



ABOVE & BEYOND

# LAND ROVER APPROVED WARRANTY



WARRANTY BOOKLET

# Land Rover Approved Warranty

Welcome to the security of Land Rover Approved Warranty.

This warranty has been designed to provide coverage in accordance with its terms and conditions should your vehicle suffer a covered mechanical failure.

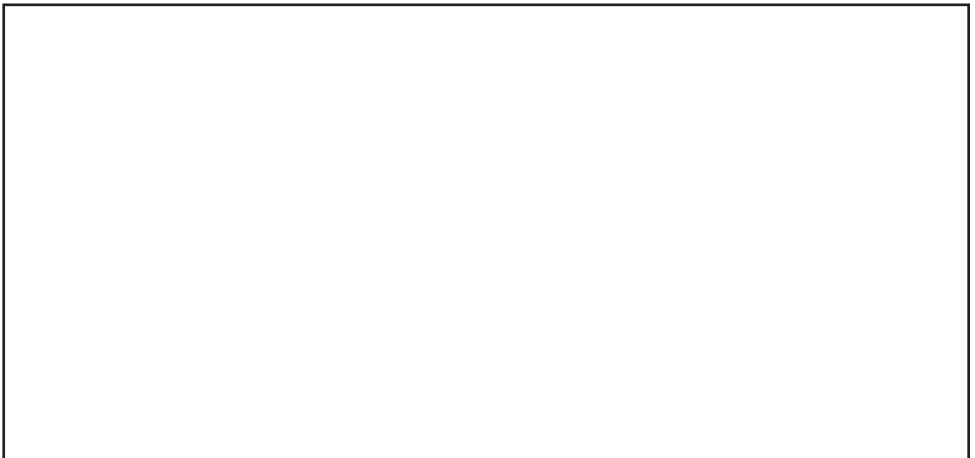
It's important that you regularly maintain your vehicle in accordance with the servicing requirements as outlined on page 25 under the heading "Servicing your vehicle".

We trust that your vehicle ownership and customer experience with our dealership and staff will always be a pleasure, and look forward to being of service to you.

This warranty is issued by us, your Land Rover dealer. In this warranty booklet we are referred to as "we", "us" and "our". In all cases under this warranty liability extends only to us.

The Warranty administrator is not a party to this agreement and will not at any time be held liable in any way under the terms of this agreement.

Our contact details are:



Warranty administrator contact details:

Land Rover Approved Warranty  
GPO Box 5432, Melbourne Vic 3001  
Phone: 1300 632 567

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## **Important information**

This warranty operates independently of and does not affect any rights conferred on you by federal and state laws including the Australian Consumer Law.

This warranty applies to the person named in the warranty certificate. In this warranty booklet this person is called “you” or “your”.

This warranty booklet sets out the terms, conditions, benefits and exclusions that apply to your warranty.

Before completing the warranty application, please read this warranty booklet carefully in order to gain an understanding of what is covered. We are happy to assist you in understanding this warranty booklet.

We recommend that you keep this warranty booklet with your owner literature in a safe place. It will be required to record the service history of your vehicle and to make any claims.

## **Information about your rights under the Australian Consumer Law**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). 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.

For example, the Australian Consumer Law requires that, taking account of the nature of goods purchased, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known and comply with any description given or any demonstration model used.

Whether a specific failure breaches a Consumer Guarantee and a consumer is entitled to a remedy under the ACL will depend on the circumstances.

Details about your right to a repair, replacement or refund under the Australian Consumer Law are available from the ACCC at <https://www.accc.gov.au/consumers/consumer-rights-guarantees/repair-replace-refund>.

Should your vehicle suffer a mechanical failure that is covered by both this warranty and the ACL or other relevant law, you can choose whether to contact us to claim under this warranty or to enforce your rights under that law. This warranty operates independently of and does not affect any of the rights and remedies to which you may be entitled under the ACL and any other law that applies to the goods to which this warranty relates.

In some cases the protection under this warranty will overlap with rights and remedies available to you under the ACL or any other law. Although you are not required to pay for any rights and remedies you have under the ACL or any other relevant law, the amount you pay for the benefits under this warranty will not change to the extent that your rights under such laws may overlap with such benefits. Nothing in this warranty excludes, restricts or modifies your rights under the ACL or other relevant law.

Consumer Guarantees under the Australian Consumer Law have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. They may even continue at the expiry of the manufacturer's warranty or this warranty. The exact amount of time that Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

If you wish to claim for a breach of a Consumer Guarantee under the Australian Consumer Law you should contact us as the supplier of the goods in the first instance. If you are unable to reach a resolution regarding a remedy with us as the supplier, you should seek independent advice and/or contact the ACCC on 1300 302 502 or via [www.accc.gov.au](http://www.accc.gov.au), or contact your state/territory fair trading body.

The protection provided to you under this warranty is subject to the terms and conditions specified in this warranty booklet.

The following table is a limited summary comparison only between the protections offered by this warranty and the Australian Consumer Law Consumer Guarantees. This summary is not a substitute for obtaining legal advice on the Australian Consumer Law and your obligation to read the full terms and conditions of this warranty. Limitations and exclusions apply to this warranty as specified in this warranty booklet. You can also visit [www.accc.gov.au](http://www.accc.gov.au) for more information on Australian Consumer Law Consumer Guarantees. Please note that in addition to the protections listed below you may have additional rights against a manufacturer under a manufacturer's warranty.

<b>Protection</b>	<b>Australian Consumer Law rights and remedies</b>	<b>Benefits under this warranty</b>
Is there protection if the product is defective?	<p>Protection where the product is not of 'Acceptable Quality', 'Fit for Purpose' or does not 'match the description'.</p> <p>This includes protection against defects such as mechanical failure.</p>	<p>Protection against mechanical failure, which means the sudden or unforeseen failure of a covered component, excluding failure due to wear and tear, during the warranty period.</p> <p>For examples of additional benefits provided under the warranty, see below.</p>
How long does the protection against defects last?	<p>A reasonable period from the date of delivery until the defect becomes apparent. What is reasonable will depend on the circumstances including the nature of the goods, the price, the way they are used and any statements or representations made about the goods.</p> <p>In certain circumstances, taking into account the factors listed above, this reasonable period may cover the period of time that protection is available under this warranty.</p>	For the warranty period detailed on page 7 of this warranty booklet.

