

*Ingham*<sup>®</sup>

# *Extended Warranty*

Providing peace of mind motoring.

**Ingham**

PO Box 99855, Newmarket, Auckland 1149

Email: [support@inghamwarranty.nz](mailto:support@inghamwarranty.nz) | Ph: 0800 479 227

# Introduction

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Ingham offers customers the opportunity to purchase an optional extended warranty for selected vehicles.

## Your Rights as a Consumer

The Consumer Guarantees Act 1993 (CGA) provided for warranties that apply to goods and services acquired for personal use. These warranties include that, goods, including vehicles, must:

- be of acceptable quality
- be reasonably fit for the purpose represented
- match any description or sample or demonstration model provided to you
- be delivered at a time or within a period agreed
- legally be able to be sold to you

A failure of a good to comply with a guarantee under the CGA entitles you to remedies which may include a refund, replacement, resupply, or damages for reasonably foreseeable loss, depending on the nature of the non-compliance, and whether any associated failure is minor, capable of being fixed, or of a substantial character. For further information please refer to the Commerce Commission's Extended Warranty Fact Sheet, available at <http://www.comcom.govt.nz>.

Ingham's Extended Warranty is supplementary to your rights under the CGA and any existing manufacturer's warranty. The differences between the Extended Warranty and the CGA are summarised below, the full terms and conditions of the Extended Warranty are set out below the table.

## Your right to cancel

You have the right to cancel this Extended Warranty and receive a full refund within 5 working days of the date of receiving a copy of this Extended Warranty document, or if we fail to comply with our disclosure requirements under the Fair Trading Act 1986 (FTA).

## Our details

To cancel this Extended Warranty or if you have any questions about the Extended Warranty, please contact us at [0800 479 227](tel:0800479227) or email [support@inghamwarranty.nz](mailto:support@inghamwarranty.nz).

# Benefits

Features	Ingham Extended Warranty	Consumer Guarantees Act
Period of cover	1, 2 or 3 years from the date of purchase of the vehicle, depending on the period of extended warranty that you choose to purchase and indicated in this document.	A reasonable period from the date of purchase, considering, amongst other things, the price and nature of the vehicle.
Mechanical problem with the vehicle	Yes – you are covered for Mechanical issues with any of the components referred to in the <u>Annex</u> , subject to the terms and conditions of the Extended Warranty.	Covered if necessary to cover a fault or other failure of the vehicle to meet the requirements of the CGA.
Flat battery jumpstarts	Yes	Covered if necessary to cover a fault or other failure of the vehicle to meet the requirements of the CGA.
Vehicle lock-out / emergency vehicle access	Yes	
Flat tyres (fitment of a spare)	Yes	
Emergency fuel (five litres delivered to the vehicle if you run out of fuel)	Yes	
Vehicle towing in the case of a mechanical failure to the nearest approved repair	Yes	
Hiring a substitute vehicle (if the breakdown occurs more than 50kms from where you normally live, up to \$100 per day, up to a maximum of \$300)	Yes	
Accommodation up to the value of \$150 per day to maximum of \$450, if you are unable [HH3.1]to return home the same day as the breakdown occurs	Yes	
Cost of Cover	Available for additional cost	
Is the warranty transferable?	No	Yes – rights are transferable under the CGA if the vehicle is given to a person as a gift.

# Terms and Conditions

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1. **Agreement:** These terms and conditions (Terms) set out the basis on which Ingham Dealerships (we, us) provide our Extended Warranty (Extended Warranty) to a purchaser (you) of an eligible vehicle from an Ingham Dealership. This Extended Warranty is not a contract of insurance.
  
2. **Rights Additional:** The Terms of this extended warranty do not affect and are in addition to any rights you may have at law, including under the CGA, any right you may have under the purchase contract with us pursuant to which you purchased the vehicle and any new vehicle or manufacturer's warranty that may apply in respect of the vehicle.
  
3. **Eligibility:**
  - (a) **Qualifying Vehicles:** vehicles that meet all of the criteria below are eligible to purchase the Extended Warranty:
    - (i) used for personal or business purposes;
    - (ii) up to 10 years of age / 125,000 kms at the time of sale;
    - (iii) with a gross vehicle mass under 3500kg;
    - (iv) not subject to the exclusions set out below;
    - (v) Subject to a documented quality check inspection, successfully completed by an approved technician prior to the date of purchase.
  
