



ŠKODA

# 3+2 Warranty

## Warranty Extension Certificate and Policy



## **Your rights under the consumer guarantees act.**

The Consumer Guarantees Act 1993 (the “Act”) sets minimum standards guarantees for goods/ products and services bought for personal use. In particular, it provides that products sold to consumers come with a guarantee of “acceptable quality”, which means that the products must:

- › be fit for their purpose (do all the normal things that people would expect them to do);
- › be durable for as long as most people would expect them to last;
- › be free from minor and major faults;
- › do what you the consumer have been told they do; and
- › be safe and durable.

If you as a consumer have a serious problem with a product, you have the choice between a refund, replacement, repair, or compensation from the business that sold you the product, as long as you comply with certain requirements. If you have a problem with a product that is not serious, the business that sold you the product can choose to refund, repair or replace it with products of identical type, as long as you comply with certain requirements. If you would like more information on your rights and remedies under the Act, please refer to the Commerce Commission’s fact sheet on extended warranties available at:

<https://comcom.govt.nz/consumers/dealing-with-typical-situations/buying-an-extended-warranty>

This ŠKODA 3+2 Warranty Extension Policy (“Policy”) is designed to provide you with certainty by covering the costs of unforeseen mechanical breakdowns, and reducing inconvenience to you by getting you and your vehicle back on the road as quickly as possible. This Policy does not affect or limit your rights under the Act, but provides benefits over and above the Act’s guarantees.

In summary, subject to the terms of the Policy, these additional benefits include (but are not limited to):

- › The Policy gives you the peace of mind of knowing exactly how long the cover applies, what benefits you are entitled to, and how to make your claim to ensure it can be settled promptly;
- › If your vehicle breaks down or suffers a fault, we are just one phone call away (24 hours a day, 7 days a week) to assess the problem and help you get back on the road quickly with the least inconvenience.
- › No matter where you may break down, our network of Authorised ŠKODA Service Centres will assist you.
- › You are also entitled to ŠKODA Roadside Assistance benefits (including flat battery, flat tyres, vehicle lockout, and out of fuel assistance), 24 hours a day, 7 days a week.
- › Allowances for accommodation or car hire/transport costs if you as the owner/driver break down more than 100 kilometres away from your home and your vehicle is unable to be used for at least 24 hours due to the repair work required.
- › The ŠKODA 3+2 Warranty Extension Policy remains with the vehicle if it is sold, including in circumstances where you sell your vehicle privately, thus helping to maintain the residual value of the vehicle.

## Cooling off period

You can cancel this Policy within five (5) working days after the date on which you received a copy of this Policy by giving us notice of cancellation. In addition, in certain circumstances if we have failed to comply with our disclosure requirements relating to extended warranty agreements under the Fair Trading Act 1986, you may cancel at any time. In any case where you are entitled to cancel this Policy, you can give us notice of cancellation by phoning us, notifying us in writing, by post or email, or in person by visiting our office. Upon cancellation within this five (5) day cooling off period, we will provide you with a full refund of any amounts you have paid under this Policy.

## Provider of the ŠKODA 3+2 Warranty Extension Policy

The ŠKODA 3+2 Warranty Extension Policy is provided to you by ŠKODA of New Zealand. "ŠKODA of New Zealand" is the trading name of European Distributors Limited of 1 Nixon Street, Grey Lynn, Auckland, 1021. Postal address is PO Box: 959 Shortland Street Auckland. Phone (09) 355 7798. Email [info@skoda.co.nz](mailto:info@skoda.co.nz)

