

- Body maintenance and re-panelling
- Refurbishing and re-modelling
- Smash repairs and insurance quotations
- Rust repairs and frame inspections
- Automotive trimming and electrics
- Spray painting, sign writing and fleet refinishing
- Chassis repairs and modifications
- Retrofitting – A/C, TV, wheelchair lifts and toilet
- Seating installation and modifications
- Spare parts – Mills-Tui, Austral, Denning and others

## WARRANTY AND GUARANTEE STATEMENT – BUS & COACH

### 1. Warranty Conditions

Mills-Tui Australia Pty Ltd {hereinafter called the Company} will at its cost, remedy or cause to be remedied any defects arising from faulty workmanship or materials in items manufactured by the Company, either by repairing the same or, at the Company's discretion, by replacing any component of the item with the same or similar component.

This applies on the condition that:

- The Customer notifies the Company in writing of the defect immediately it becomes apparent.
- The Customer delivers the item to the Company's premises or such other place as the Company may specify in writing within seven (7) days of notification of the defect.
- The defect appears in the vehicle :  
**Either** - within twelve (12) months of the date of delivery of its first acquisition  
**Or** - within travelling 100,000 kms since such delivery, whichever is the earlier.
- In the sole opinion of the Company the item has not been used in extreme or unusual circumstances.
- In the sole opinion of the Company that normal preventative maintenance has been carried out.
- The defect is not one arising from or attributable to the modification or alteration of the item or the installation or use of any part or accessory not approved by this company for use or installation therein.
- The defect does not comprise any consequential defect, damage or deterioration arising from or attributable to the operation of the item after it is known to have been defective.
- The defect is not one arising from or attributable to any misuse or negligent or accidental act or omission affecting the item after delivery.
- When repair work has been carried out by this Company and evidence of faulty workmanship satisfactory to the Company is produced within 14 days of the repair, the Company will rectify such faulty workmanship.

#### Bodyline

19 Bult Drive, P.O. Box 5440, Brendale Qld 4500  
Phone 07 3897 0100 Fax 07 3205 7558  
[www.mills-tui.com.au/bodyline.html](http://www.mills-tui.com.au/bodyline.html)



- Body maintenance and re-panelling
- Refurbishing and re-modelling
- Smash repairs and insurance quotations
- Rust repairs and frame inspections
- Automotive trimming and electrics
- Spray painting, sign writing and fleet refinishing
- Chassis repairs and modifications
- Retrofitting – A/C, TV, wheelchair lifts and toilet
- Seating installation and modifications
- Spare parts – Mills-Tui, Austral, Denning and others

2. The Company will not be liable for and the customer releases the Company from any claim in respect of faulty or defective design in items manufactured by the Company unless such design has been wholly prepared by the Company and the responsibility for any claim has been specifically accepted by the Company in writing and in any event the liability of the Company will be strictly limited to making good any defects by repairing the same or at the Company's option by replacement.
3. Preventative Maintenance and After Sales Service
  - (a) Regular maintenance carried out by qualified personnel is the key to the safety and reliability of your vehicle.
  - (b) It is essential that the relevant service be undertaken at the appropriate intervals by the Company or its authorised agent.
  - (c) The manual (where provided) gives details of those maintenance requirements which are customer's responsibility.

Failure to properly maintain your vehicle may result in forfeiture of certain warranty conditions.

The Company also provides service facilities for your vehicle after it has exceeded the warranty period and comprehensive spare parts sales from its facilities and through various national agencies.

#### 4. Warranty Exclusions

The facilities referred to above are not available in any situation where:

- (a) The vehicle has been abused in any way or damaged by neglect, accident or improper use.
- (b) The repair or replacement is necessary as a result of normal wear and tear.
- (c) The vehicle has not been maintained in accordance with recommendations.
- (d) The vehicle has been altered by removal or change of the manufacturer's identification number or marks.

#### NOTE:

- (i) Travelling time is not considered a warrantable item.
- (ii) This warranty does not cover transportation, installation, labour or other costs except as provided above.

