

Annexure B

MotorOne Warranty

KIA BRANDED PRODUCT WARRANTY

This warranty is provided by:

MotorOne Group Pty Ltd ACN 097 188 219 (**Issuer**)
Level 9, 3 Nexus Court
Mulgrave, VIC 3170
Phone: 1300 801 917

The benefits to you given by this warranty are in addition to the rights and remedies of the consumer under a law in relation to the goods the subject of this warranty.

Our goods 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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

PAINT SURFACE COATING

Warranty coverage and period

Limited Lifetime Warranty

Subject to the terms, conditions and exclusions detailed in this warranty, the Issuer warrants that this product will prevent:

- weather induced discolouration, fading, oxidization, and loss of gloss;
 - bore water etching and paint softening;
 - damage caused by water marks, sunscreen, tree sap, fallen leaves, bug splatter & droppings, bird & bat droppings, and rail dust,
- to the treated paintwork of the vehicle.

If at the time of purchasing this product it has been no more than 60 months from the date of first registration of the vehicle, this product is covered by a limited lifetime warranty.

7 Year Limited Warranty

Subject to the terms, conditions and exclusions detailed in this warranty, the Issuer warrants that this product will prevent clear coat delamination to the treated paintwork of the vehicle for the period set out below.

If at the time of purchasing this product, in addition to the above, it has been no more than 12 months from the date of first registration of the vehicle, this product is also covered by a limited warranty for 7 years from the date of purchase of the product.

Where a valid warranty claim is made under either of the above surface protection warranties, the Issuer will clean or repair (at its option) the faulty area and re-apply the product to that area.

Warranty exclusions

This warranty does not cover:

1. any damage to the vehicle paintwork caused by collision, stone chipping, rust, scratches, vandalism (e.g. egg damage), abrasions or damage caused by the treated surface coming into contact with acids, dyes, oil based paints, bleaches or ammonia based products, fall out or spillage caused by corrosive chemicals or materials;
2. swirl marks, wash webbing and surface scratches as a result of abrasive car washing;
3. vehicle panels that have been treated by other protection products or methods, altered, resprayed or replaced and which have not had the product re-applied;

4. defects in the paintwork as a result of substandard repairs to panels of the vehicle;
5. manufacturer's imperfections in the paintwork or items covered under the vehicle manufacturer's paintwork warranty;
6. any painted accessories (e.g. ute lids, spoilers, canopies, side skirts);
7. any sections of the vehicle which have been modified after the application of the product (e.g. application of decals, stickers, magnetic signage);
8. any damage caused to the vehicle paintwork as a result of polishing or buffing the paintwork;
9. any damage caused to the vehicle paintwork as a result of cleaning the paintwork with a solvent, degreaser or any other agent that is not PH neutral;
10. any damage caused to the vehicle paintwork as a result of failing to reasonably maintain due care to the treated surface.

Terms and conditions

1. Any claim under this warranty must be lodged with your Kia Dealer, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. This warranty applies to the original purchaser of this product, the details of who are stated on this warranty. Upon transfer of the vehicle within 7 years of the date of purchase of the product, this warranty will automatically transfer to the transferee of the vehicle. Transfer of vehicle registration and warranty must be completed as soon as possible and is subject to the transfer terms, conditions and instructions available at www.kia.com.au.
3. If the panels of the vehicle are treated by other protection products or methods, altered, re-sprayed, repaired or replaced, the product must be re-applied to those panels within 30 days after the treatment, alteration, re-spray, repair or replacement. Please contact your local Kia Dealer to discuss any reapplication queries or to arrange a reapplication. You must bear the cost of the reapplication.

Warranty void

This warranty will be void and you will not be able to make a claim if you fail to comply with the terms and conditions of this warranty.

INTERIOR SURFACE COATING

Warranty period

Limited Lifetime Warranty

If at the time of purchasing this product it has been no more than 60 months from the date of first registration of the vehicle, this product is covered by a limited lifetime warranty.

The warranty terms, conditions and exclusions for each interior product are set out in this document. Subject to the Australian Consumer Law, the Issuer has no other liability under this warranty, including liability for any loss of your time, or vehicle use, or for any rental vehicle or transport costs.

FABRIC & CARPET PROTECTION

Subject to the terms, conditions and exclusions detailed in this warranty, the Issuer warrants that this product will prevent permanent staining of the treated surface from face make-up, sunscreen, baby formula, water, coffee, soda, milk or other commonly consumed food & liquids and prevent discolouration and fading of the treated surface caused by the harmful effects of ultra violet light.

