) by Tickford or its authorised installer.

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, Tickford warrants that the Parts will be free from defects in materials and workmanship until the earlier of 12 months / 20,000kms from the date of supply or installation of the Parts on your Vehicle.

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 made by the registered owner of the Vehicle or with the written authority of the registered owner of the Vehicle (at Tickford's discretion). Warranty claims 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 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 Tickford, acting reasonably, determines that:

- 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 defect or damage to the Part has arisen from the Vehicle being involved in towing, overloading, ECU calibration, road conditions, lift kits or the use of oversized tyres and other non-Tickford approved modifications;
- 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;

- o the Vehicle being involved in motor sport activities such as rallying, racing or other competitive driving, non-competitive practicing or testing (on a track or otherwise);
- o misuse, abuse, neglect or the use of the Parts or the 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 by Tickford or the Vehicle manufacturer (including in relation to storage, start up, warm up, shut down, over fuelling, fuel usage, speeding, failing to use appropriate fuel and lubricant as directed);
- o failure to carry out normal or routine servicing and maintenance, adjustments, calibrations, alignments, machining, keyways and/or servicing of the Part in accordance with Tickford's or the Vehicle manufacturer's recommendations; or
- o water, dirt or other contaminants being present in the fuel, oil or other fluids or Parts;
- o wear and tear as a result of design choices made by you in relation to the Part;
- o 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;
- the Vehicle has been used for commercial transportation, stunt activities, motor sports or extreme activity; and
- 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 as set out in this Warranty.

PERSONAL INFORMATION

Tickford will only use the personal information provided by you in relation to this Warranty (including your name, address and contact telephone number) to fulfil its obligations set out in this Warranty, as well as for any other related purpose. If you do not provide your personal information as requested by Tickford, Tickford may be unable to provide the benefits of this Warranty to you.

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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 #
Model	
Colour	

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 #
Model	
Colour	



SEND TO

Tickford Pty Ltd
4/40 Glenbarry Road
Campbellfield VIC 3061, Australia

Or Email enquiries@tickford.com.au



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