# ŠKODA 3+2 Warranty Extension Policy

## Terms & Conditions

- › The 3+2 Warranty Extension Policy follows on directly from the standard three (3) year ŠKODA new vehicle manufacturer's warranty and provides cover for an additional (2) years / up to 150,000 km (whichever occurs first). The 3+2 Warranty Extension policy cover period is set out in this Policy below.
- › The cover provided under the terms of the 3+2 Warranty Extension Policy is equal to that of the standard manufacturer's warranty. Extended Warranty cover for paintwork (3 years) and corrosion damage (12 years) is not included.
- › The ŠKODA 3+2 Warranty Extension Policy is available for purchase for vehicles less than 3 years of age and registered as New Zealand New. Imported vehicles are excluded from this policy.
- › The 3+2 Warranty Extension Policy term starts immediately on expiry of the three (3) year new vehicle warranty provided by ŠKODA, which starts either (i) when the vehicle is handed over to the initial purchaser by ŠKODA or by one of its authorised partners or (ii) on the date of initial registration, whichever occurs first. The start date of your 3+2 Warranty Extension Policy is set out in this Policy below.
- › The 3+2 Extended Warranty Policy ends when the term has elapsed. The end date of your 3 + 2 Warranty Extension Policy is set out in this Policy below.
- › All regular servicing must be performed in line with ŠKODA specifications throughout the term of the 3+2 Warranty Extension Policy, it is recommended for this to be conducted by an approved ŠKODA service centre and any parts replaced during the course of a standard service or repair must be ŠKODA Genuine Parts. Failure to comply will exempt ŠKODA from its obligations in respect of this 3+2 Warranty Extension Policy. This shall not apply if the customer is able to prove that infringement of this obligation to ensure regular servicing was not the cause of the policy claim.
- › In the event of a defect that is covered under the terms of this 3+2 Warranty Extension Policy, ŠKODA may choose either to have the defect part repaired or replaced by an authorised ŠKODA Service Centre.

**The following apply to the assignment of rights in respect of this ŠKODA 3+2 Warranty Extension Policy:**

- › Claims arising from this ŠKODA 3+2 Warranty Extension Policy can only be made at authorised ŠKODA Service Centres in New Zealand. The ŠKODA 3+2 Warranty Extension Policy cannot be taken out for vehicles originally supplied or registered in a region outside of New Zealand.
- › A fully updated Service Schedule detailing service work carried out in line with ŠKODA specifications must be available.
- › Replaced parts become the property of ŠKODA.
- › Warranty cover shall only be provided for parts fitted, painted or repaired within the scope of rectification work until the vehicle's 3+2 Warranty Extension policy period expires. The same applies to subsequent vehicles supplied at a later stage.
- › If the vehicle becomes undriveable as a result of a defect that is covered under the terms of the 3+2 Warranty Extension Policy, the policy holder must contact ŠKODA Roadside Assistance on 0800 756 322. ŠKODA Roadside Assistance will attend the breakdown, and/or arrange towing to the nearest ŠKODA Service Centre.

There shall be no obligations under the terms of this 3+2 Warranty Extension Policy in the event of damage caused by the following:

- › Improper treatment or overloading of the vehicle, e.g. in motorsport competitions.
- › Improper maintenance, service or care of the vehicle by the policy holder or a third party.
- › Installation of parts that have not been approved for use by the manufacturer or vehicle modifications that have not been approved by ŠKODA.
- › Failure of the policy holder to comply with regulations concerning operation, treatment and care of the vehicle (e.g. Owner's Manual and Service Schedule).
- › Natural wear is not covered by the 3+2 Warranty Extension Policy.
- › This Policy incorporates any changes we may agree with you in writing.
- › This Policy is in addition to and does not affect or restrict your statutory rights as a consumer.

**Premium and Excess**

Exact cost will be stated in this certificate prior to purchase.

No claim excess is payable under the terms of this Policy.

# Certificate ŠKODA 3+2 Warranty Extension Policy.

\_\_\_\_\_  
Vehicle identification number

\_\_\_\_\_  
Model

\_\_\_\_\_  
Delivery date to the first customer

**2 year / 150,000\* km \*whichever occurs first**

\_\_\_\_\_  
Scope of ŠKODA 3+2 Warranty Extension Policy (policy period/total mileage)

\_\_\_\_\_  
Start date of ŠKODA 3+2 Warranty Extension Policy

\_\_\_\_\_  
End date of ŠKODA 3+2 Warranty Extension Policy

\_\_\_\_\_  
End kilometre reading of ŠKODA 3+2 Warranty Extension Policy

\_\_\_\_\_  
Policy Price

Customer Declaration: I the undersigned agree to the terms and conditions as set out in this Policy and I further acknowledge that this Policy has been explained to me and that I have been provided with a copy of this Policy:

\_\_\_\_\_  
Signed by the Customer

\_\_\_\_\_  
Dated:

\_\_\_\_\_  
Signed by the authorised ŠKODA Dealer

\_\_\_\_\_  
Dated:



**ŠKODA**





## ŠKODA Genuine Parts

**We know what's best for your car, which is why we use ŠKODA Genuine Parts for services and repairs.**

The exact same parts we use to make our vehicles are used to match your car perfectly and meet our exacting safety standards.