  - (b) **Excluded Vehicles:** vehicles that meet any of the criteria below are not eligible for the Extended Warranty:
    - (i) over 10 years of age or 125,000 km or more at the time of sale
    - (ii) with a gross vehicle mass over 3500kg;
    - (iii) modified from the manufacturer's standard specifications unless disclosed and approved by us at time of sale;
    - (iv) manufactured by Aston Martin, Bentley, Ferrari, Lamborghini, Lotus, Maserati, McLaren or Rolls Royce, unless approved by us at time of sale;
    - (v) used for business purposes, including taxis, rentals, courier vehicles, shuttles, any fare paying passenger vehicles or goods delivery vehicles, including but not limited to Uber, Uber Eats, Doordash.
  
4. **What is covered:** Subject to the Terms of this Extended Warranty, a warranty is provided for the correct operation of the engine components listed in the **annex**.

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5. **Claim Process:** You can make a warranty claim under the Extended Warranty by contacting us through our contact details referred to above and following the process below.
- (a) If your vehicle suffers a mechanical / electrical problem and **can be driven**, deliver your vehicle to the closest Ingham Dealership or a repairer authorised by us (Authorised Repairer). You should only drive if you can do so safely and without causing any further damage to your vehicle. Visit [www.inghamdriven.nz/dealerships](http://www.inghamdriven.nz/dealerships) to find your nearest location.
  - (b) If your vehicle suffers a mechanical / electrical breakdown and **cannot be driven**, call toll free 0800 479 227 and advise us that you are an Extended Warranty customer. Roadside Assistance will arrange to have your vehicle delivered to the nearest Authorised Repairer. A copy of your Extended Warranty will need to be provided to the Authorised Repairer. We suggest you keep your Extended Warranty Certificate with your vehicle service manual.
  - (c) In addition to providing the Extended Warranty, we may require further information from you before we can assess the vehicle. This may include:
    - (i) Vehicle registration number
    - (ii) Current odometer reading
    - (iii) Description of and cause of the problem
    - (iv) Service and repair history, if requested
6. **Warranty Exclusions:** No claim can be made under the Extended Warranty if the defect is caused by or relates to one of the following:
- (a) Repairs that are covered by any manufacturer's warranty, repairs that are the subject of a manufacturer's recall or any component design fault or any damage arising from that fault.
  - (b) Chassis, panel, paintwork, glass, upholstery and any other cosmetic item.
  - (c) Batteries, exhaust systems, shock absorbers, air bags and componentry, sunroofs, catalytic converters, tyres, seat belts, audio and entertainment systems, global positioning systems, seats, lights, communication systems, fuel tanks, air bag suspension, keys and remotes.
  - (d) Brake pads and shoes.
  - (e) Clutch assembly and flywheels, including all friction material.

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- (f) Spark plugs, glow plugs, drive belts, lubricants, gas, filters, injector servicing and fluids.
- (g) Any costs relating to servicing, maintenance, adjustments or tuning.
- (h) Costs arising from the failure of the cambelt and or any resulting damage when the cambelt is not replaced in accordance with the manufacturer's recommendation.
- (i) Repairs necessitated by external causes, contamination, perishing, corrosion, rust.
- (j) Consequential loss or damage, accident damage, fire damage, water damage, theft, willful damage, misuse and neglect.
- (k) Repairs necessitated by the failure of any plastic components due to gradual deterioration and any resulting damage.
- (l) Repairs resulting from incorrect fuel, oil or coolant use.
- (m) Any repairs commenced or carried out, or modifications made without our approval.
- (n) Fraudulent or misleading information about the vehicle, including its odometer reading, or the cause or amount of damage to the vehicle.
- (o) In respect of vehicle towing, vehicle lock-out, Flat battery jumpstarts, flat tyre fitment, emergency fuel, substitute vehicle hire, and accommodation if the vehicle is not on a public or formed road or is trapped or is located outside of the North or South Islands of New Zealand.

**7. Conditions:** The Extended Warranty is subject to the following conditions:

- (a) You must take all reasonable steps to protect your vehicle from breakdown and comply with the manufacturer's operating and safety recommendations.
- (b) You must service your vehicle in accordance with the manufacturer's specifications or where these are not available, every 15,000 km or 12 months, whichever occurs first. The service must be carried out by an Ingham Dealership or a repairer approved by us.

