

# TJM PRODUCTS

WARRANTY POLICY



**TJM** 4X4 EQUIPPED

# TJM WARRANTY

1. For the purpose of this warranty policy, the following definitions apply:
  - a. TJM means TJM Products Pty Ltd (ABN 56009887325) 150 Robinson Road, Geebung Queensland 4034 of which this warranty is given by;
  - b. TJM Store is a Corporate or Distributor Store which has been authorised by TJM to sell and or fit TJM products;
  - c. TJM product means TJM branded product that TJM manufactures or supplies;
  - d. Non-branded Product means product offered for sale by a TJM Store that is not branded TJM;
  - e. Warranty Period is the period that this warranty applies against defects for a TJM product, that is set out in paragraph 2;
  - f. Product Information means information about the TJM product which may be contained in: documents provided with the TJM product i.e. fitting/installation instructions, application guide, owner's manual, operating/safety guidelines, labels attached to a product, manufacturers manual or maintenance guidelines.
  
2. TJM warrants your TJM product to be free from defects in materials and workmanship for a period of 3 years or 100,000km (which ever comes first) from the date of purchase, unless:
  - a. a different warranty period is set out in the warranty table;
  - b. the TJM product is used for commercial use in which case the warranty period is the lesser of 1 year 20,000km or one third of the period or distance specified in the warranty table, from the date of purchase.
  
3. It is a condition of the warranty and to be entitled to a warranty claim, that the customer:
  - a. have the TJM product correctly installed as per the product information;
  - b. make a claim within the warranty period;
  - c. Provide proof of purchase of the TJM product.
  
4. This Warranty will no longer apply where:
  - a. the TJM product is outside of the warranty period;
  - b. TJM considers (acting reasonably) there has been damage to the product as a result of an accident;
  - c. the TJM product has been misused and unusual, improper or negligent use of the product has occurred;
  - d. incorrect installation of the TJM product;

- e. the TJM product has been loaded with weight in excess of the product information;
- f. there have been alterations to the vehicle from the vehicle manufacturer's specifications, instructions or manual;
- g. The TJM product has been used for racing or competition use.

## WARRANTY TABLE

TJM PRODUCT	WARRANTY PERIOD
Shackles, Pins, Bushes & U-bolts	2 years or 40,000km
Flares/Flexi Flares	2 years
Camping Accessories	2 years
Pro Locker	Limited Lifetime on Hemisphere 2 year 40,000km on all other kitted components
Recovery Equipment	2 years
Pro Locker Air Compressor	2 years
Air Compressor	5 years
Aeroklas Canopy	3 years (Canopy shell only) 1 year (all other parts & paint excluding glass)
Aeroklas Ute Liner	3 years
Aeroklas Tonneau Covers	
Aeroklas Internal Support System	
Aeroklas Roof Racks	
TJM Canopies	2 years (Canopy shell only) 1 year (all other parts & paint excluding glass)
IBS & DBR Battery System	5 years: If installed by a TJM Store or an auto electrician 2 years: Other installations
Red Centre Battery System	2 years
Torq Electric Winch	2 years (IP67 rating applies to Winch body & Solenoid)
Torq ATV Electric Winch	2 years (IP67 rating applies to Winch body & Solenoid)
In Car Accessories	2 years

5. The procedure for making a Warranty Claim is:
  - a. return the product you consider to be defective to the TJM Store that it was purchased from for inspection;
  - b. alternatively, go to your nearest TJM Store (details can be found at [www.tjm.com.au](http://www.tjm.com.au) or contact TJM Customer Service on 07 3865 9999 or via email at [quality.control@tjm.com.au](mailto:quality.control@tjm.com.au));
  - c. ensure that you bring your proof of purchase for the TJM product to the TJM Store.
  - d. The TJM product will be reviewed and you will be advised if the conditions of this warranty have been met.
6. TJM will not be liable to you or any third party in respect of any claim for injury, death, loss or damage to any person or property caused or arising out of the use of products sold by us, except to the extent that liability is imposed upon us by any statutory provisions that cannot be excluded.
7. Whilst TJM ensures all our products comply with relevant mandatory product safety standards, it is the sole responsibility of the purchasers to ensure their purchased product is suitable for use under the relevant law and regulations in their respective jurisdictions.
8. When a customer's warranty claim is accepted for defects in material or workmanship, TJM (at its own discretion) will provide a repair or replacement.
9. Any expenses incurred in making or pursuing a claim under the warranty (including the costs of delivering the product considered to be defective to TJM) is at the customer's own expense.
10. All non TJM branded products offered for sale by a TJM Store and not expressly referenced in the warranty table do not carry a TJM warranty however, the product may be covered by that Suppliers warranty.
11. For claims under warranty for products purchased outside of Australia, TJM will comply with any statutory provisions that cannot be excluded by agreement, in the country of purchase.

# WARRANTY MAINTENANCE REQUIREMENTS

## SUSPENSION PRODUCTS

- › After 500kms your vehicle must be returned to the TJM Store for inspection and re-tensioning.
- › If air bags are fitted, a min of 10psi is required to be kept in the air bags at all times.

## RECOVERY WINCH

- › The winch cable is not pretensioned on the winch. Refer to the product information for the current procedure of pretensioning the cable on your winch.
- › It is good practice to run your winch at least once a month to maintain optimum performance.

## ROOF RACKS

- › After loading your roof rack you should check all bolts, mounting points and additional accessories to make sure they are secure.
- › A weekly check of all bolts, mounting points and additional accessories to make sure they are secure is recommended, especially when going off road.

## GENERAL

- › It is good practice to regularly check all bolts and mounting points to make sure they are secure, for all accessories fitted to your vehicle.

# AUSTRALIAN CONSUMER LAW

- › This TJM warranty is in addition to any rights which you may have under the Competition and Consumer Act 2010 (Cth) which cannot be excluded by agreement.
- › **Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be acceptable quality and the failure does not amount to a major failure.**

# NOTES

**Distributed by**

**TJM Products Pty Ltd**  
150 Robinson Rd, Geebung  
Australia 4034  
Telephone (07) 3865 9999  
Facsimile (07) 3865 3677

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