As well as ensuring your car conforms to the 3+2 Warranty Extension Policy, ŠKODA genuine parts carry a full two year unlimited mileage warranty. It's the simplest way to get the best possible safety, reliability and performance.



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## ŠKODA Genuine Service

**Because We've Been There From The Beginning.**

The only people who know your car from the smallest screw to the exterior body work is the people who made it...us.

Our ŠKODA Service professionals have been there from the beginning and they know your car inside and out, so who better to trust to take care of your car than the people who have invested so much in its creation.



**ŠKODA**

# Authorised ŠKODA Dealer & Service Network

## **Giltrap ŠKODA Sales & Service**

58 Great South Road,  
Newmarket, Auckland  
09 884 4686  
[info@giltrapskoda.co.nz](mailto:info@giltrapskoda.co.nz)

## **Ebbett ŠKODA Sales & Service**

31 Alexandra Street  
Hamilton Central  
07 837 3737  
[skodaservice@ebbett.co.nz](mailto:skodaservice@ebbett.co.nz)

## **Tristram ŠKODA Sales & Service**

Cnr Wairau & Hillside,  
Takapuna, Auckland  
09 884 4678  
[skoda@tristrameuropean.co.nz](mailto:skoda@tristrameuropean.co.nz)

## **Miles Continental ŠKODA Sales & Service**

72 Tuam Street, Christchurch  
03 568 0449  
[info@milescontinental.co.nz](mailto:info@milescontinental.co.nz)

## **Manawatu ŠKODA Sales & Service**

329 Rangitikei Street, Palmerston North  
06 882 0033  
[admin@manawatuskoda.co.nz](mailto:admin@manawatuskoda.co.nz)

## **Birchall & Maunder ŠKODA Service**

10-12 Marino Road, Rotorua  
07 345 5442

## **Ebbett Taupo ŠKODA Service**

147-155 Ruapehu Street, Taupo Town Centre,  
Taupo  
07 378 4130  
[tauposervice@ebbett.co.nz](mailto:tauposervice@ebbett.co.nz)

## **Mayfield Motorworld ŠKODA Service**

6 Hutcheson Street, Blenheim  
03 577 5335  
[mayfieldservice@motorworld.nz](mailto:mayfieldservice@motorworld.nz)

## **Euro City ŠKODA Sales & Service**

120 Prebensen Drive, Onekawa, Napier  
06 882 0022  
[enquiries@eurocity.co.nz](mailto:enquiries@eurocity.co.nz)

## **Haven Motors Limited ŠKODA Service**

Cnr Haven Road & Vickerman Street,  
Nelson  
03 548 8880  
[admin@havenmotors.co.nz](mailto:admin@havenmotors.co.nz)

## **W R Phillips ŠKODA Service**

144 - 158 Devon Street West, New Plymouth  
06 968 5679  
[service@wrphillips.co.nz](mailto:service@wrphillips.co.nz)

## **Queenstown Motor Group ŠKODA Service**

2 Hawthorne Drive, Remarkables Park,  
Frankton, Queenstown  
03 450 9034  
[admin@queenstownmotorgroup.co.nz](mailto:admin@queenstownmotorgroup.co.nz)

## **Farmer ŠKODA Sales & Service**

116 Hewletts Road, Mount Maunganui  
07 807 9177  
[info@farmerautovillage.co.nz](mailto:info@farmerautovillage.co.nz)

## **AutoWorld Timaru ŠKODA Service**

6 Sefton Street, Timaru  
03 683 1215  
[sales@autoworldtimaru.co.nz](mailto:sales@autoworldtimaru.co.nz)

## **Gazley ŠKODA Sales & Service**

38 Kent Terrace, Wellington  
04 488 62144  
[info@gazley.com](mailto:info@gazley.com)

## **Southern Motor Group ŠKODA Sales & Service**

300 Andersons Bay Road, Dunedin  
03 455 5500  
[service@smgdn.co.nz](mailto:service@smgdn.co.nz)



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