What remedies are available if the product is defective?	Repair, refund, replacement and/or damages for consequential loss. The exact remedy will depend on the specific circumstances.	<p>We will, subject to the terms and conditions of this warranty, at our option, repair or replace the covered component or pay the reasonable cost of such repair or replacement.</p> <p>Certain additional benefits may also be available in specified circumstances, for example:</p> <ul style="list-style-type: none"> <li>• Roadside Assistance</li> <li>• Locksmith services</li> <li>• Quality guarantee</li> <li>• Limited consumable items</li> </ul> <p>See pages 11 to 21 of this warranty booklet for more details.</p>
Who is obliged to provide the remedy for a defective product?	Supplier (if seeking a repair, refund or replacement, or claiming damages). Manufacturer (if claiming damages).	Us via the warranty administrator, who can be contacted on 1300 632 567.
Cost of coverage	No cost.	The cost of this warranty.
Is a Technical Assistance Helpline available to help with the product?	Not required under the Australian Consumer Law but some suppliers and manufacturers do provide a helpline.	Yes, please contact the Warranty Administrator on 1300 632 567.



Is a loan product available whilst the product is being repaired?	No. However, if you decide to organise and obtain a loan product from a rental company or other company, the cost you incur may, in certain circumstances, be recoverable as a consequential loss caused by the defect.	Yes – if your vehicle suffers a mechanical failure of a covered component during the warranty period, is subject to an authorised repair and is more than 100 kilometres from your home and cannot be repaired within 24 hours of the mechanical failure we will contribute up to \$150 per day for a maximum of 3 days towards the cost of hiring a rental vehicle – see page 16 of this warranty booklet for important conditions on this additional benefit.
Is there a guarantee that any repair will be carried out in a reasonable time?	The product must be repaired within a reasonable time or you are entitled to a replacement or refund.	No. We will endeavour to have your vehicle repair completed and have you back on the road as soon as possible.
What happens if I receive a remedy for a defective product?	Any repaired product continues to be covered. Any replacement product will also be covered.	The warranty continues for the warranty period as outlined on page 7 of the warranty booklet.
Coverage for: <ul style="list-style-type: none"> <li>• vehicle towing;</li> <li>• accommodation; and/or</li> <li>• locksmith services?</li> </ul>	Entitled to compensation for consequential loss caused by the defect, which may, in certain circumstances, extend to cover these things.	Covered in the circumstances specified on pages 11 to 21 of this warranty booklet.

## **Additional benefits under this warranty not available under the Australian Consumer Law**

We appreciate that you may want the certainty of knowing that if products you buy are faulty they are covered for a specific time period or kilometres (whichever limit is reached sooner).

When you purchase this warranty, you are obtaining certainty as to the period of coverage and the convenience of having the repair and/or replacement process managed by us and / or the experienced warranty administrator under this warranty.

You will be entitled to the benefits set out below that are not available under the Australian Consumer Law, subject to the terms of this warranty:

- certainty as to the time and/or kilometres of cover (whichever is reached sooner);
- convenience of having experienced operational and technical staff manage the repair and/or replacement process;
- Roadside Assistance; and
- a technical assistance hotline.

## **Our agreement with you**

Where:

- we agree to enter into this contract with you and have issued you with a warranty certificate; and
- we have received the applicable plan price; and
- during the warranty period, the vehicle suffers a mechanical failure of a covered component,

we will provide the coverage described on page 10 of this warranty booklet, subject to the terms and conditions of this warranty.

We may cancel this warranty where you have not fully complied with the conditions of the warranty (provided such cancellation is reasonably necessary to protect our legitimate interests).

It is a condition of cover that you will check that the vehicle details and all information contained in the warranty certificate are accurate and advise the warranty administrator immediately of any errors or incorrect details. We may reduce or refuse a claim payment if the details provided to us were incorrect and the vehicle was not eligible for cover.

Your warranty is a contract between you and us and is made up of:

1. your warranty certificate; and
2. this warranty booklet.

Together, these documents set out the terms and conditions of your warranty.

This is a warranty product, not an insurance product.

## **Warranty period**

This warranty will commence on the later of:

1. the vehicle purchase date as stated in the warranty certificate; or
2. the date the manufacturer's vehicle warranty expires; or
3. the date any applicable dealer statutory warranty expires.

This warranty will cease on the sooner of:

1. 4pm on the date that the term in months outlined in the warranty certificate has elapsed from the date the warranty commenced; or
2. the time your cover otherwise ends (for example, if your warranty is cancelled by us or you. See "Warranty cancellation" on page 27 of this warranty booklet for details); or
3. if your vehicle is sold and no valid "Transfer of ownership request" form is accepted by the warranty administrator.

The length of the warranty period does not alter any rights you may otherwise have under the Australian Consumer Law or other law, for example, Consumer Guarantees under Australian Consumer Law have no set time but generally last for an amount of time that is reasonable to expect in the circumstances, and may even continue at the expiry of the warranty period.

## **Your cooling-off period**

If you decide after buying this warranty that you do not want it, you can return it within 30 days of the purchase date by advising us in writing. We will provide you with a full refund of the plan price where it was paid separately by you and was not a free inclusion in the purchase price of the vehicle, provided that you have not made a claim under the warranty.

Please note that you also have cancellation rights after your cooling off period ends. See "Cancellation rights" on page 27 of this warranty booklet.

## Words with important meanings

Some of the words in your Warranty have special meanings wherever they appear. These words and their meanings are defined below.

**Australian Consumer Law** means the Australian Consumer Law set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth).

**Authorised servicing and repair facility** means a registered mechanical repair business employing at least one (1) fully qualified automotive mechanic, who conducts vehicle servicing in accordance with your vehicle manufacturer's specifications, claims diagnosis and repair.

**Covered components** means a component of your vehicle that was originally fitted by the vehicle manufacturer but only to the extent that it is not otherwise excluded under "Warranty exclusions" and "When this warranty will not apply" on pages 22 to 24 of this warranty booklet.

**Dealer** means the entity identified on the inside front cover of this warranty booklet.

**Dealer statutory warranty** means the warranty required by any relevant state or territory law to be provided to you by us, for the vehicle you purchased described in the warranty certificate (if applicable).

**Maintenance** means the regular care and upkeep required for your vehicle to operate as per the instructions, requirements and recommendations of the vehicle's manufacturer.

**Manufacturer's vehicle warranty** means the original new vehicle warranty which is provided by the manufacturer of your vehicle. It does not mean any other specific or limited warranty offered by the vehicle manufacturer – for example (without limitation) a limited warranty for rust, corrosion or perforation, or for any accessories, battery, tyres and/or any other specific component(s). You should contact your vehicle manufacturer if you require further details on any applicable manufacturer's vehicle warranty.