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- (c) This Extended Warranty does not apply if your vehicle is used in racing or off-road activities:
    - (i) Racing Activities include but are not limited to use of the vehicle in time trials, rallies, speed testing, and the driving of a vehicle in any racing conditions.
    - (ii) Off-Road Activities include but are not limited to use of the vehicle in water crossings, dune bashing, rock crawling, off-road racing, mudding and mud plugging.
  - (d) Your vehicle must have a current warrant of fitness.
  - (e) Your compliance with these Terms.
8. **Transfer of Ownership:** This Extended Warranty applies to you and your vehicle and is not transferable or refundable other than as stated under the Cancellation clause of this Extended Warranty. This does not limit rights transferred under the CGA when a vehicle is given to a person as a gift.
9. **Limitations:** A claim under the Extended Warranty is subject to the following limitations:
- (a) The claim for free repair for vehicles in class A is unlimited, subject to the qualifications in these Terms.
  - (b) The claim for free repair for vehicles in classes B-D is limited to either \$10,000 or the market value of the vehicle at the time the claim is made under the Extended Warranty, whichever is less.
  - (c) For Hybrid and PHEV vehicles under 5 years of age from date of first registration, there is a limit of one battery replacement up to the value of \$10,000 over the lifetime of the Extended Warranty. For vehicles over 5 years of age from date of first registration, there is a limit of one battery replacement up to the value of \$5,000 over the lifetime of the Extended Warranty.
  - (d) The Extended Warranty covers the repair or replacement of any covered component that suffers a mechanical failure during the warranty period, subject to these Terms. The Extended Warranty does not cover any adjustment, upgrade, modification, and / or reprogramming required to any covered component, or the cleaning of any covered component.

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- (e) We reserve the right to decide what parts are used in repairs under the Extended Warranty commensurate with the age and condition of the covered vehicle. Parts may be either new or reconditioned.

**10. Cancellation:** The Extended Warranty ends at the earlier of:

- (a) The date when the vehicle is sold or disposed of;
- (b) 5.00 pm on the expiry date of the Extended Warranty;
- (c) When the vehicle's odometer reading has reached 160,000 kms;
- (d) The date when the Extended Warranty is cancelled by you, (if cancellation is made within 5 working days of the date of receiving a copy of this Extended Warranty document, or if we fail to comply with our disclosure requirements under the FTA, you will receive a full refund).

**11. Privacy:** In order to provide you with this Extended Warranty we collect personal information from you, including your contact details and details associated to your vehicle ownership and use, this information is held in accordance with our privacy policy, available here [www.inghamdriven.nz/privacy](http://www.inghamdriven.nz/privacy). You have the right to access and correct your personal information in accordance with the Privacy Act 2020. If you would like to make an access or correction request, please contact us at [privacy@inghamdriven.nz](mailto:privacy@inghamdriven.nz) or by post at:

Attn: Privacy Officer,  
Ingham Group Services Limited,  
2 Great South Road, Newmarket, Auckland 1050  
PO Box 99855, Newmarket, Auckland 1149

**Acknowledgement and Acceptance:** By signing below, I acknowledge that:

- (a) I have received, read, and understood the Terms and Conditions of the Ingham Extended Warranty policy, including but not limited to eligibility, claim exclusions, claim procedures, servicing and maintenance requirements, customer obligations, and the costs associated with purchasing the policy.
- (b) I understand that I may cancel the policy within five (5) working days of signing.
- (c) If the vehicle purchase has been financed, I acknowledge that the cost of the policy may be included in my finance agreement and repayment schedule, and may increase the total amount repayable.
- (d) This policy does not limit or waive any rights available under the Consumer Guarantees Act 1993.

Name \_\_\_\_\_ Signature \_\_\_\_\_

# Categories

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Category	Description	Extended Warranty Cost*			
		Excess	1 Year	2 Years	3 Years
A. Standard Vehicles	2WD petrol-powered vehicles (Non-European / USA Manufacturers).	NIL	POR	POR	POR
B. Special Category Vehicles	4X4, AWD, diesel vehicles, hybrid and PHEV vehicles, turbo and supercharged vehicles, vehicles made by Non-European manufacturers, vehicles made by USA manufacturers.	NIL	POR	POR	POR
C. Other Vehicles	All petrol, diesel, hybrid, and PHEV powered vehicles by European manufactures, and all other vehicles that do not qualify for A and B.	NIL	POR	POR	POR
D. Luxury Performance Vehicles	Including but not limited to Audi RS Range, BMW M Series, Holden HSV, Mercedes-AMG, and Rover SVR vehicles.	NIL	POR	POR	POR

\*POR - Price on Request. Please contact our team for pricing.

