

Lifetime Warranty Terms and Conditions

Description

Lifetime Warranty is an offer to purchase an extended, limited warranty for the first owner of a new braaap motorcycle. Available at the point of sale through the dealership delivering the motorcycle.

Lifetime Warranty is provided by "Braaap (IP) Pty Ltd ABN 42 139 234 094" and limited to the terms and conditions outlined below.

The Warranty is designed to cover any malfunction due to manufacturing inconsistency. Please read carefully this entire warranty document to fully understand the warranty offered to our customers. Braaap (IP) Pty Ltd offers our customers a limited lifetime warranty from the date of delivery of your bike. Limited lifetime warranty is for defect from the manufacturer only. Should purchaser have a part that needs replacing, they should contact their closest braaap store immediately. We recommend that you contact your local braaap store to perform repairs on your bike whilst within the warranty period. Any damages that occur due to misuse or improper care of the bike including but not limit to exceeding the weight limit (120kg including rider and riding gear), shipping damages, accidents, or gross misuse of normal intended operations are not covered under the warranty. "Wear and tear" is not covered under the warranty.

THIS LIMITED WARRANTY COVERS THE FOLLOWING PARTS:

All parts within the motorcycle are covered under this warranty in the case of Manufacture Failure including but not limited to moving parts.

braaap management hold the final right to issuing warranty under all circumstances.

braaap offer an exception to all parts. Within **seven** days of taking receipt of your bike, if any part is defective or missing, braaap will replace them under warranty under the following circumstances.

1. We must be contacted within the seven day time period.
2. Shipping of parts is not covered by our warranty and will be the sole responsibility of the purchaser.
3. The actual part will need to be presented to braaap warranty department before a replacement part can be supplied. In some cases we may accept a photo of the defect where purchaser is unable to return the bike or defective part to our store.

4. All labour associated with replacing a part under warranty must in all circumstances be performed by a braaap approved repairer, this replacement labour is at the cost of the purchaser.

Batteries are not covered under any circumstances outside this seven day period.

COVERAGE AND LIMITATIONS:

The Lifetime Warranty is an aftermarket extended Warranty offer. The Warranty program is limited to and therefore only valid if the following conditions are met:

1. You must commit to 4 'service & safety' checks per year minimum, 1 per quarter or service the motorcycle inline with the hours or KMs set out in the owners manual (whichever comes first), in addition to your 4 service and safety checks you are required to follow braaap's log book servicing and keep log books for the life of your motorcycle. The service and safety checks are at the purchasers cost.
2. You Must be the original owner, No second hand motorcycles are covered. The Warranty is not transferrable.
3. A braaap service centre must perform all warranty work on your bike. Including "service and safety" checks (Unless approval is received in writing and signed by CEO, CGO or GM of braaap motorcycles.) You can apply for exemption through your place of purchase.
4. You validate your warranty by paying the set our price at your dealership. It is your responsibility to ensure your dealer validates your warranty on the braaap system.
5. Subject to the limitations stated in this agreement, braaap agrees (at its election) to replace a covered

component if the covered component fails within the component stated warranty period from the date of purchase, while the component is being used under the conditions and in the manner specified by its original manufacturer.

LABOUR TO REPAIR OR REPLACE PARTS: All warranty work on your bikes must be completed by an approved braaap service centre, all labour costs involved with repair or replacement parts is the responsibility of the customer unless pre approved in writing and signed by the CEO, CGO or GM of braaap motorcycles.

Updates and changes to the limited Lifetime Warranty Terms and Conditions can occur at any time, Changes, updates will be effective immediately and retrospectively to all warranty participants. Including but not limited to service schedules in the owners manual of your motorcycle, the latest owner manual can be downloaded off the braaap university or supplied via your local dealer.

IMPORTANT NOTES:

This Warranty does not include wearable parts or damaged parts from accidents, abuse, or shipping. If you have a part that needs replacing, please contact us, we will let you know the lead time for the part. In some cases, the parts may have to be shipped from overseas and may take up to eight weeks for delivery.

All warranted parts must first be returned to our Parts Department, at the owner's expense, for inspection and testing for defects. Until the parts are returned to us, replacement parts will not be sent under warranty.

Items and conditions that are specifically excluded from this warranty are:

- Damage caused by accidents, misuse, negligence or improper bike operation.
- Any modifications or alterations of any standard specification or equipment.
- Damage caused by failure to perform factory recommended service maintenance.
- Damage which occurs as a result of improper storage.
- Damage caused by the use of improper fuel or lubricants.
- ***Damage caused by failure to maintain chain tension and lubrication***
- ***Damage caused by failure to tighten nuts and bolts prior to each ride***

THIS AGREEMENT AND LIMITED WARRANTY IS VOID IF:

1. BRAAAP IS NOT PROVIDED A REASONABLE OPPORTUNITY FOR INSPECTION OF A COVERED COMPONENT PRIOR TO REMOVAL, REPAIR OR REPLACEMENT OF ANY COVERED COMPONENT.
2. **THE DAMAGE TO THE COMPONENT IS CAUSED BY A NON-COVERED COMPONENT OR PART OR BY ANY PART OR COMPONENT NOT PURCHASED FROM BRAAAP**
3. **THE CUSTOMER FAILS TO FOLLOW THE MINIMUM MAINTENANCE, SERVICE AND SAFETY CHECKS AND BREAK-IN REQUIREMENTS SUGGESTED BY THE MANUFACTURER, AND/OR FAILS TO PROVIDE PROPER SERVICE DOCUMENTS.**

LIMITED WARRANTY TRANSFERABILITY



THIS AGREEMENT IS PROVIDED TO THE ORIGINAL PURCHASER AND IS NON TRANSFERABLE.

NO IMPLIED WARRANTIES OR AGREEMENTS: THERE ARE NO AGREEMENTS OR WARRANTIES, EXPRESSED OR IMPLIED INCLUDING WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, OTHER THAN THOSE STATED IN THIS AGREEMENT. BRAAAP SHALL NOT BE RESPONSIBLE FOR THE PAYMENT OF DAMAGES, OTHER THAN THE SUMS SPECIFIED IN THIS AGREEMENT AND LIMITED WARRANTY, FOR INCIDENTAL OR CONSEQUENTIAL LOSS OR DAMAGE ARISING FROM INJURY, LOSS OF USE, LOSS OF TIME, RENTAL VEHICLES, PROFITS, OR INCOME TO THE CUSTOMER AS A RESULT OF A FAILURE OF ANY COMPONENT OR PART.

FREIGHT CHARGES: ALL FREIGHT CHARGES INCURRED ARE THE RESPONSIBILITY OF THE CUSTOMER.

NO OTHER AGREEMENT: there are no other agreements between the parties with regards to the products purchased except as stated in this agreement & limited warranty unless the following agreed warranty section has been completed and signed by the purchaser a braaap representative.