

BRAVOAUTO WARRANTY TERMS & CONDITIONS

1. DEFINITIONS

- 1.1 "The Company" - A direct reference to Bravo Auto Sdn Bhd.
- 1.2 "The Buyer" - A direct reference to the customer.
- 1.3 "Vehicle" - Any vehicle purchased by the Buyer from The Company that is eligible for the Warranty, as specified in the Warranty terms and detailed in the Purchase Contract.
- 1.4 "Components and/or Parts" - Any electrical or mechanical parts of the Vehicle at the Warranty Commencement Date, excluding modifications made after the purchase.
- 1.5 "Delivery" - The day the Buyer takes physical possession of the purchased Vehicle.
- 1.6 "Mechanical Breakdown" - Failure of Components and Parts causing the Vehicle to cease operation, requiring repair or replacement.
- 1.7 "Normal Wear and Tear" - Replacement of Components and Parts due to natural aging and mileage.
- 1.8 "Purchase Contract" - The contract for the sale and purchase of the Vehicle between The Company and the Buyer, including any associated invoices.
- 1.9 "Warranty" - The information, terms, conditions and representations contained within this Agreement.
- 1.10 "Warranty Period" - The duration of the Warranty, starting from the date of Delivery and lasting for six (6) months or until the Vehicle reaches ten thousand (10,000) kilometers, whichever comes first.

2. INTRODUCTION OF WARRANTY

- 2.1 The Company provides a free six (6) month Warranty or the first ten thousand (10,000) kilometers, whichever comes first (the "Warranty").
- 2.2 The Warranty is applicable to vehicles that are under ten (10) years old and have less than one hundred thousand (100,000) kilometers at the time of sale.
- 2.3 By accessing the Warranty, the Buyer agrees to the terms, conditions and policies in this Agreement.

3. WARRANTY COVERAGE

- 3.1 The Warranty covers the repair costs for any Mechanical Breakdown of the Vehicle's engine and transmission only. "Mechanical Breakdown" refers to the failure of the engine or transmission components that prevents the Vehicle from functioning as intended. This includes, but is not limited to, issues such as engine failure, transmission failure, and associated internal components.
- 3.2 The Warranty does not cover any external components or systems related to the engine and transmission, including but not limited to, cooling systems, exhaust systems, fuel systems, and electrical components, except where explicitly mentioned in this Warranty.

4. ELIGIBILITY OF VEHICLE

4.1 Only vehicles purchased from The Company that are under ten (10) years old and have less than one hundred thousand (100,000) kilometers at the time of purchase are eligible for the Warranty. The specific vehicles eligible for this Warranty will be indicated in the Purchase Contract. Eligibility is subject to The Company's discretion and the criteria established by The Company, which may include factors such as the Vehicle's overall condition, service history, and compliance with manufacturer specifications. The Company reserves the right to modify these criteria at any time and will communicate any changes as necessary.

5. COMMENCEMENT DATE

5.1 The Warranty is free and commences on the Date of Vehicle Delivery.

6. SERVICE REQUIREMENTS

- 6.1 All services and maintenance must be carried out at The Company's official workshop at intervals recommended by either the vehicle manufacturer or The Company.
- 6.2 The cost of servicing and maintaining the Vehicle is the responsibility of the Buyer and is not covered under the Warranty.
- 6.3 Failure on the part of the Buyer to subject the vehicle to regular maintenance and services within the recommended intervals shall automatically render the warranty void.

7. HOW TO CLAIM WARRANTY

- 7.1 To claim the Warranty, the Buyer must contact The Company before any work, repairs, or maintenance is conducted on the Vehicle.
- 7.2 The Buyer must service the Vehicle according to the manufacturer's timelines, directions, and recommendations, as well as any additional guidelines provided by The Company, to ensure eligibility for the Warranty.
- 7.3 To make a claim, the Buyer must contact The Company at (+673) 2433377 for details of the next steps.

