ZEEKR

Australian Warranty Policy



Zeerk Warranty Policy in Australia

Introduction

1. This ZEEKR Australia Warranty Policy in Australia (this "**Warranty**") is provided by ZEEKR INTELLIGENT TECHNOLOGY AUSTRALIA PTY LTD (**Zeekr; we**) for the benefit of the legal owner of a Zeekr Vehicle (as defined below) at the relevant time (the **owner; you**).

Zeekr's contact details are below.

Telephone	1800 093 357
Email	customersupportau@zeekrlife.com
Address	Suite 6.03, 11 Khartoum Rd, Macquarie Park NSW 2113

Application

2. This Warranty applies to 'Zeekr' branded vehicles that are imported and distributed by Zeekr and that are first registered on or after the date of this Warranty Policy (**Zeekr Vehicles** or **Vehicles**), except where otherwise stated (including as part of a promotional offer by Zeekr). Zeekr may vary this Warranty from time to time.

3. Zeekr warrants that, subject to the terms (including exclusions) of this Warranty, any new Zeekr Vehicle supplied by Zeekr or an Zeekr dealer (excluding Vehicles used for Commercial Use purpose or Vehicles expressly subject to alternative warranty programs) will be free from manufacturing defects during normal use for the duration of this Warranty. "**Commercial Use**" means the Vehicle is being used, or has at any time been used, for a commercial purpose, including (but not limited to) use as a taxi, hire or rideshare vehicle, rental vehicle, courier vehicle, driving school vehicle, security vehicle, tour or bus vehicle, or emergency services vehicle.

4. 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 of acceptable quality and the failure does not amount to a major failure.

5. The rights described in this Warranty are in addition to any rights and remedies you have as a consumer under the Australian Consumer Law. This Warranty does not purport to limit liability or alter your non-excludable rights under any applicable Commonwealth, State, or Territory legislation.

Duration

6. The Warranty commences on the date the Vehicle is first registered, and ends on the earlier of the below duration or stated kilometre limit (as applicable):

Warranty Item	Coverage Details
5 Year Warranty	Private Vehicles: Repair or replacement of faulty components caused by material or manufacturing defects, valid for 5 years unlimited kilometres. Requires full service history in accordance with Zeekr-approved standards and servicing schedule. Commercial Vehicles: Used (but not limited to) for Rental, Rideshare, Taxi, Courier, Bus or Tour operations. Commercial vehicles are covered for 5 years or 200,000km's, whichever comes first.
5 Year Corrosion Warranty	Covers rust perforation through original sheet metal body panels, valid for 5 years unlimited km. Excludes surface corrosion caused by poor care, storage, environmental impact, or external factors beyond Zeekr's control.
5 Year Paintwork Warranty	Covers defects in paintwork and surface rust, valid for 5 years unlimited km.
5 Year Roadside Assist	Included with every new Zeekr vehicle, valid for 5 years from registration date, covering unexpected breakdowns and vehicle immobilization.
Genuine Parts & Accessories	Accessories fitted before delivery: Covered for the full vehicle warranty period when installed by an authorised Zeekr dealer. Accessories fitted after delivery: Covered for 24 months or 20,000km's, whichever comes first. Genuine parts purchased from authorised dealer: Covered for 24 months from purchase date. Parts replaced under warranty: Covered until the end of vehicle warranty period or 12 months, whichever is longer.
High-Voltage Battery Warranty	Private Vehicles: Zeekr will repair or replace failed battery components caused by materials or manufacturing defects, within the first 8 years of ownership or 160,000km's, whichever occurs first. If the battery's State-of-Health (SoH) drops below 70% of original capacity within the first 8 years or 160,000km's, whichever occurs first, the battery will be replaced, repaired, or reconditioned free of charge. Warranty does not cover physical damage or misuse

