



WHITLOCK
BULL BARS

WHITLOCK
BULL BARS
PTY LTD
WARRANTY
STATEMENT



WARRANTY STATEMENT

EFFECTIVE DATE: APRIL 2025

1. INTRODUCTION

1.1 This warranty is issued by **Whitlock Bull Bars Pty Ltd** (ABN 124 820 873), located at **105 Abbott Road, Hallam, Victoria 3803** ("Whitlock").

1.2 It applies to Whitlock-branded products installed on vehicles within Australia.

1.3 This warranty is provided in addition to, and does not exclude, restrict, or modify, the consumer guarantees under the Australian Consumer Law (ACL) as set out in Schedule 2 of the Competition and Consumer Act 2010 (Cth). Nothing in this warranty is intended to limit your statutory rights under the ACL

2. WARRANTY COVERAGE

2.1 Lifetime Warranty Coverage

WHITLOCK PROVIDES THE FOLLOWING COVERAGE:

PRODUCT TYPE	WARRANTY PERIOD	COVERAGE
WHITLOCK BRANDED PRODUCTS	LIFETIME (OF THE PRODUCT)	DEFECTS IN MATERIALS, WORKMANSHIP, AND FITMENT
LIGHTS, PINS, BOLTS & COMPONENTS	1 YEAR	DEFECTS IN MATERIALS AND WORKMANSHIP

"Lifetime" refers to the reasonable serviceable life of the product under normal use, as determined by Whitlock based on product type, usage conditions, and maintenance history. "Fitment" means proper installation and secure attachment of the product in accordance with Whitlock's official fitting instructions.

2.2 Remedies Under Warranty

IF A COVERED DEFECT ARISES DURING THE APPLICABLE PERIOD, WHITLOCK WILL, AT ITS SOLE DISCRETION:



- Repair the defective product;
- Replace it with a comparable item; or
- Provide a refund if repair or replacement is not reasonably practicable.

“Reasonable time” considers parts availability, logistics, and repair complexity. Whitlock will resolve claims promptly and communicate expected timelines.

3. EXCLUSIONS FROM WARRANTY

3.1 Installation and Modifications

THIS WARRANTY DOES NOT COVER DEFECTS RESULTING FROM:

- Incorrect installation not following Whitlock's fitting instructions;
- Modifications, alterations, or repairs by unauthorised third parties.

3.2 Normal Wear and External Damage

THIS WARRANTY EXCLUDES:

- Normal wear and tear, such as surface rust, scratches, or fading;
- Damage from corrosion, chemicals, saltwater, or extreme weather;
- Accidental or environmental damage, including vandalism, road hazards, or natural events.

3.3 Misuse and Overloading

EXCLUSIONS INCLUDE:

- Overloading beyond manufacturer specifications;
- Use in racing, motorsports, or extreme off-road conditions;
- Use in corrosive environments (e.g., mining) without prior written approval.

3.4 Maintenance

This warranty does not cover damage from failure to reasonably maintain the product, such as neglecting to clean or protect surfaces from corrosive build-up.

4. FITTING SERVICE WARRANTY

4.1 Whitlock Installation Warranty

WHERE WHITLOCK PERFORMS INSTALLATION, WE WARRANT:

- The installation will comply with Whitlock's official instructions and industry standards;
- The product will be securely mounted to the vehicle.

4.2 Installation Exclusions

THIS WARRANTY DOES NOT APPLY TO:

- Pre-existing vehicle defects (e.g., rust or structural issues);



- Misalignment due to previous damage or modifications;
- Post-installation modifications or removals by unauthorised parties.

5. WARRANTY CLAIMS PROCEDURE

5.1 Lodging a Claim

TO SUBMIT A WARRANTY CLAIM, THE CUSTOMER MUST:

- Submit a request through the “Service Enquiry Form” on Whitlock’s website;
- Provide proof of purchase (receipt, invoice, or dealer record);
- Allow Whitlock to inspect the product prior to removal, unless otherwise authorised in writing;
- Return the product for evaluation if requested.

Whitlock reserves the right to deny claims if inspection prior to removal has not occurred or been authorised.

5.2 Claim Assessment

UPON RECEIVING A CLAIM, WHITLOCK WILL:

- Determine if the issue is covered under this warranty;
- Repair, replace, or refund the product if the claim is valid;
- If the claim is not accepted, provide a written explanation.

6. AUSTRALIAN CONSUMER LAW COMPLIANCE

6.1 This warranty is provided in addition to the rights and remedies available under the ACL.

6.2 UNDER THE ACL, CONSUMERS ARE ENTITLED TO:

- A refund or replacement for major product failures;
- A repair, replacement, or refund for minor issues;
- Compensation for losses directly caused by product defects.

7. CONTACT INFORMATION

Whitlock Bull Bars Pty Ltd

105 Abbott Road, Hallam, Victoria 3803

Phone: 03 9796 4566

Website: www.whitlockbullbars.com.au

8. LIMITATIONS OF LIABILITY

8.1 Whitlock's liability is limited to repair, replacement, or refund of the defective product, as determined by Whitlock.

8.2 TO THE MAXIMUM EXTENT PERMITTED BY LAW, WHITLOCK IS NOT LIABLE FOR:

- Towing costs, third-party repair fees, or vehicle downtime;
- Loss of income, opportunity costs, rental expenses, or any other indirect or consequential financial loss;
- Damage caused by misuse, overloading, improper installation, or unauthorised modifications.

NOTHING IN THIS CLAUSE LIMITS, EXCLUDES, OR MODIFIES ANY RIGHTS OR REMEDIES AVAILABLE UNDER THE AUSTRALIAN CONSUMER LAW OR ANY OTHER APPLICABLE LEGISLATION THAT CANNOT BE LAWFULLY EXCLUDED OR LIMITED.

9. GENERAL PROVISIONS

9.1 Severability:

If any clause of this warranty is deemed unenforceable, the remainder shall remain in full force and effect.

9.2 Governing Law:

This warranty is governed by the laws of Victoria, Australia. Any disputes will be resolved in the courts of Victoria.

10. TRANSFERABILITY

This warranty applies only to the original purchaser and is not transferable without prior written approval from Whitlock.