

[www.bocar.com.au](http://www.bocar.com.au)

**BOCAR**  
AUTO GEAR SINCE 1970

# Products warranty policy



**BUILT TOUGH**




# Products warranty policy

## Bocar products warranty

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1. For the purpose of this warranty policy, the following definitions apply:
  - a. **Bocar** means Flexiglass Challenge Pty Ltd (ABN 11 009 267 467) of 17 Johnstone Road, Brendale Queensland 4500, together with any related entities that sell Bocar Product of which this warranty is given by;
  - b. **Bocar Product** means a product that Bocar manufactures or supplies;
  - c. **Bocar Store** is a Corporate or Distributor Store which has been authorised by Bocar to sell and/or fit Bocar Products;
  - d. **Non-branded Product** means product offered for sale by a Bocar Store that is not branded Bocar;
  - e. **Product Information** means information about the Bocar Product which may be contained in: documents provided with the Bocar Product i.e. fitting/installation instructions, application guide, owner's manual, operating/safety guidelines, labels attached to a product, manufacturers manual or maintenance guidelines.
  - f. **Warranty Period** is the period that this warranty applies against defects for a Bocar Product, that is set out in paragraph 2;
2. Bocar warrants your Bocar Product to be free from defects in materials and workmanship for a period of 2 years or 40,000km (whichever comes first) from the date of purchase, unless:
  - a. the Bocar Product is used for commercial use in which case the Warranty Period is the lesser of 1 year 20,000km from the date of purchase.
3. It is a condition of the warranty and to be entitled to a warranty claim, that the customer:
  - a. has the Bocar Product correctly installed by a fitter authorised by Bocar, or an Bocar Store in accordance with the Product Information;
  - b. makes a claim within the Warranty Period;
  - c. provides proof of purchase of the Bocar Product;
  - d. has complied with the warranty maintenance requirements set out in this warranty.
4. This Warranty will no longer apply where:
  - a. the Bocar Product is outside of the Warranty Period;
  - b. Bocar considers (acting reasonably) there has been damage to the Bocar Product as a result of either an accident or has been damaged by a third-party product.
  - c. the Bocar Product has been misused and unusual, improper or negligent use of the product has occurred;
  - d. the Bocar Product has been incorrectly installed;
  - e. the Bocar Product has been modified or adapted in any way without Bocar's express written permission or authority;

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- f. the Bocar Product has been loaded with weight in excess of the product information;
  - g. there have been alterations to the vehicle from the vehicle manufacturer's specifications, instructions or manual;
  - h. the Bocar Product has been used for racing or competition use.
  - i. the Bocar Product Information has not been followed.
5. The procedure for making a Warranty Claim is:
    - a. return the product you consider to be defective to the Bocar Store that it was purchased from for inspection;
    - b. alternatively, go to your nearest Bocar Store (details can be found at [www.bocar.com.au](http://www.bocar.com.au) or contact Bocar Customer Service on 07 3865 9999 or email Bocar at [quality.control@bocar.com.au](mailto:quality.control@bocar.com.au));
    - c. ensure that you bring your proof of purchase for the Bocar Product to the Bocar Store;
    - d. the Bocar Product will be reviewed, and you will be advised if the conditions of this warranty have been met.
  6. Bocar will not be liable to you or any third party in respect of any claim for injury, death, loss or damage to any person or property caused or arising out of the use of products sold by us, except to the extent that liability is imposed upon us by any statutory provisions that cannot be excluded.
  7. Whilst Bocar ensures all our products comply with relevant mandatory product safety standards, it is the sole responsibility of the purchaser to ensure its purchased product is suitable for use under the relevant law and regulations in their respective jurisdictions.
  8. When a customer's warranty claim is accepted for defects in material or workmanship, Bocar (at its own discretion) will provide a refund, repair or replacement.
  9. Any expenses incurred in making or pursuing a claim under the warranty (including the costs of delivering the product considered to be defective to Bocar) is at the customer's own expense.
  10. All Non- branded Products offered for sale by an Bocar Store and not expressly referenced in the warranty table do not carry an Aeroklas warranty however, the product may be covered by that supplier's warranty.
  11. For claims under warranty for products purchased outside of Australia, Bocar will comply with any statutory provisions that cannot be excluded by agreement, in the country of purchase.

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## Warranty maintenance requirements

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### CORROSION PROTECTION

- If you have gone on an adventure, you must rinse all areas and remove any sand, mud or debris in and around areas of the Bocar Product that can catch this type of matter.
- If you have gone to the beach in your vehicle, you must be sure to rinse all saltwater and sand off the Bocar Product to improve its longevity and life. Please be very thorough with fresh water and a sponge.

### LOVE, CARE AND ATTENTION

- If you are planning to drive in a salty environment, you must ensure that you spray all fasteners with a Lanolin or WD40 protectant for longevity.
- If you spot a deep scratch in your Bocar Product, you must touch up with paint to help prevent rust and inhibit corrosion.
- You must wash & dry the Bocar Product regularly using normal car wash to maintain appearance.

### MODIFYING YOUR VEHICLE

- Any modifications to your vehicle involve some risk. Whilst all care has been taken to test all driver aids so they will work as the vehicle manufacturer intended, it is important that you are aware that not all circumstances can be tested, some of these may need to be re-calibrated after fitment by the dealer and may void certain aspects of your warranty if not checked! As the owner of your vehicle, the driver remains responsible for the vehicle when driving.
- You must always check and re-tighten any components in the Bocar Product after your first adventure and be sure to take responsibility of your pride and joy along with your purchase of an Bocar Product.

### ROOF RACKS

- After loading your roof rack, you must ensure that all bolts, mounting points and additional accessories are secure.
- You must ensure that you complete a weekly check that all bolts, mounting points and additional accessories are secure, especially when going off road.

### GENERAL

- You must ensure to regularly check all nuts, bolts and mounting points for tension on your Bocar Product to make sure that they are secure, especially after a large off-road trip or regular use on civil, mining and construction sites.



## Australian consumer law

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- This Bocar warranty is in addition to any rights which you may have under the Australian Consumer Law in the *Competition and Consumer Act 2010* (Cth) which cannot be excluded by agreement.
- 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.

## Notes

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## Notes

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## Details

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**Distributed by**  
**Flexiglass Challenge Pty Ltd**

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