



## Warranty Policy

Select Scootas Pty Limited, on behalf of the manufacturers of the SYM product, offer the following warranty.

Select Scootas warrants each new SYM Scoota to be defect free in workmanship and material under normal domestic or private use and service for a period of four (4) years mechanical. (Parts and labour first three (3) years. Parts only fourth (4) year. ELECTRICAL two (2) years only from date of purchase. Within first two (2) years the warranty is fully transferable; however, it's non-transferable after two (2) years.

Select Scootas will supply their Authorised Dealer with parts to carry out repairs to the product and pay a factory allocated (FRT) labour time at a rate of \$66 per hour inclusive of GST.

### Warranty Period

The warranty period shall be the period during which the Select Scootas warranty is in effect and shall be specified by a period commencing from the date of delivery to the initial customer or within the specified operating distance whichever is completed first.

During the warranty period should the product be sold, the warranty will only be effective for two (2) years from first owner's date of purchase.

- An application to transfer the balance of warranty is submitted and accepted by Select Scootas within **14 Days or 100 Km's** whichever occurs first.
- The product has been maintained according to recommendations by SYM and Select Scootas.

### Warranty Responsibilities

If under normal operation any defect should be found in the performance and or function of the product due to faulty material or workmanship, Select Scootas shall, at its sole discretion replace, repair or otherwise make good such defect, unless otherwise agreed between the parties.

**The warranty shall become void if scheduled maintenance services are not completed or non genuine parts used as specified by SYM and Select Scootas, and submitted to Select Scootas within 7 days of failure.**

**Six month warranty applies to side stands / centre stands, seats, wheel and rim distortion, paint, stickers and emblems.**

**One year warranty applies to oil seals and switches.**

## Warranty Exclusions

The Select Scootas warranty shall not be applicable to any of the following.

- Any scoota used for hire or demonstration purposes will only be covered by warranty for a period of **six (6) months** from the date of first registration.
- Any damage occurring due to the neglect of periodic maintenance specified by SYM and Select Scootas in the owner's manual.
- Any damage resulting from repair, adjustment or maintenance performed by any person other than an Authorised SYM Dealer.
- Any damage caused by the use of non-genuine parts or different quality levels of fuel, lubricant or fluid not recommended by SYM.
- Any product which has been used for competition.
- Any product which has been modified in any way which affects the function or performance of the product, in which event the Select Scootas warranty shall terminate at the time the product is modified.
- Any damage due to improper storage or transport.
- Any expenses incurred for periodic maintenance and or upkeep of the product in accordance with the requirements of the owner and service manuals.
- Cleaning or adjustments of the fuel system.
- Any presumed defect such as vibration, noise or oil seepage which is considered not to affect the quality, function and performance of the products
- Any damage caused by abuse, neglect and/or accident
- **Expendable replacement items such as but not limited to:**
  - Fuel
  - Oil
  - Coolant
  - Grease
  - Brake and clutch fluid
  - Transmission fluid
  - Spark plugs
  - Bulbs
  - Fuses
  - Contact points
  - Condensers
  - Motor brushes
  - Air cleaner
  - Fuel and oil filters
  - Clutch linings
  - Brake shoes, Discs and pads.
  - Belts
  - Rollers
  - Tyres
  - Batteries
  - Step rubbers

- **Any damage due to aging such as but not limited to:**
  - Colour shading or fading of painted surfaces
  - Deterioration of plated surfaces
  - Deterioration of rubber or plastics
  - Deterioration of seat / seat covers
  - Rusting
- **Any damage resulting from but not limited to:**
  - Soot or smoke
  - Bird droppings
  - Use of chemicals or solvents
  - Chemical fallout
  - Subjection to sea water, sea breeze or salt air

#### **Limitation of liability and remedy**

Neither the manufacturer nor Select Scootas shall be liable for consequential, indirect or accidental damages no matter how caused nor for any service not exclusively provided herein.

#### **Tyre and Battery warranty**

Tyres and Batteries installed as original equipment on SYM products are warranted by their respective manufacturers and are not warranted by Select Scootas.

#### **Dealer responsibility**

The dealer shall:

- Register the customer for warranty purposes within **14 days** from the date of sale.
- Explain to the customer the importance of periodic maintenance as outlined in warranty / service handbook and their obligation to carry it out using only genuine SYM spare parts for the warranty to remain valid.

#### **Owner responsibility**

The performance of scheduled maintenance services as outlined in the warranty / service handbook are the owner's responsibility. To avoid VOIDING the warranty, dealers should provide, and owners should retain evidence that proper maintenance has been performed by a qualified mechanic using genuine parts.

#### **Warranty reimbursement**

Select Scootas will reimburse authorised repair labour at a rate of **\$66.00 per hour**.

All warranty work will be payed in accordance with the established **Flat Rate Time (FRT)** scale as provided by SYM.

Work deemed necessary but not listed on this scale, can be authorised by Select Scootas following receipt of an appropriate time estimate, and an approval given by Select Scootas Service Manager.

#### **Parts**

Parts used for exclusive replacement of defective parts under warranty will be shipped freight free to the dealer.

All parts replaced under warranty become the property of Select Scootas Pty Ltd and must be tagged with VIN and date **kept for a 12 month period**.

### **Subcontract**

If a problem is found to be beyond the dealer's ability or if it is found to be impractical for the dealer to affect the repair then the repair may be subcontracted once prior approval has been given by Select Scootas.

Any authorised subcontract charges will be reimbursed at dealer cost upon receipt of the subcontracted invoice.

### **Towing and Cartage**

The costs of towing or cartage are the responsibility of the owner both to and from the Dealer, and will not be accepted by Select Scootas.

### **Submitting a warranty claim**

When all details of a Warranty Claim Form have been accurately completed, please fax or email a copy to Select Scootas on fax **(03) 8773 0234** or [service@scoota.com.au](mailto:service@scoota.com.au).

Incomplete or inaccurate claims will not be accepted and will promptly be returned to the corresponding dealer.

Upon approval, required parts will be shipped to the dealer at no cost, and the appropriate FRT labour will be credited to their spare parts account monthly.

Under no circumstances shall a warranty claim be submitted for a product that has been damaged in transit. All damage claims should be directed to the freight company; the dealer is responsible for insurance from the Select Scootas warehouse.

### **Claim Approval**

In order to accurately assess the validity of a claim Select Scootas may request submission of photos. Failure to do so will result in the claim being declined, any claim for panels and or painted parts will need to be submitted with photo's clearly showing the damage.

### **Parts Handling**

All replaced parts become the property of Select Scootas upon completion of a warranty claim; it is the dealer's responsibility to store these parts with VIN details on behalf of Select scootas for a minimum of **12 months** from the date of completion.

These parts must be provided to Select Scootas upon request; failure to comply will result in the misplaced parts being charged to their account at normal dealer cost inclusive of any labour that has been reimbursed.