8. REPAIRS UNDER WARRANTY

- 8.1 The Buyer must bring the Vehicle to The Company for Warranty claims, where The Company will conduct repairs, replacements, or adjustments free-of-charge for Mechanical Breakdown of the engine or transmission only.
- 8.2 The Buyer must provide proof of purchase to claim the Warranty.
- 8.3 The Company will not reimburse costs for repairs, replacements, or adjustments done outside The Company without prior approval.

9. EXCLUSIONS

The Warranty does not cover:

- 9.1 Consequential Loss - Indirect or consequential losses, including damage to property.
- 9.2 Continued Operation - Damage from continued operation of the Vehicle after defect or fault has occurred.
- 9.3 Fluids and Lubricants - Claims arising from contamination or failure due to poor fuel or incorrect fuel grade, including lead replacement, Diesel Engine low-sulphur fuel, and non-proprietary biofuels. This also includes any failures resulting from the use of incorrect, counterfeit, or non-recommended fluids and lubricants that do not meet the manufacturer's specifications.
- 9.4 Misuse - Failures from not following the Vehicle manufacturer's operating guidelines.
- 9.5 Modified Vehicles - Claims resulting from alterations or modifications of the Vehicle.
- 9.6 Selected Parts - Only the engine and transmission are covered; other parts are not eligible for claims.
- 9.7 Normal Maintenance or Abuse - Any maintenance or lack of maintenance, abuse, adjustment, software upgrade, modification and/or re-programming are not eligible for claims.
- 9.8 Normal Wear and Tear - Failure of any Component and/or Parts caused by Normal Wear and Tear. The deterioration in performance of any Component and/or Part over time may result in it becoming noisy and as such, does not necessarily constitute a sudden and unforeseen failure.
- 9.9 Oil Usage - Incorrect engine oil has been used.
- 9.10 Other Incidents - Failure caused by collision or accidental damage, fire, overheating, theft, misuse, neglect, abuse, negligence, personal injury or property damage, rust, corrosion, contamination, flood, submersion and water ingress.
- 9.11 Service Breach - Where the Buyer exceeds the service requirements interval, the Warranty ceases to have effect, and any work carried out on the vehicle by a person or workshop other than The Company's official workshop will also void the Warranty.
- 9.12 Vehicle Maintenance - Any items that require replacement as part of normal Vehicle maintenance. These include (but not limited to) spark plugs and leads, tires, glow plugs, belts, timing belt, timing chain maintenance, oil, filters, wipers, hoses, brake and clutch lining, brake pads, disc rotors and/or disc or drum machining, batteries and globes.
- 9.13 Vehicles with Faulty Odometer - Claims relating to any Vehicle where the odometer has been tampered with, is faulty or inoperative prior to or during the Warranty Term.

10. MANUFACTURER WARRANTY

- 10.1 If the Vehicle still has a manufacturer warranty still in place, the manufacturer warranty will prevail over this Warranty for the duration of the former's validity.
- 10.2 This Warranty does not extend or replace any manufacturer warranty. Any claims related to issues covered under the manufacturer warranty must be directed to the manufacturer or its authorized service centers.

11. GENERAL TERMS

- 11.1 The Buyer understands that for services included in these Terms and Conditions, he or she shall provide his or her personal information, including, but not limited to, name, address, telephone number, email address.
- 11.2 The Buyer understands that the processing of his or her personal information may be shared with the manufacturer or any third party for warranty purposes.
- 11.3 The Buyer acknowledges that the processing of his or her personal information may include marketing purposes.
- 11.4 The Company reserves the right to modify, suspend, amend or terminate the Terms and Conditions of this Agreement without prior notice.
- 11.5 Changes to the Terms and Conditions will be published on The Company's official website and take effect immediately unless otherwise specified.

Vehicle Make	:	_____
Vehicle Model	:	_____
Vehicle Registration Number	:	_____
Mileage Start	:	_____
Mileage End	:	_____
Mileage Service Due	:	_____
Warranty Start Date:	:	_____
Warranty End Date:	:	_____

I, hereby acknowledge and agree to the Terms and Conditions stated above and I declare that information provided is accurate.

Signature	:	_____	Signature	:	_____
Customer Name	:		Sales Consultant	:	
Date	:		Date	:	