



# Audi Extended Warranty Terms & Conditions

## Supplementary warranty cover extending beyond the AUDI new vehicle warranty

1. This Audi Extended Warranty is provided to you by Volkswagen Group Australia Pty Ltd, ABN: 14 093 177 876 trading as Audi Australia (Audi Australia) Level 7, 895 South Dowling Street, Zetland NSW 2017

You may contact us by phone on 1800 502 834 or by email at [customerassistance@audi-info.com.au](mailto:customerassistance@audi-info.com.au).

2. If despite proper driver treatment and proper prescribed maintenance defects in original material or manufacture occur in your vehicle during the chosen extended warranty period or maximum mileage (whichever comes first) then any authorized dealer will rectify such defects free of charge upon obtaining approval from Audi.

3. This Extended Warranty extends the period of cover of your 3 year Audi new vehicle manufacturer's warranty by a period of two years, subject to the maximum mileage selected by you (100,000kms or 150,000kms) and subject to each of the terms and conditions applicable to the Audi new vehicle warranty as recorded in the Service and Warranty Information Australia supplement to the Owner's Manual issued to you with your vehicle (Owner's Manual Supplement) and as published on [audi.com.au](http://audi.com.au). All claims under your Extended Warranty must be made at your own expense and through an Audi authorized dealer. A list of Audi authorized dealers can be found at [audi.com.au](http://audi.com.au) or by calling 1800 502 834. Capitalised words in this Extended Warranty have the same meaning as given to them in the Audi new vehicle warranty. To the extent of any inconsistency between these Audi Extended Warranty Terms & Conditions and the terms and conditions applicable to the Audi new vehicle warranty, these Audi Extended Warranty Terms & Conditions shall prevail.

4. Extended Warranty cover can be selected for a period of two years/100,000kms or two years/150,000kms. Once the Extended Warranty has been taken out, it is no longer possible to change the individual option selected during the term of the extended warranty period.

5. The Extended Warranty term starts immediately on expiry of the three-year Audi new vehicle warranty, which starts either (i) at the date of delivery to the initial purchaser customer of a new vehicle; or (ii) at the date of first registration by the dealer for demonstrator vehicles.

6. The Extended Warranty ends either when the agreed term has elapsed or when the selected maximum mileage is exceeded, whichever occurs first.

7. The purchase of an Extended Warranty does not:

a) extend the period of cover provided under the new vehicle warranty in relation to body and paintwork; or

b) extend the period of cover provided under the new vehicle warranty in relation to Corrosion perforation.

8. By purchasing this Extended Warranty, you will also receive the benefit of an extension of the AudiCare Roadside Assistance program for the period of the selected Extended Warranty term, subject to the same terms and conditions as set out in the Owner's Manual Supplement and on [audi.com.au](http://audi.com.au), including the requirement that your Audi vehicle continues to be maintained as required and at the prescribed intervals outlined in the Owner's Manual Supplement. Full terms and conditions of the AudiCare Roadside Assistance Program can be found at [audi.com.au](http://audi.com.au).

9. Any obligations imposed on the vehicle owner or exclusions or limitations applying to the warranty coverage specified in the Audi new vehicle warranty as applying for the term of the Audi new vehicle warranty apply equally to the extended period of warranty cover provided by this Audi Extended Warranty.

10. The rights and obligations under the Extended Warranty are separate and additional to any rights that you may be entitled to under the Australian Consumer Law. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

\* to cancel your service contract with us; and

\* to a refund for the unused portion, or to compensation for its reduced value

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.