**Market value** means the pre-mechanical failure retail value of your vehicle. We will determine this amount at the time that we assess your claim, having regard to the age and condition of your vehicle and the kilometres it has travelled.

**Mechanical failure** means the sudden or unforeseen failure of a covered component, excluding failure due to wear and tear.

**Plan price** means the amount paid for this warranty (if applicable) as stated on the warranty certificate, inclusive of government charges, including, without limitation, any GST.

**Term in kilometres** means the total distance in kilometres the vehicle has travelled since new, for which the warranty remains valid. Term in kilometres is stated on the warranty certificate, under the heading “Term”.

**Term in months** means the time period for which you have requested this warranty. The term in months is stated on the warranty certificate, under the heading “Term”.

**Total loss** means when, in our opinion, the vehicle is not safe or economical for us to repair, or where the cost to repair would be more than the market value of the vehicle.

**Vehicle** means the vehicle described in the warranty certificate.

**Warranty administrator** means us or any entity we authorise to administer this warranty on our behalf, from time to time.

**Warranty application** means the application you have completed to take out this cover which contains details specific to you, the vehicle and your warranty.

**Warranty certificate** means the most recent certificate we give you describing the terms and conditions that are specific to you, the vehicle and your warranty. This includes any amendments we send you.

**Warranty period** means the warranty period described on page 7 under the sub-heading “Warranty period”.

**Wear and tear** means damage to or the gradual deterioration in operating performance of a covered component which naturally and inevitably occurs as a result of normal use, wear or ageing.

## Your coverage

Subject to the terms and conditions of this warranty, if during the warranty period the vehicle suffers a mechanical failure of a covered component, we will, at our discretion, either:

- a. repair the covered component that suffered the mechanical failure; or
- b. replace the covered component that suffered the mechanical failure, or
- c. pay the reasonable cost of such repair or replacement.

Land Rover Approved Warranty covers components that were originally fitted by the vehicle manufacturer but only to the extent that they are not otherwise excluded under “Warranty exclusions” and “When this warranty will not apply” on pages 22 to 24 of this warranty booklet.

The most we will pay in relation to any one mechanical failure of those covered components is limited to the claim limit stated on the warranty certificate, inclusive of GST. We will take into account the age and condition of your vehicle when determining the type, make and/or supplier of replacement components used in repairing your vehicle.

Where we pay a claim in respect of a vehicle that is a total loss that vehicle will become our property and we are entitled to keep the proceeds of any salvage sale up to the amount we have paid or will pay for your claim.

The most we will pay for the total of all claims during the warranty period is the warranty limit stated on the warranty certificate, inclusive of GST.

## **Additional benefits**

If the vehicle suffers a mechanical failure of a covered component during the warranty period, we will also provide the following benefits that arise from that failure:

### **Locksmith services**

If your vehicle locks require repair or replacement or you have locked your keys in your vehicle, we will pay the cost of the services of a professional locksmith required to make the repair or replacement or assist you in gaining access to your vehicle.

The most we will pay for locksmith services is \$150 (including GST) for any one claim.

You will require authorisation from the warranty administrator to claim this benefit if the warranty administrator has not authorised the repair or replacement of covered components of your vehicle.

The most we will pay for the total of all claims for this benefit is \$500 (including GST).

### **Quality guarantee**

All repairs to covered components authorised by us prior to the commencement of repairs will be covered by this warranty for the remaining warranty period. This does not alter any rights you may otherwise have under the Australian Consumer Law or other law – for example, Consumer Guarantees under Australian Consumer Law have no set time but generally last for an amount of time that is reasonable to expect in the circumstances, and may even continue at the expiry of the warranty period.

### **Consumable items**

Any items that require periodic replacement as part of normal maintenance are not covered by this warranty (refer to “Warranty exclusions” and “When this warranty will not apply” on pages 22 to 24). We will, however, pay to replace such items if they are required in relation to an authorised repair.

## **Transfer of the warranty**

If you privately sell your vehicle or trade the vehicle in to an authorised Land Rover dealer, cover under your warranty may continue with the new owner, provided that:

- a. the warranty has not expired; and
- b. you have paid any applicable plan price in full; and
- c. the terms and conditions of this warranty have been adhered to; and
- d. within 30 days of sale of the vehicle, the new owner returns the completed transfer of ownership request form contained in the back of this warranty booklet accompanied by:
  - receipt of vehicle sale,
  - a copy of the complete and compliant scheduled maintenance service records,
  - a copy of the vehicle's roadworthy certificate or inspection report, and
- e. the person named in the transfer form as the new owner observes the terms and conditions of this warranty.

If you do not meet the above conditions, we may cancel the warranty as outlined within the section 'Cancellation by us' on page 27 of this warranty booklet.



# **Land Rover Assistance**

## **Roadside assistance**

Land Rover Assistance has been designed to give you, peace of mind to enhance the pleasure of driving a Land Rover for the term of your Land Rover Approved Warranty. If a breakdown should occur, you can be sure that Land Rover Assistance will move quickly to get you back on the road.

Land Rover Assistance is provided by Land Rover Australia. So wherever and whenever you need assistance, help is one call away on our National Toll Free Line, 1800 819 181, 24 hours per day, 365 days a year.

This Land Rover Approved Warranty includes Land Rover Roadside Assistance. Details of the various services, benefits and conditions are as follows.

Some of the words under Land Rover Assistance have special meanings wherever they appear. These words and their meanings are listed under definitions on page 20.

Once Land Rover Assistance has received a call, a Customer Service Assistant (CSA) will diagnose the problem and where necessary dispatch a Land Rover Assistance service provider. The Land Rover Assistance service provider is responsible for providing service or diagnosis of vehicle faults and providing roadside assistance services.

## **Telephone operator assistance**

Land Rover Assistance will provide over the phone diagnosis and customer assistance to enable vehicle mobilisation where possible, and advice in relation to the operation of the vehicle.

## **Flat or faulty batteries**

- Test batteries for performance
  - Jump start flat batteries; or
  - Coordinate or arrange battery replacement
- a. Land Rover Assistance is not responsible for the cost of the replacement battery. However where a replacement battery is required the Land Rover Assistance service provider will take all reasonable steps to replace the battery at no cost to you. Land Rover Assistance will rebill back to Land Rover accompanied by sufficient vehicle data to allow warranty processing and the claiming of any GST input credit.