# Extended Warranty Details

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**Name** \_\_\_\_\_

**Date of Purchase** \_\_\_\_\_

**Commencement Date of Extended Warranty** \_\_\_\_\_

**Vehicle Category and Policy Term** \_\_\_\_\_

**Vehicle Registration** \_\_\_\_\_

**Customer Signature** \_\_\_\_\_

# Annex - Extended Warranty Inclusions

<b>Engine</b>		
Ancillary shaft	Camshaft followers	Connecting rods and pins
Balance shaft	Cylinder block	Cylinder head
Camshaft	Distributor drive gear	Distributor drive shaft
Camshaft belt	Engine management systems	Gaskets
Crankshaft	Idlers	Manifolds
Cylinder head gasket	Oil filter housing	Oil pressure release valve
Emission control	Oil pump drive gear/shaft	Oil seals
Hydraulic tappets	Pulleys	Pushrods and tappets
Mountings	Sensors	Shell bearings and internal bushes
Oil pump	Timing gears or chains or belts	Valves and guides
Pistons and rings	Timing belt or chain tensioner	Valve springs
Rocker shafts		
<b>Fuel System</b>		
Air flow computer	Carburetor	Fuel injection systems – sensors and wiring
Fuel gauge sender unit	Fuel pump	Fuel governor
Fuel injection pump	Injection throttle body	Injectors
Lift pumps	Pipes	
<b>Turbo Unit</b>		
Bearings	Boost control systems	Oil seals
Rotor	Shaft	Turbine
Wastegate	Housing	Oil feed lines
Boost Sensors		
<b>Cooling System</b>		
Engine cooling fan motor	Heating matrix	Hoses
Oil cooler	Radiator	Seals / Gaskets
Thermal sensor switches	Thermostat and housing	Viscous fan
Water pump		

# Annex - Extended Warranty Inclusions

<b>Electrical</b>		
Air con computer	Air flow meter	Alternator
Central Locking	Cigarette lighter	Coil
Computers	Condensers	Distributor advance weights / springs
Electronic dash display	Electronic ignition	Electronic suspension systems
Engine management systems	Fuse box	Gauges – oil pressure, temperature
Heater fan motor	Horn	Indicator unit
Ignition leads	Inhibitor switch	Injection computer
Knock sensor	Pop-up headlamp motors	Pulse generators
Rear screen heater	Relays	Reverse light switch
Rotor arms	Sensors	Speedo, rev. counter etc
Speed sensors	Stalk lights/flashers	Starter motor
Switches – including column	Throttle position sensors / switches	Transmission computer
Voltage regulator	Warm-up regulator	Warning lights and sensors
Washer motors	Window regulator / electric motor	Wiper linkage's
Wiper motors	Wiring loom	
<b>Air Conditioning</b>		
Climate control system	Cooling fan	Compressor
Condenser	Evaporator	Hoses and pipes
O Rings Switches	Thermostat	TX valve
<b>Automatic Transmission</b>		
Accelerator switch	Automatic drive plate	Brake bands
Casing	Clutches	Gaskets / Seals
Gears	Gear select lever	Governors
Internal bearings and bushes	Linkages	Modulator
Mountings	Oil pump	Oil seals / gaskets
Pressure control solenoids	Shafts	Temperature sensors
Torque converter	Valve block	
<b>Manual Transmission</b>		
Baulk rings	Casing	Extension shaft
Gears	Internal bearings and bushes	Synchro hubs
Selectors	Shafts	Gear lever
Oil seals	Linkages	Mountings
Temperature sensors	Oil seals/gaskets	

# Annex - Extended Warranty Inclusions

<b>Clutch - Manual Transmission</b>		
Clutch cable	Hydraulic pipes	Master cylinder
Slave cylinder		
<b>Transfer Box - 4 Wheel Drive</b>		
Bearings	Casings	Gears
Oil seals / gaskets	Selectors	Shafts
<b>Overdrive</b>		
Brake bands	Casings	Clutches
Engage / disengage solenoids	Gears	Internal bearings and bushes
Oil seals / gaskets	Shafts	
<b>Prop Shaft</b>		
Bearings	Couplings (including rubber mountings)	Universal joint
<b>Suspension</b>		
Anti-tramp bars	Anti-roll bar	Bushes
Panhand rods	Rubber mountings and bushes	Stub axle
Suspension Pump	Upper and lower wishbones	Upper and lower ball joints
Wheel bearings	Sway bar	Trailing arms
Hub assembly	Leaf springs	
<b>Front Wheel Drive Assembly</b>		
Bearing and bushes	Constant velocity joints / Boots	Drive shafts
Hubs final drive unit	Oil seals / gaskets	Transfer gears
Transfer casing		
<b>Steering</b>		
Ball joints	Four Wheel Steer	Idler box
Intermediate shaft	Oil seals	Power steering pump
Power steering rack & pinion	Reservoir and pressure pipes	Steering box
Steering column bushes / bearings	Track rod ends	Tilt steer mechanism
Steering column Universal joints		
<b>Differential</b>		
Bearings and internal bushes	Casing	Clutches
Crown wheel and pinion	Extension shafts	Gaskets
Limited slip differential	Oil seals	



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General Enquiries & 24 Hour Roadside Assistance

Phone: [0800 479 227](tel:0800479227)

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[www.inghamwarranty.nz](http://www.inghamwarranty.nz)

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