



WARRANTY TERMS and CONDITIONS

1. General

Yutong (the Company) warrants that if any products supplied by the Company are defective as to design, material or workmanship not caused wholly or partly while at the customer's risk by wilful default, accident, improper installation, storage or use or failures to follow instructions, the Company shall make good the defect by repair or replacement. This warranty is provided that:

- 1.1. Yutong is notified as soon as the customer becomes aware of the defect; and
- 1.2. The defect has occurred:
 - i. Within three months of invoice date for any spare part purchase; or
 - ii. Within five years of the date of entry into service or 200,000 km, whichever occurs first for a D7 vehicle¹; or
 - iii. Within three years of the date of entry into service or 300,000 km¹, whichever occurs first for all other vehicles; and
 - iv. provided that such defect can reasonably be discovered by the customer within that period.

Any part, which has been replaced under this warranty, shall become the property of Yutong, who will notify the customer forthwith of the method of disposal of such parts. In the absence of any instruction from Yutong within two months the customer shall have the right to dispose of such parts in any way they will, and Yutong shall have no claim whatsoever on such parts. Although parts not of Yutong's manufacture are not covered by this warranty, Yutong will assign the benefit of any warranty given in relation to such parts and will pursue as far as is reasonable any remedy for the customer. In any event Yutong will accept responsibility in all respects for the installation of proprietary products.

2. National support network

Vehicle Dealers International Pty Ltd (the supplier) has dealerships located in New South Wales, Queensland, Victoria and Western Australia. All dealership sites offer sales, service, and spare parts support.

The operating hours of these sites are 8am – 5pm nationwide (local time).

VDI does not offer after hours support.

Contact details and address information for all dealership sites is available from the Vehicle Dealers International Pty Ltd website, www.vdiaustralia.com.au/contact.

Alternatively, call 1800 988 664 and follow the prompts to reach your desired department.

3. Warranty Period and Conditions for Spare Parts

- i. The warranty period for Yutong spare parts is three months and shall commence from the date of invoice.
- ii. Labour charges associated with removal and reinstallation are warranted only when a Yutong spare part is installed by an authorised Yutong service agent.
- iii. Freight and travel costs associated with any claimed spare part defect are not warranted.
- iv. The company does not accept warranty claims for consequential damage arising from but not excluding improper, negligent or unauthorised installation; road accidents; accidental or natural causes; abnormal, careless, or unsuitable use; inadequate or defective servicing; and/or failure to observe any cautions or warnings.
- v. Saloon glazing (glass) and body panels are not warranted.

¹ Vehicles with extended warranty will have differing terms, please refer to the warranty certificate for verification of warranty period.

Vehicle Dealers International Pty Ltd

ABN: 50 611 179 447

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| NSW Yutong Bus Centre Sydney 231 Kurrajong Road PRESTONS NSW 2170 P: 1800 YUTONG (1800 988 664) E: nswsales@vdiaustralia.com.au ABN: 96 662 410 022 | NORTH QLD & NT Yutong Bus Centre Cairns 278 Hartley Street BUNGALOW QLD 4870 P: 1800 YUTONG (1800 988 664) E: nthqldsals@vdiaustralia.com.au ABN: 84 109 594 520 | SOUTH EAST QLD Yutong Bus Centre Brisbane 60 Eagleview Place Eagle Farm QLD 4009 P: 1800 YUTONG (1800 988 664) E: qldsals@vdiaustralia.com.au ABN: 84 109 594 520 | VIC, SA & TAS Yutong Bus Centre Melbourne 24 Grasslands Avenue CRAIGIEBURN VIC 3064 P: 1800 YUTONG (1800 988 664) E: vicals@vdiaustralia.com.au ABN: 96 662 410 022 | WA Yutong Bus Centre WA 153 Abernethy Road BELMONT WA 6104 P: 1800 YUTONG (1800 988 664) E: gm@ybcwa.com.au ABN: 73 664 500 609 |
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4. Warranty Period for Complete Vehicle:

The warranty period shall commence from the date of delivery shown on the warranty certificate to the first purchaser and is:

- i. 5 years or 200,000 km, whichever occurs first for a D7 vehicle¹; or
- ii. 3 years or 300,000 km, whichever occurs first for all other vehicles¹; and
- iii. Excludes those wearing parts and consumable parts especially mentioned in the warranty manual.

5. Warranty Period for Wearing Parts

Wearing parts and consumables are excluded from the warranty period for the complete vehicle. The warranty period for wearing parts and consumables is 3 months or 20,000km, whichever occurs first, from the date of delivery shown on the warranty certificate to the first purchaser.