- b. At all times, Land Rover Assistance will use reasonable efforts to fit a genuine Land Rover battery or equivalent quality battery. Land Rover Assistance may only install a non genuine battery, where it is not practicable to fit an equivalent quality or genuine Land Rover battery, and only after first having advised you (in accordance with the script provided by Land Rover from time to time) of any disclaimers in relation to, or effects of, such as installation.

## **Emergency fuel – petrol/diesel**

Land Rover Assistance will provide enough “free” fuel for you to travel to the nearest available refuelling facility or transport the vehicle to the nearest refuelling facility (max. 5 litres).

In the case of LPG fuelled vehicles, Land Rover Assistance will tow the vehicle to the nearest refuelling facility.

## **Wrong fuel**

Land Rover Assistance will transport the vehicle to an authorised servicing dealer or approved repairer facility, whichever is nearest. A maximum of \$500 applies for all wrong fuel incidents. Any excess costs are your responsibility and away from home entitlements do not apply.

## **Flat tyres**

Land Rover Assistance will change a flat tyre with the vehicle's serviceable spare wheel or, if necessary, transport the vehicle to an approved tyre outlet or authorised servicing dealer or approved repairer facility, whichever is the nearest. Land Rover Assistance is only liable to replace a flat tyre with the vehicle's serviceable spare or transport the vehicle to an approved tyre outlet or authorised servicing dealer or approved repairer facility. Should additional services be required beyond this, due to multiple flat tyres, spare tyre being unserviceable, replacement wheel studs/nuts not being available or locking wheel nut key not available, these services would be at your cost.

## **General Roadside Assistance**

In any event, Land Rover Assistance will not be responsible for any costs in relation to parts or any other associated costs for the repair of the vehicle, other than minor breakdown repairs to facilitate the immediate mobilisation of the vehicle. (For example, in respect of such minor breakdown repairs, Land Rover Assistance will be responsible for any costs of hose clamps, light bulbs, coolant top ups, screws, nuts, bolts and the like). Land Rover Assistance will be cost responsible for the first \$20 any additional costs will be at your cost.

## Emergency vehicle access

If a vehicle's keys have been lost or locked in a vehicle, Land Rover Assistance will provide all reasonable assistance (subject to proof of ownership being shown) to:

- a. Locate and deliver a spare key;
- b. Arrange for you to retrieve spare key if more practical; or
- c. If an emergency situation arises and it is necessary to gain access to the vehicle, Land Rover Assistance will attempt to gain access only after your consent is obtained. Land Rover Assistance will not be responsible for any damage incurred, or for any repair costs, resulting from gaining access to the vehicle or moving the vehicle whilst locked, except where arising from the negligence or wilful and wrongful act or omission of Land Rover Assistance or the Land Rover Assistance service provider.

In all other situations where the key is not available, the vehicle is to be transported to a Land Rover dealer, where the appropriate entry methods will be adopted. A value limit of \$150 (including GST) will apply to this service. In regards to any additional costs:

## Towing/transportation

If the vehicle cannot be mobilised at the breakdown:

- And requires electronic diagnosis, it will be transported to the nearest Land Rover dealership.  
If the vehicle is in a remote location, Land Rover Assistance will use a road transport company to transport the vehicle to the nearest Land Rover dealership.
- If a repair can be completed which does not require specialist Land Rover electronic diagnosis, the vehicle will be towed to either a Land Rover dealership in the first instance or authorised servicing dealer or approved repairer facility as specified by Land Rover, where repairs may be completed.
- If the breakdown has occurred after-hours, the vehicle will be stored at a secure facility and delivery will be made the morning of the next working day.
- Transportation of the vehicle will be carried out by an "all up" method where ever possible i.e. tilt tray transporter or trailer. All vehicle transportation and tie down procedures must comply with guidelines as reasonably specified by Land Rover from time to time.
- Where damage to a vehicle occurs as a consequence of a Land Rover Assistance service provider's negligence or lack of compliance with said guidelines, Land Rover Assistance shall be liable for rectification costs.

## **Limit**

A maximum value limit of \$1,000 applies to all Incidents involving towing.

## **Accident coordination**

Following an Accident, Land Rover Assistance will coordinate towing arrangements and will also provide advice on accident procedures. If required, Land Rover Assistance will coordinate alternative transport to enable you to continue your journey.

All accident towing and alternative transport costs are your responsibility. (Note that these costs, subject to payment of any excess, may be recoverable from your Insurance company under an appropriate insurance policy).

## **Hotel accommodation assistance**

Should a vehicle be immobilised due to a mechanical breakdown more than 100 km by road from your home and for longer than 24 hours, accommodation will be provided for three nights to a total maximum value of \$450 (including GST) or \$150 per night (including GST), should you decide to remain with the vehicle whilst it is being repaired locally, or if the breakdown has occurred outside the hours when alternative transport could be arranged. Any amount charged in excess of this limit will be your responsibility.

This benefit provides room only and excludes meals, phone calls, laundry, etc. Alternatively Land Rover Assistance will pay up to \$150 (including GST) for transport towards the intended destination or your home address for you and your passengers, as mentioned below in "Alternative Transport Assistance". This benefit can be extended to 5 days if required (maximum total cost \$750 including GST).

## **Rental vehicle**

Should a mechanical breakdown occur and the vehicle is immobilised more than 100 km from home and for longer than 24 hours, Land Rover Assistance will pay up to \$150 (including GST) a day for up to three days for a rental vehicle (Maximum \$450). Any amount charged in excess of this limit will be your responsibility. This benefit can be extended to 5 days if required (Maximum total cost \$750 including GST) if your vehicle has not been repaired.

You are responsible for all fuel costs, toll charges, insurance excess reduction, excess kilometre charges, any traffic infringements, any damage and any excess or insurance waivers on the rental vehicle. Rental vehicle benefits cease on the day the vehicle has been repaired.

If your licence history or age will not allow the rental company to provide a hire car, the provision of alternative transport in lieu of a rental car will be at Land Rover Assistance's discretion to the same maximum comparable hire car cost.

If a rental bond cannot be provided by you at the time of securing the hire car, provision of the hire car will be at the discretion of the rental company. Land Rover Assistance will not provide the rental bond, but at its discretion, may provide alternative transport in lieu of a rental car to the same maximum comparable hire car cost.

