



TERMS & CONDITIONS

1. GENERAL

These terms and conditions form part of the contract ("agreement") between Diesel Injection Technology Pty Ltd (ABN 26 128 910 583) (in this agreement "we" or "us") and the customer (in this agreement "you") that is formed when you book in a vehicle with us. By booking in your vehicle with us you agree to be bound by this agreement. A reference to "products" in this agreement includes all parts or products fitted as part of services we provide to you unless the context requires otherwise.

These terms and conditions are available on our website: www.dieselit.com.au.

2. PRICING & PAYMENT

Estimates given will include GST in their total unless otherwise stated. The scope and pricing of work to be completed may change as a result of updated instructions from you. Should additional work be found necessary during the course of the service which would cause the estimate to be exceeded, we will endeavour to contact you to explain the additional work required and seek your authorisation for the additional costs to be incurred before proceeding. We provide estimates only and as such these are subject to change.

An estimate given by us is **NOT** a guarantee that there are no other issues with the vehicle. Due to the nature of modern vehicles, it is possible that multiple problems may exist within the one vehicle. There will be instances when replacing any given component may not resolve the problem, even though all symptoms/tests pointed to that component being faulty. Additionally, a failed component can cause damage to other components of the vehicle and the damage may not be apparent until disassembly and often until completion of the original repair. You agree that you will be responsible for the cost of the original repair regardless of outcome and may elect to perform further repairs at additional cost.

Where such further repairs are required, you will be contacted to obtain further authorisation from you for the additional repairs.

A detailed tax invoice outlining the work carried out and associated costs will be provided once the work is completed. Payment must be made **IN FULL** prior to collection of your vehicle. We accept cash, credit cards, EFTPOS, personal cheques (where approved) and direct debit (providing payment enters our account prior to collection).

By booking in your vehicle, you agree to pay for labour, spare parts and materials required for that purpose at our current rates and prices.

3. COURTESY VEHICLE

A courtesy vehicle may be provided when requested subject to availability. Use of a courtesy vehicle is not guaranteed, and we reserve the right to withdraw or change this service at any time. You must hold an unrestricted licence to use a courtesy vehicle. Insurance excess may apply in the event of damage to the courtesy vehicle.

4. EXCHANGE PRODUCTS

Fuel system parts used during vehicle repairs may be exchange products. These products are to the same standard of repair carried out to customers own parts. Unless otherwise agreed, exchange products will be used when applicable.

5. RETURNS POLICY

Our returns policy does not affect your rights under the Australian Consumer Law. This policy is provided in addition to your rights under the Australian Consumer Law.

You may return a product for a refund or exchange within 14 days with proof of purchase, unless that product is:

- a discontinued part
- not in a resaleable condition
- not in its original packaging (with documentation where applicable)

We will not be liable for your freight or other costs in returning products unless otherwise agreed, or where you are entitled to such costs under the Australian Consumer Law

6. STORAGE OF UNCOLLECTED VEHICLES

If you do not collect the vehicle within two (2) days from the time it is ready for collection a vehicle storage fee of \$25 per day will apply (unless otherwise agreed).

7. CCTV

You acknowledge that this business has installed CCTV cameras at various locations in and around the business premises. You agree to being video recorded as you enter, do business, and leave our business premises. This includes video footage of your vehicle, yourself, and any passengers. This video footage may be used to assess the condition of the vehicle upon presentation to this business.

8. WARRANTY

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure. You are also entitled to have the goods repaired or replaced if the goods and/or services failed to be of acceptable quality and the failure does not amount to a major failure. Our guarantee below is provided in addition to your rights under the Australian Consumer Law.

Diesel Injection Technology Pty Ltd offers a 12 month / 20,000km warranty on all repairs. This warranty covers replacing failed parts that were installed by us, along with labour necessary to replace those parts under conditions outlined below.

Warranty begins on the date of original invoice and expires at the end of the warranty period / mileage. This warranty is transferrable if you were to sell your vehicle. Warranty work will not receive priority scheduling and will be booked according to availability. All warranty claims are to be made at Diesel Injection Technology unless otherwise arranged. Any claims for repairs performed at other repair facilities will be denied. This warranty is void if any future work is performed on the warranted component by anyone other than Diesel Injection Technology.

Warranty does not cover:

- A. Normal wear & tear.
- B. Failure due to accident or collision.
- C. Failure due to misuse, abuse, or modification (including fuel contamination)
- D. Failure due to lack of regular maintenance or not maintaining correct fluid levels
- E. Towing, rental fees, inconveniences, or any other incidental expenses
- F. Damage caused to other components of vehicle due to the failure of covered components, or damage caused to the covered component due to the failure of other components of vehicle