6. Exclusions

6.1 The company does not accept warranty claims for:

- 6.1.1 Consequential damage arising from but not excluding improper, negligent or unauthorised installation of spare parts; road accidents; accidental or natural causes; abnormal, careless, or unsuitable use; inadequate or defective servicing; and/or failure to observe any cautions or warnings.
 - 6.1.2 Vehicle maintenance, operating costs.
 - 6.1.3 Costs associated with travel, including locating the vehicle to the designated service centre to have warranty repairs carried out. All such costs must be covered by the customer.
 - 6.1.4 Costs associated with recovering the vehicle, including towing. All such costs must be covered by the customer.
 - 6.1.5 Vehicle modifications, additions, adjustments completed without prior approval from the supplier.
 - 6.1.6 Adjustments including but not limited to passenger service door, belts.
 - 6.1.7 Damages arising from vehicle maintenance or repairs carried out by unauthorised repairers without prior approval from the supplier.
 - 6.1.8 Damages arising from continued operation of a damaged vehicle without prior approval from the supplier.
 - 6.1.9 Indirect losses, damages to a third party due to a vehicle fault(s).
 - 6.1.10 Compensation for loss of income or other damages arising from a vehicle being off road for the purpose of warranty repairs.
 - 6.1.11 Any associated damages caused to customer installed aftermarket components that interfered with the supplier's ability to carry out the warranty repair.
 - 6.1.12 Consumable items including but not limited to lubricants, grease, transmission fluids, coolant, air conditioning refrigerant gas, filters, belts, fire extinguishers, lamps, bulbs, tyres, wiper blades.
 - 6.1.13 Wearing parts including but not limited to air intake rubber hoses, exhaust bellows, air bags, and sealing gaskets, oil seals, air support components of vehicle such as gas struts, belts, glass, brake linings and shoes, drums, carpet, curtains, seat fabric, storage batteries, fuses, rubber articles, relays, and glow plugs.
 - 6.1.14 Routine maintenance items.
 - 6.1.15 Glass unless the glass itself is defective.
- 6.2 Within the warranty period, the supplier shall only be liable for material costs, manufacturer approved labour costs and necessary travel expenses that are within the scope of the warranty obligations. The supplier will not be liable for any further losses unless otherwise specified.

7. Cummins and Allison warranty terms

During the first two (2) years of the warranty period, any warranty claim for Cummins engines and Allison transmissions must be taken directly to an authorised repairer of the respective manufacturers. The remaining year(s) are covered by the supplier.

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8. Warranty procedure

- 8.1. The Customer must notify the Supplier of their claim in writing. This must be provided as soon as the Customer is aware of the defect or defective item. This must be accompanied by an image, clearly showing the defect, the VIN plate and the current vehicle odometer reading. In the event the odometer is damaged and/or illegible during the warranty period, the mileage shall be calculated at 480km per day for passenger service vehicles, and 300km per day for public, touring and group buses.
- 8.2. The Supplier will determine at its discretion, with the evidence supplied if the claim is valid.
- 8.3. The Supplier will instruct the Customer where the vehicle must be located to carry out the repair and will discuss an appropriate date. Failure to make the vehicle available, may result in a rejected claim.
- 8.4. All transportation charges incurred by the Customer in returning the vehicle or any defective parts relating to the vehicle, to the service dealer/nominated repairer for the purpose or repair, replacement, or adjustment, combined with the cost of returning the vehicle to the Customer must be paid by the Customer.
- 8.5. Once the vehicle has been inspected, the Supplier will determine at its sole discretion if the claim is valid.
- 8.6. If the claim is deemed to be valid, the Supplier will repair, replace, or adjust the product at no expense to the Customer. The Supplier reserves the right to repair or adjust the product, this will be completed to the Supplier's sole satisfaction.
- 8.7. If the Supplier deems the claim to be invalid, product not defective or it is found this product is not covered under the warranty guidelines, the customer must cover all related expenses to the repair. This includes the inspection, disassemble, and reassemble costs.
- 8.8. The Supplier may, at the same, without notice to the Customer, repair, replace or adjust any other part of the vehicle free of charge that is also deemed as defective and covered under the warranty guidelines.
- 8.9. The customer is obliged to maintain records demonstrating that the vehicle has been maintained in accordance with the supplier's maintenance schedule, and that any and all maintenance conducted has been completed to the prescribed standard(s).

9. Customer responsibilities

- 9.1. The customer must ensure the vehicle is maintained according to the manufacturer's guidelines outlined in the service schedule. Failure to do so will result in claim rejection.
- 9.2. Extreme operating conditions, including but not limited to extreme temperature ranges, operation on dirt and/or unsealed roads may result in supplementary maintenance requirements. The customer must ensure the vehicle is maintained in a manner reflecting any additional requirements. Defects arising from inadequate maintenance and/or extreme operating conditions are not warranted by the supplier.
- 9.3. Failure of the vehicle must not be due to, improper adjustment, calibration or the inappropriate use of the vehicle outside of its designed operation.
- 9.4. The customer must ensure the vehicle is always operated within its designed capacity and does not exceed what the vehicle is legally complied to withstand.
- 9.5. The customer must ensure the vehicle is available for the supplier to carry out required warranty repairs.
- 9.6. The supplier reserves the right to change, alter or adjust these warranty terms and conditions.

10. On site repairs

- 10.1. Repairs completed on customer site(s) can only be claimed under warranty if authorised prior by the supplier.

11. Towing costs (Vehicle Off Road Only)

- 11.1. Towing costs can only be claimed under warranty if authorised prior by the supplier.

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Last review date August 2024

12. Hire vehicles

12.1. Expenses associated with hire vehicles are not covered by the company's warranty.

13. Supporting documents

13.1. Manufacturer issued warranty manual (can be provided upon request, also provided with each vehicle at point of sale)

[end]

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