

# RYCO

## REPLACEMENT GUARANTEE

NEW ZEALAND - OCTOBER 2022

**IN THE UNLIKELY EVENT THAT A RYCO PRODUCT IS FOUND TO BE DEFECTIVE DUE TO DEFECTS IN MATERIAL AND/OR WORKMANSHIP, WE WILL REPLACE IT FOR YOU FREE OF CHARGE (SUBJECT TO CONDITIONS).**

### WHAT IS COVERED BY THIS VOLUNTARY WARRANTY?

In addition to the rights that you may have as a consumer under the New Zealand Consumer Guarantees Act 1993, Ryco Group provides a LIMITED REPLACEMENT GUARANTEE for RYCO products bought new in New Zealand that expires either 1 YEAR after the installation of the product or upon the expiration of the service interval recommended by the original equipment manufacturer for the vehicle/engine (whichever comes first).

During this replacement guarantee period if any engine or equipment is damaged in New Zealand as a direct result of the use of a RYCO product that Ryco Group determines to be defective, Ryco Group will replace the defective Ryco product free of charge and pay to restore the engine or equipment to a condition equivalent to the state of the engine or equipment immediately prior to the damage. This replacement and restoration will be provided on a without prejudice basis, and without any admission of liability. Consequential damage claims will not be covered by this replacement guarantee.

### THIS REPLACEMENT GUARANTEE DOES NOT APPLY TO ANY PRODUCT THAT:

- has been subject to misuse, neglect, negligence, damage or accident
- that has been improperly maintained, operated or installed
- has been fitted to any vehicle that has been changed or modified from original specification (unless the Ryco product is specifically intended for such use)
- is used for applications contrary to those specified in the relevant Ryco catalogue vehicle listings
- has been selected solely on a visual and/or dimensional basis
- has been improperly selected contrary to vehicle or performance specifications
- has been used other than for its intended purpose
- has been bought outside Ryco's authorised distribution network
- has been damaged as a result of external factors beyond the control of Ryco Group

### HOW TO MAKE A CLAIM

To make a claim under this replacement guarantee:

- return the RYCO product to the place of purchase as soon as practicable after you become aware of the issue
- if the reseller you purchased the product from cannot help you resolve the issue, Ryco Group will be contacted on your behalf
- a description of the issue, application details and any additional useful information must be provided to Ryco Group to assist in the replacement guarantee assessment
- if required by Ryco Group, the product must be returned unaltered and unchanged for Ryco Group inspection
- all receipts and other evaluative material must be provided for processing



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### RETURN & INSPECTION

- Ryco Group may request that you deliver the RYCO product that you believe to be defective to Ryco Group for examination. Ryco Group will reimburse you for your reasonable delivery costs if Ryco Group approves your claim.
- Ryco Group Sales Support can be contacted directly on free call 0800 838 222 between 8am and 5pm Monday to Friday or by email at [sales-nz@rycofilters.com](mailto:sales-nz@rycofilters.com)
- It may be necessary for Ryco Group to inspect any claimed engine damage. Contact must be made with Ryco Group to discuss the replacement guarantee claim before any repairs are carried out.

### RYCO GROUP WILL UNDERTAKE THE FOLLOWING ACTIONS (IF AND WHEN REQUIRED):

- If Ryco Group requires an inspection of the vehicle or engine to be undertaken, it will arrange (at its expense) for an employee or agent to carry out the inspection as soon as practicable. Ryco Group will use its best endeavours to carry out this inspection within 14 days of being notified of the claim.
- Within 21 days of carrying out an inspection or receiving a product that is claimed to be defective for examination, the warranty claim will be assessed by Ryco Group on the basis of our product knowledge and reasonable judgement and will be accepted if:
  - a relevant defect is found
  - the warranty claim is made during the warranty period; and
  - none of the excluded conditions listed above apply
- Where products are required to be sent to overseas to Ryco Group affiliates for further assessment, the response period may be extended.

This replacement guarantee is given by Ryco Group a division of GUD (NZ) Holdings Ltd.

Business Address: 19 Bell Avenue, Otahuhu, Auckland 1060 New Zealand

Free Call Phone: 0800 838 222

Email: [sales-nz@rycofilters.com](mailto:sales-nz@rycofilters.com)

Our goods also come with guarantees that cannot be excluded under the New Zealand Consumer Guarantees Act 1993. The benefits given to you by this replacement guarantee are in addition to the rights you may have as a consumer under the Consumer Guarantees Act 1993.