#### Bodyline

19 Bult Drive, P.O. Box 5440, Brendale Qld 4500  
Phone 07 3897 0100 Fax 07 3205 7558  
[www.mills-tui.com.au/bodyline.html](http://www.mills-tui.com.au/bodyline.html)



- Body maintenance and re-panelling
- Refurbishing and re-modelling
- Smash repairs and insurance quotations
- Rust repairs and frame inspections
- Automotive trimming and electrics
- Spray painting, sign writing and fleet refinishing
- Chassis repairs and modifications
- Retrofitting – A/C, TV, wheelchair lifts and toilet
- Seating installation and modifications
- Spare parts – Mills-Tui, Austral, Denning and others

(iii) These specific service items are not covered by the Company or the relevant suppliers' warranty:

- |                     |   |                                   |
|---------------------|---|-----------------------------------|
| * Engine oil        | * Air filters                                   | * Track testing                   |
| * Transmission oil  | * Gaskets                                       | * Final drive oil                 |
| * Hydraulic oil     | * Drive belts                                   | * Fan belts                       |
| * Oil filters       | * Wear and tear of components due to normal use | * Air and water hoses for engines |
| * Fuel filters      | * Globes  | * Wheel alignment                 |
| * Hydraulic filters | * Wheel balancing                               | * Tyres                           |

(iv) Neither Manufacturer nor Dealer shall be liable for delays in repairs occasioned by labour or material shortages or by cause whatsoever beyond their control.

(v) The Company warranty is only applicable to the original owner of the particular Company product.

(vi) This warranty shall not be applicable where vehicle specifications have been changed without prior written approval by the Company.

(vii) Costs for hire of replacement vehicles, accommodation or towing will not be allowed.

Except for its express liability under this warranty, the Company does not assume any obligation or liability whatsoever for any direct or indirect consequences of faults or defects in materials, workmanship or design, whether it be loss, damage to the product, injury or damage to person or property or loss of profit.

## Bodyline

19 Bult Drive, P.O. Box 5440, Brendale Qld 4500  
Phone 07 3897 0100 Fax 07 3205 7558  
[www.mills-tui.com.au/bodyline.html](http://www.mills-tui.com.au/bodyline.html)



- Body maintenance and re-panelling
- Refurbishing and re-modelling
- Smash repairs and insurance quotations
- Rust repairs and frame inspections
- Automotive trimming and electrics
- Spray painting, sign writing and fleet refinishing
- Chassis repairs and modifications
- Retrofitting – A/C, TV, wheelchair lifts and toilet
- Seating installation and modifications
- Spare parts – Mills-Tui, Austral, Denning and others

## WARRANTY PROCEDURES

### NOTE

Please download the [Warranty/Policy Claim Report Request Form](#) available on the internet with your claim details.

### General Procedure

The general procedure to be followed for all defects covered by this warranty is:

- Decide whether a repair or failed component should be a warranty claim
- Ensure defects which have occurred are due to normal wear and not as a result of misuse, neglect or accident
- Ring the Warranty Supervisor on (07) 3897 0126 or mobile 0417 785 120. Email: [warranty@mills-tui.com.au](mailto:warranty@mills-tui.com.au)
- Fax Warranty/Policy Claim Request Form to (07) 3205 7558. MILLS-TUI AUSTRALIA PTY LTD will respond within 24 hours
- Obtain approval from MILLS-TUI AUSTRALIA PTY LTD to proceed with the warranty
- Ensure all defective parts are properly labelled and stored for reference
- Initiate repair and ensure completion
- Inspect all completed work and certify acceptance. If this is not practical ensure a competent authority certified the work

### Spare Parts

Should Spare Parts be required from Mills-Tui Australia Pty Ltd:

- Ring the Spare Parts Officer on (07) 3897 0120 to lodge a claim
- Fax the Warranty/Policy Claim Request Form to (07) 3205 7558
- Download Warranty Claim Form from [www.mills-tui.com.au/bodyline.html](http://www.mills-tui.com.au/bodyline.html)  
Or email the Mills-Tui Spare Parts Officer at [spareparts@mills-tui.com.au](mailto:spareparts@mills-tui.com.au).  
MILLS-TUI AUSTRALIA PTY LTD will respond within 24 hour

### Bodyline

19 Bult Drive, P.O. Box 5440, Brendale Qld 4500  
Phone 07 3897 0100 Fax 07 3205 7558  
[www.mills-tui.com.au/bodyline.html](http://www.mills-tui.com.au/bodyline.html)