## **Alternative transport assistance**

Should hotel accommodation or a rental vehicle be unavailable following a mechanical breakdown more than 100 kms from your home and if the vehicle is immobilised for more than 24 hours, alternative transport will be provided for you and up to four passengers travelling in the vehicle to return home or to your intended destination to a maximum of \$450 (including GST). Any amounts charged in excess of this limit will be your responsibility.

## **Taxi**

If a vehicle cannot be mobilised due to a mechanical breakdown, and needs to be transported to the nearest authorised servicing dealer or approved repairer, Land Rover Assistance will provide one taxi ride (to a maximum value of \$200 including GST) per breakdown to enable the vehicle occupants to continue their journey to the nearest town or city or within the same town or city where the breakdown has occurred. Land Rover Assistance will attempt to procure but cannot guarantee) a business class taxi.

## **Vehicle recovery/return transport**

If a vehicle is immobilised due to mechanical breakdown and you have left the vehicle to continue the journey, vehicle recovery will be provided to deliver the vehicle, once repaired, to your home or intended destination (whichever is the nearest) where the distance between you and the repairing authorised servicing dealer or approved repairer facility is greater than 100 kms.

## **Bogged vehicle**

If the vehicle is bogged, it will be recovered, providing access is available to conventional two-wheel drive recovery vehicles and no other specialist equipment is necessary. Additional costs are your responsibility, unless otherwise directed or authorised by Land Rover to be at Land Rover's cost. If the vehicle is in a remote location (or is bogged), Land Rover Assistance will make all reasonable efforts to obtain Land Rover's prior authorisation to attend and affect assistance at Land Rover's cost.

## **Legal advice**

Telephone legal advice is available on matters arising from the use or ownership of your vehicle. All telephone advice is confidential and there are no consultation fees or telephone charges. Legal advice does not extend to written advice, the preparation of briefs or personal interviews.

## **Medical advice**

Medical advice will be available to you and extended to any direct family member travelling with you or if the direct family member is home whilst you are travelling.

## **Exclusions and Limitations**

Land Rover Assistance will not be responsible for any additional or increased costs and expenses incurred as a result of:

- a. The vehicle being in a remote Location;
- b. Service calls as a result of authorised repairer fault (e.g. attending breakdowns within the dealer's sales or service area for faulty workmanship by the authorised repairer);
- c. The vehicle being bogged and requiring specialised heavy equipment for its removal.

Except to the extent caused by the negligent or wilful and wrongful acts or omissions of Land Rover Assistance or its agents or service providers, Land Rover Assistance is not required to provide the services and will not be responsible for any costs and expenses incurred as a result of:

- a. Unattended vehicles
- b. Unregistered vehicles
- c. Where the vehicle is involved or connected to any form of motor sports
- d. Caravans or trailers
- e. Motor homes or vehicle converted to motor homes
- f. Service calls due to vehicle abuse or neglect by you (as determined by Land Rover)
- g. Service calls due to you failing to use reasonable care with your vehicle or failure to conduct regular preventative vehicle maintenance or provision of inappropriate repair or maintenance to their vehicle
- h. Repeated service calls due to owner/driver faults or failure by you to comply with Land Rover Assistance and/or Land Rover's instructions

- i. Service calls due to accident damage
- j. Service calls due to break in (or attempted break-in) of vehicle
- k. Service calls due to fitment of non-genuine accessories or inappropriate or incorrect fitment of parts or accessories
- l. Vehicles operating as Taxis, Limousines, Rental vehicles, Hire vehicles or any commercial use
- m. Vehicles located in a remote location
- n. Where a vehicle is immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- o. Bugged vehicles – except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are your responsibility. You will be advised of this condition prior to attendance by service provider and service is at the discretion of Land Rover.

Where Land Rover Assistance incurs costs over the above, you will be responsible for the cost and must make payment in the amount and manner advised by Land Rover Assistance, subject to Land Rover Assistance first providing written notice to Land Rover about the incident.

Where any event listed above results in more than 5 service calls per year from you, then Land Rover Assistance will be entitled to suspend the provision of the services to you subject to giving 30 days prior written notice of the suspension to Land Rover and explaining the reasons for the decision.

Land Rover will subsequently notify you of your suspension at least 20 days prior to the suspension commencing. You may apply to Land Rover to have the suspension lifted after one year of being suspended, subject to the consent of the parties and on such conditions as they consider appropriate (in each case, each party acting reasonably).

## Definitions

These words when referring to Land Rover Assistance have the following meaning.

**“accident”** means a vehicle damaged by impact or collision of any nature, or by attempted or successful theft or break-in to the vehicle.

**“authorised servicing dealer”** means any dealer, whether branded Land Rover or Land Rover, recommended by us to undertake servicing or repair to your vehicle.

**“approved repairer facility”** means any repair facility recommended by us to undertake workshop repairs to your vehicle.

**“breakdown”** means mechanical or electrical fault which has caused your vehicle to be immobilised or become unsafe to drive (whether in transit or otherwise). Breakdown can also include a flat tyre, flat or faulty battery, a vehicle which has run out of fuel or keys which have been locked in your vehicle or lost.

**“home”** means your home or business address as registered on the Land Rover Assistance system.

**“Land Rover dealer”** means a Land Rover dealer or any other repair facility whether branded Land Rover or not, recommended by us to undertake workshop repairs to your vehicle. We are not responsible for any costs incurred for work carried out by an authorised servicing dealer and all repairs and costs are your responsibility.

**“restricted access area”** means an area that is protected by security and/or other systems designed to prevent access by unauthorised people, and includes any area that we do not have permission to enter (including but not limited to airports, sporting venues, protests and concerts).

**“service area”** means an area in mainland Australia, Tasmania, Phillip Island and other areas that are trafficable by a two-wheel drive recovery vehicle or islands that are accessible by a two-wheel drive vehicle (excludes ferries).

**“service providers”** means a mobile mechanic, tow truck operator or other roadside assistance provider nominated by us.

**“serviceable spare”** means a wheel and tyre that is able to be fitted to mobilise your vehicle.

**“vehicle”** means the vehicle registered on the Land Rover Assistance system.

**“you or your”** means the person registered on the Land Rover Assistance system or the nominated driver of the vehicle.



## **Important points**

Important points to remember before making a call for assistance.

- Have your Land Rover Assistance card with membership number on hand.
- Location of your vehicle.
- A description of the problem.
- A contact telephone number if possible.
- If possible, stay with your vehicle.