Where a valid warranty claim is made, the Issuer will clean or repair (at its option) the faulty area and re-apply the product to that area.

Warranty exclusions

This warranty does not cover:

1. any staining or discolouration to materials which have been ripped, torn, or subjected to vandalism, accident, alteration or burning;

2. any stains, burns or discolouration caused by caustic or corrosive material, acids, clothing dye transfer, inks, bleaches, gum, paint;
3. any staining or discolouration arising from general wear and tear;
4. stains, marks or discolouration existing prior to the application of the product noted by the applicator in a condition report;
5. damage covered under the vehicle manufacturer's warranty;
6. manufacturer's imperfections in the fabric/carpet;
7. treated areas which have been altered, removed or overcoated with a different product;
8. any damage to the fabric/carpet of the vehicle caused by steam cleaning, cleaning the surface with a coloured cloth or any agent that is not PH neutral;
9. any staining or discolouration caused as a result of failing to reasonably maintain due care to the treated surface;
10. fabric/carpet surfaces that have been repaired or replaced and which have not had the product re-applied.

Terms and conditions

1. Any claim under this warranty must be lodged with your Kia Dealer, in accordance with the claim procedure set out below, within 30 days of the fault appearing.
2. This warranty applies to the original purchaser of this product, the details of who are stated on this warranty. Upon transfer of the vehicle within 7 years of the date of purchase of the product, this warranty will automatically transfer to the transferee of the vehicle. Transfer of vehicle registration and warranty must be completed as soon as possible and is subject to the transfer terms, conditions and instructions available at www.kia.com.au.
3. If the carpet/fabric surface is repaired or replaced, the Issuer product must be re-applied to those areas. Please call contact your local Kia Dealer to discuss any reapplication queries or to arrange reapplication. You must bear the cost of the reapplication.

Warranty void

This warranty will be void and you will not be able to make a claim if you fail to comply with the terms and conditions of this warranty.

LEATHER & VINYL PROTECTION

Subject to the terms, conditions and exclusions detailed in this warranty, the Issuer warrants that this product will prevent cracking, splitting, discolouration and fading of the treated surface caused by the harmful effects of ultra violet light and prevent permanent staining of the treated surface from sunscreen, face make-up, baby formula, water, coffee, soda, milk or other commonly consumed food & liquids.

Where a valid warranty claim is made, the Issuer will clean or repair (at its option) the faulty area and re-apply the product to that area.

Warranty exclusions

This warranty does not cover:

1. cracking, splitting, discolouration, or any staining of materials which have been ripped, torn, or subjected to vandalism, accident, alteration or burning;
2. cracking, splitting, discolouration, or any stains caused by caustic or corrosive material, acids, clothing dye transfer, inks, bleaches, gum, paint;
3. cracking, splitting, discolouration, or any staining arising from general wear and tear;
4. cracking, splitting, discolouration, or stains existing prior to the application of the product noted by the applicator in a condition report;
5. damage covered under the vehicle manufacturer's warranty;
6. manufacturer's imperfections in the leather or vinyl;
7. treated areas which have been altered, removed or overcoated with a different product;
8. any damage to the leather or vinyl caused by cleaning the surface with a coloured cloth or any agent that is not PH neutral;
9. cracking, splitting, discolouration, or any staining caused as a result of failing to reasonably maintain due care to the treated surface;

10. surfaces that have been repaired or replaced and which have not had the product re-applied.

Terms and conditions

1. Any claim under this warranty must be lodged with your Kia Dealer, in accordance with the claim procedure set out below, within 30 days of the fault/damage appearing.
2. This warranty applies to the original purchaser of this product, the details of who are stated on this warranty. Upon transfer of the vehicle within 7 years of the date of purchase of the product, this warranty will automatically transfer to the transferee of the vehicle. Transfer of vehicle registration and warranty must be completed as soon as possible and is subject to the transfer terms, conditions and instructions available at www.kia.com.au.
3. If the leather or vinyl surface is repaired or replaced, the Issuer's product must be re-applied to those areas. Please contact your local Kia Dealer to discuss any reapplication queries or to arrange reapplication. You must bear the cost of reapplication.

Warranty void

This warranty will be void and you will not be able to make a claim if you fail to comply with the terms and conditions of this warranty.

