



TJM PRODUCTS WARRANTY POLICY.

POLICY NO. P-190-1-01 | REV18 20.08.21

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 56 009 887 325) 17 Johnstone Road, Brendale Queensland 4500 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** means the period that this warranty applies against defects for a TJM Product, as set out in paragraph 2 and the Warranty Table.
 - 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.
 - g. **Commercial Use** means if the vehicle is used as a taxi, hire vehicle or in the mining industry. It does not include use by a tradesperson as part of their normal business.
2. TJM warrants that each TJM Product is free from defects in materials and workmanship from the date of purchase, as set out in the Warranty Table unless the TJM Product is used for commercial use, in which case the Warranty Period is 2 years 60,000km or the lesser period stated in the Warranty Table.
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 by a fitter authorised by TJM or a TJM Store in accordance with the product information;
 - b. make a claim within the Warranty Period;
 - c. provide proof of purchase of the TJM Product;
 - d. has complied with the warranty maintenance requirements set out in this warranty.
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 either an accident or damaged by a third party product.
 - c. the TJM Product has been misused and unusual, improper or negligent use of the product has occurred;
 - d. the TJM Product has been incorrectly installed;

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- e. the TJM Product has been modified or adapted in any way without TJM's express written permission or authority;
- f. the TJM Product has been loaded with weight in excess of the product information;
- g. there have been alterations to the vehicle from the vehicle manufacturer's specifications, instructions or manual;
- h. the TJM Product has been used for racing or competition use;
- i. the TJM Product Information has not been followed.

NOTE: TJM's GVM upgrade products have been tested and approved with the standard OEM powertrain only. TJM's warranty does not cover any powertrain modifications (for example engine, gearbox / transmission, etc) and issues related powertrain modifications, except for Pro Locker fitment in combination with TJM GVM upgrades.

Warranty Table

TJM PRODUCT	WARRANTY PERIOD
Protection	3 Years Unlimited km
Suspension	3 Years Unlimited km
Snorkels	3 Years Unlimited km
Towing	3 Years Unlimited km
Compressors & Tyre Accessories	3 Years*
Lighting	3 Years*
Recovery	3 Years
Roof Rack	3 Years*
Vehicle Accessories	2 Years*
Flexi flares	5 Years
Camping	2 Years*
Communications	1 Year*
TJM Canopies & Service Bodies	2 Years or 60,000km whichever comes first (Canopy shell & paint) 1 year (all other parts excluding glass)
Diff-Lockers	5 Years
Power	2 Years*
Storage	1 Year* (Drawer Systems 3 Years)

(*Unless otherwise stated with the product information)

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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 or contact TJM Customer Service on 07 3865 9999 or via email at 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 refund, 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 Supplier's 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

Corrosion Protection

- › If you have gone on an adventure, you must rinse all areas and remove any sand, mud or debris in and around areas of the TJM Product that can catch this type of matter.
- › If you have gone to the beach in your vehicle, you must be sure to rinse all saltwater and sand off the TJM Product to improve its longevity and life. Please be very thorough with fresh water and a sponge.

Love, Care and Attention

- › If you are planning to drive in a salty environment, you must ensure that you spray all fasteners with a Lanolin or WD40 protectant for longevity.
- › If you spot a deep scratch in your TJM Product, you must touch up with paint to help prevent rust and inhibit corrosion.
- › You must wash & dry the TJM Product regularly using normal car wash to maintain appearance.

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.
- › Pace alloy stone guard to be fitted to all vehicles that are expected to travel on unsealed roads.

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.
- › You must ensure you run your winch at least once a month to maintain optimum performance.

Roof Racks

- › After loading your roof rack you must ensure all bolts, mounting points and additional accessories are secure.
- › You must ensure you complete a weekly check that all bolts, mounting points and additional accessories are secure, especially when going off road.

Snorkels

- › Ensure that any drainholes in the airbox are kept clean and are not blocked.
- › Do not exceed the vehicle manufacturers recommended wading depth.

General

- › You must ensure you 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 Australian Consumer Law in 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.**

Policy No. P-190-1-01
Rev 18 / 20.08.21

Distributed by
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