Should Land Rover Assistance arrive at your car and it is unattended, work cannot be carried out and subsequent call outs to the breakdown scene may be at your cost.

If you need to leave your vehicle unattended, please call Land Rover Assistance for an update and possible re-scheduling of the callout.

The 24 Hour roadside assistance package is provided and administered by Land Rover Assistance and does not form part of your warranty.

Your dealer and the Warranty administrator will accept no responsibility for the services, advice or action provided by Land Rover Assistance.

## **Conditions**

To be eligible for Land Rover Assistance, your Land Rover must be well maintained and in sound mechanical and roadworthy condition. Land Rover Assistance reserves the right to amend or withdraw services where utilisation is excessive due to lack of regular and preventative maintenance, inappropriate repair or non-compliance to rectify any recurring fault.

## Warranty exclusions

We will not pay any claim arising directly or indirectly out of or in any way connected with:

1. Any mechanical failure or costs covered by any other warranty, entitlement or recall campaign (except any rights and remedies that may be available under Australian Consumer Law or other relevant law), including any manufacturer's vehicle warranty, dealer statutory warranty and/or repairers guarantee.
2. If the vehicle was not covered by a dealer statutory warranty on the date this warranty was purchased by you – any mechanical failure occurring within 30 days of the date you purchased this warranty.
3. Any mechanical failure attributable to failure to follow the vehicle manufacturer's operating guidelines, including failure to address or complete any published or issued recall or field campaign.
4. Any component which was not made or supplied by the vehicle manufacturer.
5. Failure to comply with the general conditions under "Servicing your vehicle" as detailed from page 25 of this warranty booklet.
6. Any mechanical failure attributable to continued operation of the vehicle once a defect or fault has occurred (including activation of any warning system, overheating or loss of fluids).
7. Any liability, consequential loss or damage of any kind arising from a mechanical failure (including but not limited to loss of profits or personal injury).
8. Any loss of or damage to your vehicle resulting from a collision, impact or any accidental fire or theft.
9. Faulty workmanship, other than for repairs previously authorised or performed by us.
10. Any repairs that have not been authorised or performed by us, unless authorised by the warranty administrator prior to claim.
11. Failure to adhere to the instructions outlined under "If you need to make a claim" on page 29 of this warranty booklet.
12. Any mechanical failure caused by a fault that existed prior to the commencement of cover.
13. Any mechanical failure caused by poor quality or the incorrect grade or type of fuel, lubricant, coolant or other fluids.

14. Any mechanical failure caused by the ingress of any foreign material or the contamination of any fuel, oil, coolant or fluids, unless caused by the failure of a covered component.
15. Any mechanical failure or costs caused by oil degradation, sludge or carbon.
16. Failure caused by corrosion, electrolysis or rust.
17. Failure arising from wear and tear and/or the gradual reduction in operating performance of any covered component.
18. Any claim relating to the excessive use and/or burning of oil where no mechanical failure has occurred.
19. Any items that require replacement as a part of normal vehicle maintenance or are known to have a limited service life.
20. The following components: spark plugs and leads, glow plugs, belts (including timing belts), filters, flexible hoses, CV boots, brake linings, brake pads, disc rotors, drums and/or disc and drum machining, clutch linings, pressure plate and release bearing, batteries (including electric or hybrid vehicle batteries and power cells), incandescent globes.
21. Exterior components and trim, paintwork, panel and bodywork. These items include, but are not limited to: wheels, tyres, convertible roof materials and trim, handles and hinges, sunroof panels and their cassettes and mechanisms, antenna, lamp housings and lenses, weatherstrips and seals.
22. Interior trim components including, but not limited to: seat materials and cushioning, carpets, cup holders and ashtrays, components made of glass and/or decorative components.
23. Exhaust system components (including mufflers, pipes, particulate filters).
24. Any external tappings, threads and/or fixing and fastening devices.
25. Any maintenance, adjustment, upgrade, modification and/or reprogramming required to any covered component.
26. Any claim where the damage to a covered component was caused by a non-covered component.
27. Diagnostic costs, unless accepted as part of an authorised claim.

## **When this warranty will not apply**

This warranty will be cancelled and no claims will be accepted where the vehicle:

1. Has been modified from the vehicle manufacturer's original specifications, unless you have first notified the warranty administrator of the modifications and the warranty administrator has agreed to extend or vary cover under this warranty for the modified vehicle in writing (as detailed under "Modifications" on page 26 of this warranty booklet).
2. Is being, or has been, used or tested in preparation for, or participation in, any form of motor sport.
3. Has not been serviced in accordance with the service requirements detailed under "Servicing your vehicle" on page 25 of this warranty booklet.
4. Is being used for hire, driver instruction or conveyance of goods (courier and delivery services use) or passengers, for fare or reward (this includes car rental).
5. Is being used as a police, security, mining or other emergency vehicle.
6. Was not imported into Australia by the vehicle manufacturer or authorised distributor of the vehicle manufacturer (grey import).
7. Is being used for a purpose for which it was not designed.
8. Odometer reading cannot be determined as accurate by virtue of it having been inoperative, tampered with or removed from the vehicle.
9. Is unroadworthy or unregistered.
10. Has had any part of the manufacturer's vehicle warranty cancelled or voided.
11. Was not eligible for cover in accordance with our acceptance criteria at the time the warranty was issued and incorrect details were provided to us, including but not limited to, details about the vehicle's age, condition, modifications or odometer reading.

## Servicing your vehicle

For this warranty to remain valid, you are required to:

- a. properly, regularly and punctually service your vehicle in accordance with the vehicle manufacturer's requirements and recommendations and keep a record of the services undertaken on your vehicle; and
- b. take reasonable care to maintain and protect your vehicle.

All vehicle servicing must be performed by an authorised servicing and repair facility.

Any restriction on your choice of repairer under this warranty does not impact on any consumer guarantee rights you may have under the ACL or other relevant law.

You must ensure the following:

- the "Scheduled service records" contained in this warranty booklet are completed and stamped at the time of the service. You must keep these records and produce them at our request in the event of a claim; and
- you retain an invoice of servicing showing:
  - the name and ABN of the authorised servicing and repair facility that completed the service; and
  - the vehicle identification number (VIN); and
  - the date of service and odometer reading at time of service; and
  - a list of the scheduled service items and any other repairs completed; and
  - a breakdown of labour and parts costs.

If you do not fully comply with these servicing requirements, we may refuse a claim and this warranty may be cancelled.