Warranty Item	Coverage Details
High-Voltage Battery Warranty	Commercial Vehicles: Zeekr will repair or replace failed battery components caused by materials or manufacturing defects, within the first 8 years of ownership or 150,000km's, whichever comes first. If the battery's SoH drops below 70% of original capacity within the first 8 years or 150,000 km, whichever comes first, the battery will be replaced, repaired or reconditioned free of charge. Warranty does not cover physical damage or misuse.
12-Volt Battery	Replacement of failed battery components caused by manufacturing defects, within the first 12 months or 20,000km's, whichever comes first, for the original 12-Volt battery installed by the factory.
Remote Key Fob	Replacement of failed battery components caused by manufacturing defects, within the first 12 months or 20,000km's, whichever comes first, for the original key fob battery installed by the factory.
Lighting System	Repair or replacement of failed lamps or light bulb fixtures caused by manufacturing defects, covering both interior and exterior, within the first 6 months or 10,000km's, whichever comes first.
Wheel Alignment / Wheel Balancing	Covered when caused by manufacturing defects, within the first 3 months or 5,000km's, whichever comes first

Owner's Responsibilities

7. In order to be eligible to claim under this Warranty, the Vehicle must be serviced and maintained in accordance with the **Owner's Manual**, without limitation, all services for the Vehicle must be carried out in accordance with the Zeekr Maintenance Schedule set out in the Owners Manual, including (but not limited to) the use of parts and other materials that meet Zeekr's engineering specifications.

8. If the Vehicle is not serviced and maintained in accordance with this Warranty, or the Owner's Manual, the Vehicle will lose the benefit of this Warranty (though, for the avoidance of doubt, this does not affect any other rights that may exist in relation to the Vehicle under the Australian Consumer Law). Without limitation, if the Vehicle is not maintained and serviced promptly and in accordance with the Owner's Manual (including the service intervals specified for the Vehicle), the Vehicle will lose the benefit of this Warranty.

9. In order to receive the benefit of this Warranty, detailed service and maintenance records must be completed at the time of any maintenance or servicing and must be kept by the owner of the Vehicle.

These records must include:

1.1. the date of the service or maintenance;

1.2. the odometer reading at the time of the service or maintenance;

1.3. a thorough description of the work carried out as part of the service or maintenance;

1.4. a list of all inspections performed during the service or maintenance;

1.5. a detailed description of any adjustments or corrections made during the service or maintenance;

1.6. a detailed description of any parts replaced as part of the service or maintenance, including part numbers and manufacturer details for the parts;

1.7. details of the brand, grade, and quantity of any oil or fluids used;

1.8. a copy of the workshop job card for the service performed;

1.9. any other details required in order to prove the service or maintenance complies with the requirements specified in the Owner's Manual.

Warranty Exclusions

10. The following items are excluded under this Warranty:

10.1. **Tyres.** Tyres are not covered by this Warranty. Tyres are covered by the express warranties of their respective manufacturers or suppliers. Any claim in respect of Vehicle tyres should be directed to the nearest manufacturer service agent or supplier. Excessive tyre wear, inconsistent with normal use may be considered under this Warranty only when the wear results from a manufacturing defect.

10.2. **Non-genuine parts and accessories.** Parts and accessories that are not supplied by Zeekr (**"Non-genuine parts and accessories"**) are not covered by this Warranty. Non-genuine parts and accessories are covered by the express warranties of their respective manufacturers or suppliers. Any claim in respect of non-genuine parts and accessories should be directed to the nearest manufacturer service agent or supplier.

10.3. **The following uses, normal or natural occurrences and aspects of the Vehicle and its ownership are not covered by this Warranty:**

10.3.1. parts that are subject to normal wear and tear (which may vary depending on the usage of the Vehicle, its kilometres, geographical and climatic environment) that do not result from a manufacturing defect (including, but not limited to, normal wear and tear on tyres, brake pads, bulbs, and wiper blades);

10.3.2. any fault as a result of use of the Vehicle for racing, rallying, speed trailing, hill climbing or similar activities or competitive events or any fault as a result of using the Vehicle for a purpose other than that for which it is designed

10.3.3. any fault as a result of driver negligence, misuse or abuse (including but not limited to, tampering, disconnection, loading or towing beyond the manufacturer's specifications, or continuing to drive the Vehicle after loss of fluids, lubricants, oils, coolants, refrigerants or water);

10.3.4. any fault as a result of an accident, impact, collision, explosion or fire damage;