MAKING A CLAIM - what to do

To make a warranty claim you must follow the procedure outlined below:

1. Contact your local Kia Dealer and provide your name, contact details, vehicle details, Kia Car Care warranty number and brief description of the fault/damage.
2. Your Kia Dealer will then perform an initial inspection of the vehicle and will submit a claim form on your behalf where required.
3. Upon receipt of a completed and valid warranty claim form, your Kia Dealer will arrange for an assessor to inspect the vehicle during normal business hours at the dealership.
4. Following the vehicle assessment and subject to it being a valid warranty claim, the Issuer will arrange a mutually convenient time at the dealership to rectify the fault or damage.
5. KIA have Authorised Service Dealers across all states and territories of Australia. It is the owner's responsibility to present their vehicle to an Authorised KIA Dealer to make a claim under this warranty. It is the owner's responsibility to present their vehicle to an Authorised KIA Dealer or nominated location to have repairs under this warranty. For a full listing of Authorised KIA Dealers, visit our KIA Dealers section on our website - www.kia.com.au or call KIA Customer Service on 131 KIA (131 542).

Subject to the Australian Consumer Law, the Issuer has no other liability under this warranty, including liability for any loss of your time, or vehicle use, or for any rental vehicle or transport costs.

MAINTENANCE SCHEDULE: How to care for your product

PAINT SURFACE PROTECTION

- Avoid using car wash/shampoo during first 3 days – use only clear water to wash vehicle during this period if required.
- Wash your vehicle as required using a PH neutral car wash/shampoo. It is recommended that you use a car wash/shampoo from the Issuer's range. These can be purchased from your local Kia Dealer.
- Wash your vehicle in a cool, shady area, and in warmer climates, allow the metal of your vehicle to cool prior to washing. A hot surface causes the washing agents to evaporate quickly, leading to water spotting.
- Hose your vehicle prior to washing to dislodge any loose dirt, dust or mud. Follow the instructions on the car wash/shampoo bottle (most of the Issuer's products only require 2 capfuls in a 10 litre bucket of warm water). Use a good quality clean sponge. Wash one panel at a time, then flush the surface thoroughly with clean water. As dirt and contaminants can become trapped in the sponge (which can lead to scratches and swirl marks on the paint surface), rinse the sponge with clean water regularly. For best results, dry your vehicle with a good quality chamois.
- Do not use any polishes on your vehicle which can be abrasive, or any washing agents that may contain degreasers or solvents. Use of these products may reduce the life of the coating.

- Remove environmental contaminants (e.g. bird droppings, bug splatter and tree sap) as soon as possible in order to neutralise the acidic affects of these contaminants. Apply the Issuer or PH neutral car wash/shampoo (do not dilute) directly to the affected area, allow the contaminant to soften, then wash as per instructions above. Do not use anything abrasive (e.g. scourers, brushes or fingernails) to remove such contaminants.
- Do not take your vehicle through an automated car wash that uses abrasive washing actions such as brushes, this can lead to scratching and swirl marks.
- If the panels of your vehicle are re-sprayed, repaired or replaced, the Issuer product must be re-applied to those panels. Please call your local Kia Dealer to discuss any reapplication queries or to arrange reapplication.

FABRIC & CARPET PROTECTION

- Clean/vacuum the fabric/carpet of your vehicle regularly (e.g. fortnightly) to maintain the protected surfaces.
- If a spill occurs on the treated fabric/carpet surface, immediately absorb the spill with a clean non-coloured cloth. If a stain persists or has been allowed to dry, use a non-coloured cloth dampened with mix of warm water and a PH neutral shampoo and gently rub the stained area until clean.
- If the fabric/carpet surface is repaired or replaced, the Issuer's product must be re-applied to those areas. Please call your local Kia Dealer to discuss any reapplication queries or to arrange reapplication.

LEATHER & VINYL PROTECTION

- Clean the leather/vinyl surfaces of your vehicle regularly (e.g. fortnightly) using a clean damp cloth to maintain the protected surfaces.
- If a spill occurs on the treated leather/vinyl surface, immediately absorb the spill with a clean non-coloured cloth. If the stain has been allowed to dry, use a non-coloured cloth dampened with mix of warm water and a PH neutral shampoo and gently rub the stained area until clean.
- If the leather/vinyl surface is repaired or replaced, the Issuer's product must be re-applied to those areas. Please call your local Kia Dealer to discuss any reapplication queries or to arrange reapplication.