You are responsible for all costs related to the servicing and maintenance of your vehicle.

## **Modifications**

This warranty does not provide any cover where the vehicle has been modified from the vehicle manufacturer's original specifications unless the warranty administrator, on our behalf, has agreed, in writing, to extend or vary cover under this warranty for the modified vehicle.

Any application for approval of modifications to the vehicle must be made directly to the warranty administrator and approved by the warranty administrator in writing.

Acceptance of any modifications may be withheld at our, or the warranty administrator on our behalf's, sole discretion. If we agree to extend or vary cover for any modifications to the vehicle this will be subject to your acceptance of any additional terms or conditions and payment of any additional plan price that may apply.

If the warranty administrator has not agreed to any modifications to the vehicle we may refuse to pay a claim and cancel this warranty.

# Warranty cancellation

## Cancellation by you

Provided the plan price has been paid by you and we have not paid a claim under this warranty, you may cancel this warranty at any time by writing to the warranty administrator to request cancellation.

Please send your cancellation request in writing, accompanied by your warranty certificate to:

The Warranty Administrator  
GPO Box 5432  
Melbourne, VIC 3001

## Cancellation by us

We may cancel this warranty where it is reasonably necessary for us to protect our legitimate interests in the following circumstances:

- where you have failed to comply with the terms and conditions of this warranty, including “Servicing your vehicle” and “Modifications” on pages 25 to 26 of this warranty booklet and “Transfer of the warranty” on page 12 of this warranty booklet; or
- where the vehicle is being used in any manner as outlined under “When this warranty will not apply” on page 24 of this warranty booklet; or
- where you have made a misrepresentation to us during negotiations prior to the issue of this warranty; or
- where you have made a fraudulent claim under your warranty.

A financier may seek cancellation and refund of a portion of the warranty plan price financed by them, in the event the vehicle repossessed.

## What are my refund rights

The plan price is not refundable\* unless:

- you request cancellation within the cooling off period (see page 7 under section “Cooling off period”); or
- the warranty is cancelled by us (in accordance with the points listed in the section ‘Cancellation by us’) prior to the warranty commencing (in accordance with page 7 of this warranty booklet).

If either of these points occur, we will refund the applicable plan price where it was paid separately by you and not being part of the purchase price of the vehicle, provided that you have not made a claim under the warranty.

\* Nothing on this page or in this warranty booklet operates to limit any cancellation rights or rights to a refund you may have under the Australian Consumer Law or any other relevant law.

## **If your application is declined**

We also reserve the right to decline any warranty application that falls outside our stated warranty acceptance criteria. If we do not accept your warranty application we will send you notification for our reasons for decline, along with a full refund of the warranty plan price you paid.



## **If you need to make a claim**

If you do not comply with the claims conditions and terms on this and the following page of this warranty booklet we may not pay your claim or may cancel the warranty in accordance with page 27 of this warranty booklet.

### **Important conditions related to making a claim**

As a condition of the warranty:

- If you have a problem with your vehicle you must take all reasonable precautions to prevent any further loss or damage.
- You must tell us of your claim as soon as possible by contacting us or delivering your vehicle to our workshop.
- All claims must be authorised prior to the commencement of repairs. Repairs completed without prior authorisation may not be covered.

This warranty operates independently of and does not affect any rights conferred on you by federal and state laws including the Australian Consumer Law.

For information about your rights under the Australian Consumer Law see pages 1 to 6 of this warranty booklet.

### **Problem with your vehicle**

If you have a problem with your vehicle you must:

- a. take all reasonable precautions to prevent any further loss or damage; and
- b. either:
  - i. deliver your vehicle to our workshop; or
  - ii. if it is not possible to deliver the vehicle to our workshop, please contact us or the warranty administrator and you will be directed to an authorised servicing and repair facility. Please ensure that the authorised servicing and repair facility contacts the warranty administrator to authorise the claim before any work is done on your vehicle.

The authorised servicing and repair facility may repair or replace the parts without authorisation if the repair or replacement is required outside of our business hours and you contact the warranty administrator as soon as possible after we re-open. In some instances, you may be asked to complete the “Emergency claim form” provided on page 35 of this warranty booklet. The authorised servicing and repair facility must also complete the repairer’s section, provided on the reverse side of the “Emergency claim form”.

We may request supporting documentation, such as proof of servicing and payment invoice to enable us to process your claim.

If you encounter any difficulties in making a claim on this warranty, please contact the warranty administrator on 1300 632 567.

The warranty administrator will take into account the age and condition of your vehicle when determining the type, make and/or supplier of replacement components used in repairing your vehicle.

## **Assist us with your claim**

You must give us all the information and assistance with your claim which we may reasonably require. If we have the right to recover any amount payable under this warranty from any other person, you must co-operate with us in any action we may take. We may appoint a loss adjuster to help settle your claim.

Any displaced parts as a result of a claim settlement under this warranty become our property. You must not waive our recovery rights against any third party you or we may be entitled to recover from or we may reduce or refuse to pay a claim to the extent you have waived these recovery rights.

## **What you will be required to pay**

You may be required to pay an excess towards each mechanical failure. This will apply if, at the time of warranty purchase, you elected to pay an excess in return for a reduced plan price (where applicable). The excess is stated on your warranty certificate (if applicable) and is payable at the time of claim on each individual claim.

There will be some instances where repairs cannot be authorised until the vehicle has been dismantled. In these cases, we will need your authority to dismantle the vehicle for proper diagnosis prior to commencing any repairs. Provided that the problem is covered by this warranty, repairs will be authorised.

In instances where the problem is not covered by this warranty, you will be responsible for all costs associated with dismantling, repairing and reassembling your vehicle.

## **How to make an enquiry or complaint**

If you have an enquiry or you are unhappy with the warranty or any services provided by those involved in this product, please contact us (our contact details are on the inside front cover of this warranty booklet).

When you advise us of the query or complaint, the staff member you speak to will try to solve it for you. If the staff member is unable to resolve the query or complaint, they will refer you to a manager.

The manager will review the query or complaint and respond to you. Where possible a response will be provided within 15 days from when you made the query or complaint.

## **Your personal information**

We collect and use your personal information primarily for the purpose of providing services associated with this warranty to you.

We may also use your personal information for customer service requirements, direct mail, market research, and product development purposes.

You can choose not to provide your personal information, but we may not be able to process your warranty application without it.

At any time you may opt out of receiving any communications from us (other than as required for our primary purpose or by law).

