

# 24-MONTH INTERNATIONAL (\*) WARRANTY (\*\*) ON PARTS AND LABOUR COST FOR ALL REPAIRS AND/OR MAINTENANCE CARRIED OUT AT AD GARAGE

**Important:** A dated invoice with the description of the works carried out will be issued for every intervention by an AD Garage. You must keep this invoice for at least 24 months. It is proof that the intervention took place in an AD Garage, and will be required later to assert the validity of a possible warranty (\*\*).

## What to do in case of a breakdown:

### A. In your home country

Contact the AD Garage that has carried out the repair or maintenance, or another AD Garage in the vicinity, and explain your situation. It will do what is necessary to help you further.

### B. Abroad

#### B.1. In a country where there are AD Garages (\*)

1. Contact the nearest AD Garage and explain your case.
2. The AD Garage abroad will detect the defect and determine whether or not it is covered by the warranty (\*\*).
3. The AD Garage abroad will give you an invoice of its work (parts and labour time included). If the defect is covered by the warranty (\*\*), this AD Garage will also give you a warranty form duly completed and signed.
4. You pay the invoice and can continue your journey. The warranty form signed by the AD Garage guarantees that the expenses for the repair will be subsequently repaid in full.

#### B.2. In a country where there is no AD Garage.

Ask the nearest garage for help. Keep all the documents of any repair (invoice with indication of labour time, parts, description of the repair) and any defective parts. Although such a case is not covered by the international (\*) warranty (\*\*) of AD Garage, we advise you to see your AD Garage in your country, which will assess whether the case is covered by the warranty (\*\*). If so, it will propose a settlement for compensation.

## How to get your money back

1. Go back to the AD Garage that carried out the first repair or maintenance.
2. Hand to them:
  - their own invoice for the first intervention
  - the invoice from the AD Garage abroad
  - the warranty (\*\*) form
  - any defective components
  - the expert's invoice, if any (if an expert was consulted; see the Guidelines for International (\*) Warranty (\*\*))
3. The AD Garage will reimburse in full the expenses for the repair abroad, as well as any assessment costs.

AD Garage can also be of service in the event of an accident. Do not hesitate to contact AD Garage in case of emergency.

## Guidelines for the application of the International (\*) Warranty (\*\*)

What you must know in advance ...

The AD Garage international (\*) network has more than 4000 service locations in 13 European countries. This network is managed and supplied by AD, a group of independent professional wholesalers of car parts, which back in 1970 opted to pool forces and resources at the national and European levels. Their aim was and is to make sure that AD Garage can offer optimal service so as to meet the high requirements of the modern motorist even better.

The components and products offered and fitted in the AD network are carefully selected by our national and international specialists who ensure that the strictest quality standards are complied with

- for brand products made by the best known manufacturers of components and distributed by us in the original brand of the manufacturer.
- and for products under our own exclusive brand "AD"

The articles below describe this warranty (\*\*) and the way in which it must be applied. If you have any doubts or questions about the warranty (\*\*), we suggest you contact the people at your nearest AD Garage, who will be happy to help you.

### Article 1: Proof

An invoice shall be issued after every repair or maintenance operation by your AD Garage, indicating in particular the date of the maintenance, the identification of your vehicle and a description of the works carried out. You are advised to keep this invoice for at least 24 months. You will need it in the event of a warranty claim (\*\*). It is the proof that the maintenance and/or repair was carried out by an AD Garage outlet.

### Article 2: Territorial validity

This warranty (\*\*) covers components and labour time in all the countries where the AD Garage network is operational. In January 2007, the network comprises the following countries: Austria, Germany, Spain, Finland, France, Italy, the Netherlands, Poland, Portugal, Sweden, Romania, Ukraine and Turkey.

### Article 3: Terms of the warranty (\*\*)

This international (\*) warranty (\*\*) is granted for 24 months as of the date on the maintenance or repair invoice.

