



## **Rhino 4X4 Warranty policy**

*Rhino4X4 warrants our Products against defects in workmanship and materials for the warranty Period. If defective workmanship or materials become apparent in the Warranty Period, Rhino4X4 will replace or repair the defective Rhino4X4 Product.*

Surface Finish – 12 months

Workmanship/Materials – 24 months

Labour – 12 months when installed by a Rhino 4x4 Re-Seller

Fog Lights – 24 months

Rhino HD Series Lights – 3 years

Rhino 4x4 Winches – 5 years



The benefits to the customer given by this warranty are in addition to other rights and remedies of the customer under a law in relation to the goods or services to which the warranty relates.

1) In this warranty:

- Rhino4X4 means Rhino4X4 Pty Ltd (ABN 12 656 766 455) of 2/25 Progress St Mornington, VIC;
- Rhino4X4 Outlet means an outlet which has been authorised by Rhino4X4 to sell and fit Rhino4X4 Products;
- Rhino4X4 Product means products which Rhino4X4 manufactures or for which Rhino4X4 is the exclusive supplier;
- Product Information means the information about the relevant Rhino4X4 Product which may be contained in any of: documentation provided with the Rhino4X4 Product, owner's manual, operating manual, service manual, the manufacturer's manual or labels attached to the Rhino4X4 Product;
- Warranty Period means, in respect of an Rhino4X4 Product, the period that this warranty against defects applies and which is set out in the table in paragraph 8.

2) To be entitled to claim the warranty, the customer must:

- a) have the Rhino4X4 Product fitted in accordance with the product Information;
- b) carry out normal care and maintenance of the Rhino4X4 product, including any required by the product Information;
- c) provide proof of purchase of the Rhino4X4 Product;
- d) make the claim in the Warranty Period through their place of purchase

3) The warranty will not apply in circumstances where the defect is caused by:

- a) unusual, improper or negligent use or misuse of the Rhino4X4 Product;
- b) incorrect fitting of the Rhino4X4 Product other than at a Rhino4X4 Outlet;
- c) loading the Rhino4X4 Product with weights in excess of the product Information;
- d) use of non-genuine Rhino4X4 components in or with the Rhino4X4 Product;
- e) use on vehicles with modifications not approved in the product Information or at a Rhino4X4 Outlet at the time of fitting;
- f) caused by racing or competition use;



g) use of the Rhino4X4 Product outside of the requirements of the product Information.

4) The procedure for the customer to claim the warranty is:

a) return the Rhino4X4 Product to Rhino4X4 Outlet or contact Rhino4X4 to arrange a time to bring a vehicle fitted with the Rhino4X4 Product to a Rhino4X4 Outlet for inspection.

b) bring proof of purchase of the Rhino4X4 Product to the Rhino4X4 Outlet;

c) Rhino4X4 will review the Rhino4X4 Product and advise whether the conditions of this warranty have been met.

5) Where Rhino4X4 accepts a customer's warranty claim, Rhino4X4 will rectify any defective workmanship or materials at its own expense.

6) Expenses incurred by the customer in claiming the warranty are to be borne by the customer.

7) This warranty is given by:

Rhino4X4 Pty Ltd  
2/25 Progress St Mornington, VIC;  
Phone: (03) 5977 1257  
[www.Rhino4X4.com.au](http://www.Rhino4X4.com.au)

8) The period within which a defect in the Rhino4X4 Products must appear if the customer is to be entitled to claim the warranty is 2 years or 40,000km (whichever comes first) starting on the date of purchase unless:

a) a different Warranty Period is set out in the table below or one the first page of this document; or

b) the Rhino4x4 Product is used in commercial use. Commercial use means use in industry or commerce including (without limitation) use in the mining industry or as a hire vehicle. In this case, the Warranty Period is the lesser of 1 year or 20,000km, or one third of the period or distance specified in the table, starting on the date of purchase.

<b>Rhino4x4 Product</b>	<b>Warranty</b>
HD Series Lights	3 years
Rhino Winches	5 Years



9) 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.

10) The warranty against defects contained in this document replaces any other warranty against defects or voluntary warranty given in relation to the Products.

11) Any claims for missing items out of the box must be made within 5 business days of product being received and signed for as “received in good condition” by allocated freight company or within 5 business days of being collected from Rhino 4x4 directly.

12) Any claims for parts damage out of the box can only be made if goods are not signed as “received in good condition” by allocated freight company. By signing for the goods you are accepting the state or condition the parts are in upon arrival. Due to the nature or parts being transported Rhino 4x4 cannot control or warrant the handling of goods once they leave Rhino 4x4 premises.

13) When products are collected directly from Rhino 4x4, responsibility is on the person collecting to ensure products stay in a reasonable condition. Once products have left Rhino 4x4 premises Rhino 4x4 cannot control or warrant the handling of goods.