## **Who will we disclose your personal information to?**

We may disclose your personal information on a confidential basis to:

- The advisers, consultants and contractors we ordinarily engage for the above purposes.
- The warranty administrator, who will use your personal information for the purpose of administering your warranty contract and warranty claims.
- Any insurer that may provide us with cover in relation to our obligations under the warranty.

## **Your authority**

By completing the warranty application, you consent and authorise us to collect, maintain, use and disclose your personal information in the manner set out above in this privacy statement.

If at any time you provide the personal information of another person to us, then you must first ensure that the person (or their parent or guardian if they are under 18) has read and understood this statement and separately consented to that personal information being used and disclosed for the above purposes.

# Transfer of ownership request

Warranty certificate no.

## Land Rover Approved Warranty

Should you sell your vehicle while your warranty is still current, you may request us to transfer the warranty to the new owner subject to the warranty terms and conditions and our approval.

Please complete the details below and return this form within 30 days of sale of the vehicle accompanied by copies (where applicable) of each of the following:

- A receipt of vehicle sale.
- A copy of the complete and compliant scheduled maintenance service records.
- Roadworthy certificate or vehicle inspection report.

(PLEASE USE BLOCK LETTERS)

### Current owner details:

Name of current owner

(include ABN if company):

Address:

Postcode:

Phone:

Vehicle registration no:

Odometer reading at date of transfer:

km

Date sold:

 /  / 

### New owner details:

Name of new owner

(include ABN if company):

Address:

Postcode:

Phone:

Signature of current owner:

Date

 /  / 

Signature of new owner:

Date

 /  / 

Transfer of ownership is only available where the plan price has been paid in full by you and the vehicle is not sold to or through a motor dealer or motor trader.

Important notice: Signing and sending this document to us does not affect the transfer. Transfer is only effective if approved by us in writing.



# Emergency claim form

Warranty certificate no.

## Land Rover Approved Warranty details:

Name of owner

(include ABN if Company)

Address:

Postcode:  Business telephone No.  A.H.

Are you registered for GST purposes?

No ☐ Yes ☐ What is your ABN?

Have you claimed an input tax credit on the GST amount applicable to this warranty?

No ☐ Yes ☐ Is the amount claimed less than 100% of the GST applicable to the plan price? No ☐ Yes ☐ Specify the % amount claimable  %

Are you entitled to claim an input tax credit for repairs or replacement of your vehicle?

No ☐ Yes ☐

## Vehicle details

Registration No.  Date of purchase

Selling dealer's name

Vehicle make & model  Year of manufacture

Has the vehicle been modified from the manufacturer's specification?

No ☐ Yes ☐ (Provide details)

## Claim details

Date of loss  Odometer reading at loss

Description of problem

Did you have any warning or indications of a problem occurring prior to the loss?

No ☐ Yes ☐ (Provide details)

Has the account been paid? No ☐ Yes ☐ (Provide details)

Was the vehicle towed? No ☐ Yes ☐ (Please enclose a copy of the towing invoice)

## Declaration

I hereby declare that the information above is true and correct to the best of my knowledge and belief and I have complied with all the conditions of the warranty.

I consent to the warranty administrator using my personal information I have provided on this form for the purpose of processing my claim. I understand that if I choose not to provide the required details, this is my choice, however, the warranty administrator may not be able to process my claim.

I consent to the warranty administrator disclosing my personal information to or collecting additional information about me from investigators, legal advisors and third parties as permitted or required by law.

Your signature

Date

(The issue or completion by you of this form does not constitute any admission of liability by the warranty administrator or the dealer providing you with this warranty)

**IMPORTANT: Repairer information to be completed over page**

# To be completed by repairer

Warranty Certificate no.

**Repairer:** Accounts will not be accepted unless they include the Authority Number supplied by the warranty administrator.

## Repairer information:

Company name:

Contact name:

Address:  Postcode:

Business telephone No:  Hourly labour rate: \$

## Vehicle information:

Vehicle Make & Model:  Year of Manufacture:

Vehicle registration No:

Odometer reading at date of transfer:  Km

## Nature of repair:

Description of repair:

## Description of rectification:

Parts used:

Cost:

1.  \$

2.  \$

3.  \$

4.  \$

5.  \$

Total labour hours:

Total cost of repair (including parts & labour): \$

Order No.:

**(If insufficient space, please attach any additional pages)**

I/we hereby declare that the above information given is true and correct.

Repairer's signature:  Date  /  /

**Repair representatives stamp:**

Registered repairer's Number:



# Scheduled service record

*This record will be required in the event of a claim.*

Warranty Certificate no.

**1st Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

**2nd Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

**3rd Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

**4th Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

**5th Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

**6th Service**

Date of service	km at service	Vehicle Reg No:
<div><div>/</div><div>/</div><div></div></div>	<div><div></div><div>km</div></div>	<div></div>
Servicing Dealer Name:	R.O./Invoice No:	
<div></div>	<div></div>	
Service Adviser Name:	Signature:	
<div></div>	<div></div>	
Dealer Stamp		
<div></div>		

# Scheduled service record

*This record will be required in the event of a claim.*

Warranty Certificate no.

7th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

8th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

9th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

10th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

11th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

12th Service

Date of service

km at service

Vehicle Reg No:

/

/

km

Servicing Dealer Name:

R.O./Invoice No:

Service Adviser Name:

Signature:

Dealer Stamp

# Scheduled service record

*This record will be required in the event of a claim.*

Warranty Certificate no.

## 13th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

## 14th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

## 15th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

## 16th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

## 17th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

## 18th Service

Date of service	km at service	Vehicle Reg No:
<input type="text"/> / <input type="text"/> / <input type="text"/>	<input type="text"/> km	<input type="text"/>
Servicing Dealer Name:	R.O./Invoice No:	
<input type="text"/>	<input type="text"/>	
Service Adviser Name:	Signature:	
<input type="text"/>	<input type="text"/>	
Dealer Stamp		
<input type="text"/>		

# Notes

# Notes

# Notes





**ABOVE & BEYOND**

Please contact your local Land Rover retailer  
for more information and relevant terms  
and conditions of Land Rover Approved Warranty.

For general or claims enquiries, please contact the warranty administrator on 1300 632 567. For roadside assistance, please contact Land Rover Assistance on 1800 819 181. The selling retailer's details are provided on the inside front cover of this booklet. The warranty product described in this warranty booklet is issued by your Land Rover retailer. Land Rover Australia has no liability in respect of this warranty.