



YOUR VEHICLE REPAIRER.
YOUR CHOICE.



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NEW VEHICLE WARRANTY - YOUR QUESTIONS ANSWERED

One of the biggest myths in the automotive industry is that your warranty will be void if you don't take your vehicle to the dealership. It's not true. The law is that as long as a licensed repairer services your vehicle according to your car's log book, your warranty will not be impacted whatsoever.

CUSTOMER FAQs

QUESTION: A dealer told me I'll void my warranty if you service my vehicle, is that right?

FACT: There is NO requirement to service your vehicle at a manufacturer's dealership to preserve:

- any manufacturer's warranty;
- any state or territory based statutory warranty; or
- your rights to Consumer Guarantees

QUESTION: What steps will you take to protect my warranty?

FACT: We are qualified to carry out log book servicing and we ensure that work is done according to the manufacturer's specifications, using appropriate quality parts and lubricants where required.

QUESTION: What about extended warranty or specific 'service plans'?

FACT: Dealerships sometimes offer their own extended warranties on vehicles, which usually kick in after the manufacturer's warranty and may specify that the vehicle must be serviced by the actual dealer offering the warranty. They are generally within their right to impose this condition, although we add the caution that such warranties are not always what they seem and we are happy to advise you on the conditions and relative value before you commit to any service plan.

THE TRUTH ABOUT CAPPED PRICE SERVICING

What is Capped Price Servicing?

Capped Price Servicing is a routine servicing program that dealerships offer new car owners that includes a fixed or capped price on servicing requirements, provided that certain conditions are met.

The term 'Capped Price' gives an impression that these plans offer full transparency over pricing and better value for money. **In reality, this is often not the case and it's important that you carefully read the conditions involved in any Capped Price Service deal prior to purchasing a new vehicle.**

EXPOSING THE MYTHS

Vehicle owners are often confused by the myths that are spread regarding things like Capped Price Servicing, the use of Genuine Parts and the service requirements for maintaining a warranty. We work with the Australian Automotive Aftermarket Association (AAAA) to provide information to ensure that you are fully aware of your rights and are not being misled by myths or deception.

WE'RE HERE TO HELP

Blue Toro is a member of the AAAA, an association that protects choice and competition in vehicle repair, servicing, and replacement parts by eliminating any barriers that impact on the Australian consumers right to have their vehicle serviced, maintained and repaired at competitive prices with the repairer of their choice.



Questions you should ask before entering into a Capped Price Servicing plan:

- Is the service price actually capped for the life of my vehicle, or can these prices be increased over time?
- Does the plan include a full safety check or is this an additional charge?
- Will there be additional parts and services required to maintain my new vehicle warranty and if so at what cost?
- Is the plan price built into the purchase price of the vehicle and if so, do I have the option of taking this as a discount off the sale price?
- Does the capped price include all parts and lubricants that are required to be replaced on my vehicle over the duration of the program, and if not, how can I be assured that these will not be supplied at an inflated cost?
- How long am I locked into a dealer only service option under the program and are there any penalties imposed if I miss a scheduled service?



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