### Article 4: Expert assessment – Warranty (\*\*)

The AD Garage will examine the defect and will determine on the basis of the defective component or any surrounding components whether the case is covered by the warranty (\*\*).

a. The defect is covered by the warranty (\*\*) in particular in case of:

- abnormal wear
- breakage of the component by incorrect assembly, or by a defect on the component.
- The warranty covers all repair costs resulted abroad as well as possible assessment costs, as far as the damage was caused directly by a defect on the spare part or an incorrect assembly by the AD Garage, that carried out the first repair or maintenance.
- The warranty covers also damage caused to other parts of your vehicle, which is the direct consequence by a defect on the spare part or an incorrect assembly by the AD Garage.

b. The defect shall under no circumstances be covered by the warranty (\*\*) when:

- the component is worn in a normal or expected way;
- it is caused by rusting;
- the car is used under circumstances for which it is not designed and built;
- the car has not been serviced at the required intervals.

c. The warranty (\*\*) does not cover any assistance costs: towing, repatriation, hotel expenses, etc.

d. Indirect damage such as accident damage or personal injuries are not covered by the warranty (\*\*), even when caused by an incorrect assembly by the AD Garage or by a defect on the spare part.

According to the national or regional regulations on warranty and product liability, only the AD Garage who's fitting or maintenance work was at the basis of the damage, can be held responsible. In case of an accident and / or personal injuries we recommend to keep all documents and all defective parts, which could have caused the damage, as proof.

An expert may be called in at the car owner's initiative. If such an expert is consulted, the expenses shall be part of the cost for the possible repair under warranty (\*\*), and in such a case shall be fully reimbursed subsequently.

If the defect is considered as NOT covered by the warranty (\*\*), the expenses for the expert assessment shall be borne fully by the car owner.

If the defect is covered by the warranty (\*\*), the AD Garage will try to deal with the problem with due diligence and will give you the following documents:

- a special warranty form completed and signed by him. This document proves that the warranty (\*\*) is accepted and that you will be reimbursed;
- his invoice for the repair under warranty (\*\*), with itemized prices for components and labour time;
- any defective components if possible and feasible;
- a report and the expert's invoice, if an expert was consulted.

You are to pay this invoice to the AD Garage that has carried out the repair under warranty (\*\*), together with the expert's invoice (where available).

### Article 5: How to get your money back

You must, within thirty calendar days after the repair under warranty (\*\*) was carried out abroad, go to the AD Garage in your own country that carried out the original maintenance and/or repair, and hand him:

- the original warranty form
- the invoice of the original maintenance or repair (by himself)
- the invoice of the repair under warranty (\*\*) (by the AD Garage abroad)
- the defective components (if possible)
- the expert's report and invoice (if an expert was consulted)

You will be reimbursed for the amount of the invoice (parts + labour time), plus any assessment costs and VAT.

If, at the time that the warranty case is registered, the AD Garage that carried out the first maintenance or repair is no longer part of the AD network, You can, by way of exception, turn to other AD Garage locations in the region. They will treat your defect under warranty (\*\*) in the same way.

### Article 6: Time limitation

If the AD Garage that carried out the first maintenance or repair does not register within 30 days after the date of invoice of the repair under warranty (\*\*) (by the foreign AD Garage), we reserve the right to refuse the warranty (\*\*). Any repair and expert-related costs will not be reimbursed in such a case.

To register the warranty, the AD Garage has to inform his national central office in writing about the warranty case (amount + customer ID, etc...) by sending a copy of the warranty form, original invoice (of the first repair) and the invoice of the AD garage abroad.

### Article 7: Jurisdiction

Disputes in connection with this agreement shall be referred to the judicial authorities of the region or country in which the AD Garage – that carried out the original maintenance of which lead to an event of loss – is established.

(\*) All the countries where the AD Garage network is operational: Austria, Germany, Spain, Finland, France, Italy, the Netherlands, Poland, Portugal, Sweden, Romania, Ukraine and Turkey.

(\*\*) The AD Garage that carried out the initial repair or maintenance (in your country) will reimburse the total amount of the invoice (parts + labour time) plus any assessment costs and VAT.

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