10.3.5. any fault as a result of failure to have the Vehicle inspected, serviced and repaired strictly in accordance with Zeekr's specifications set out in the Owners Manual by a duly certified and qualified vehicle repair workshop;

10.3.6. any fault as a result of installation or use of parts that are not fit for purpose, fluids, accessories, equipment, assemblies or components;

10.3.7. any fault as a result of theft, illegal use or malicious damage;

10.3.8. any fault as a result of damage resulting from the use of non-recommended, inappropriate or contaminated fuel, additives, oil, fluids, lubricants, coolants, refrigerants or water;

10.3.9. any fault as a result of failure to maintain and care for the Vehicle, including but not limited to, its body, trim and paintwork, in accordance with the manufacturer's recommendations (eg, use of unsuitable cleaning agents, incorrect storage methods) as set out in the Owners Manual;

10.3.10. any fault as a result of environmental conditions (including but not limited to, acid rain, industrial fall-out, salt, sand, stones, tree sap, bird or animal droppings, windstorm, hail, flood, lightning, or other events outside of Zeekr's reasonable control);

10.3.11. any Vehicle that has been written off by an insurer;

10.3.12. any Vehicle that has been subject to, or fault in a Vehicle as a result of, experimental adjustments, alterations, modifications or repairs that alter the original specifications of the Vehicle and/or that have not been approved by Zeekr (including but not limited to modifications to body, chassis, electric or other systems);

10.3.13. any Vehicle that has the odometer disconnected or changed – ie, where mileage has been altered and/or the actual mileage cannot be readily determined (if the odometer is replaced, it is important to enter the odometer;

10.3.14. reading of the removed odometer in Vehicle documentation);

10.3.15. operational characteristics which are considered to be representative of the characteristics of the Vehicle, including but not limited to:

10.3.15.1. noise, rattles or vibrations of low amplitude or frequency;

10.3.15.2. slight oozing of oil or the like about packing and/or oil seals;

10.3.15.3. gaps between panels which are within limits;

10.3.15.4. external appearance defects such as paint, chrome and trim, which are not visual unless magnified by special means;

10.3.16. normal maintenance including adjustments (front brake, axle, wheel or headlight alignment etc.), periodic servicing, cleaning or replacement of oil, air, fuel and passenger compartment filters, maintenance of nuts, bolts, clips, connection;

10.3.17. incidental expenses as a result of defects in manufacture, including but not limited to, telephone expenses, vehicle rental charges, towing charges, loss of use of the Vehicle, loss or damage to personal property;

10.3.18. repairs or work required, that form part of the New Vehicle Preparation (PDI), or as a result of poor preparation of the Vehicle prior to delivery to the customer; or

10.3.19. the re-occurrence of a fault due to the quality of work performed or a diagnosis error by a dealer, otherwise known as rework.

How to make a claim under this Warranty

11. To make a claim under this Warranty, you must:

11.1. Notify an authorised Zeekr Dealer within 7 calendar days or as soon as practicable after the defect or malfunction appears (including to minimise the effect a defect has on the Vehicle and the nature of the repair needed). A list of all Zeekr Dealers can be found at Locate a Dealer.

11.2. Deliver the Vehicle to the authorised Zeekr Dealer.

11.3. Refer to your vehicle Warranty when delivering your Vehicle to the authorised Dealer.

12. Once a claim has been submitted, Zeekr will endeavour to assess your claim as soon as reasonably practicable.

13. You will bear the expense of submitting a Warranty claim.

14. Zeekr will bear the expense of labour, freight and administrative costs if Zeekr assesses that a valid claim has been made under this Warranty.

15. You will bear the expense of service charges should you authorise any exploratory dismantling and an authorised Zeekr repairer subsequently establishes that a fault is not the result of a manufacturing defect and is outside the scope of this Warranty.be kept by the owner of the Vehicle.

Remedies

16. If Zeekr determines that a Vehicle or component has a manufacturing defect within the terms of this Warranty, Zeekr will, at its own election, either replace the Vehicle or component with the same or comparable Vehicle or component, or repair it. The replacement of a Vehicle or component under this Warranty does not alter or renew the length of the Warranty in relation to that replacement Vehicle or component. Instead, the existing Warranty will apply to any such replacement Vehicle or component.