



Citroën Automobiles Australia

Genuine Parts and Accessories Warranty Terms & Conditions

This warranty is provided by Sime Darby Automobiles Pty Ltd, ACN 000 426 282

T/as CITROËN AUTOMOBILES AUSTRALIA,

Building A, Campus Business Park,
350 Parramatta Road, Homebush. NSW 2140.
Phone – 1800 898 058 Email – crt@citroen.com.au . Website – www.citroen.com.au

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 for 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.

The Genuine Parts Warranty is in addition to the rights and remedies that consumers may have under the Competition and Consumer Act 2010 and other applicable Commonwealth, State and Territory legislation. The warranty does not affect those rights or remedies, except to the extent that their application may lawfully be excluded.

Warranty on Spare Parts and Accessories

All new Citroën Automobiles Australia replacement parts or accessories purchased where a customer has contributed towards the cost are covered by a 12 month, unlimited kilometres warranty from the date of sale by the Dealer to the customer. During the warranty period Citroën Automobiles Australia will replace or repair free of charge all new genuine Citroën Automobiles Australia replacement parts or accessories provided that:

1. The purchaser shall immediately, upon discovering any defect in the part, return it to the Dealer together with a receipt showing the date and place of purchase and particulars sufficient to enable the matter complained of to be identified.
2. The part has not been abused in any way or damaged by neglect, accident or improper use of fitting.
3. The part has not been altered, modified or adapted in any way.
4. The part and the vehicle to which it has been fitted have not been used for competition, racing or record attempts.
5. The part and the vehicle to which it has been fitted have been maintained in accordance with the manufacturer's published recommendations.
6. The repair or exchange is not required as a result of fair wear and tear.
Should your Citroën genuine part or accessory require attention under the arrangements provided by this Warranty, you should:
 - Take the part or accessory to the Dealer from which you purchased it.
 - Always provide your Dealer with full information regarding the nature of your request and as quickly as possible. Where the request is of a minor nature and the vehicle may be operated safely, the Dealer will arrange an appointment so that you avoid having to be without your vehicle for longer than necessary.
 - Always present the Dealer with your Citroën Automobiles Australia Warranty Booklet.Should you be operating your vehicle away from the locality of the Dealer that sold you the part or accessory, work covered by this Warranty will be carried out by any authorised Citroën Dealer.
7. If repair was carried out by an authorised Citroën Dealer, the warranty applies to both material and labour. Your claim should include the appropriate standard repair operation code and time allowance for reimbursement.
8. If the part was sold over the counter, the cost of the part only is claimable. If expenses are incurred in relation to making a claim, you may detail your request, in writing, to your Authorised Citroën dealer or Citroën Automobiles Australia.
9. If any part is repaired or replaced under warranty then the repaired part or the replacement will have the benefit of this warranty for the balance of the original warranty period.
10. Nothing in this warranty shall make Citroën Automobiles Australia liable for towing, recovery or re-delivery charges or shall render Citroën Automobiles Australia liable for loss consequent upon the failure of the part.

Please visit our Website – www.citroen.com.au for the address details of your nearest authorised Citroën dealer.