

# Southern Classic Group

## MISSION

To be recognised as a leading Motor Retailer in the Illawarra, by exceeding customer expectations at all times.

As a result, the entire community will benefit.

The above will be achieved through a well resourced, socially and environmentally responsible business, managed by motivated and well-trained personnel.

To keep your Mechanical Protection Plan valid please book in at  
**[www.southernclassiccars.com.au](http://www.southernclassiccars.com.au)**  
or phone (02) 4254 2000

### SOUTHERN CLASSIC CARS

188-204 Corrimal Street  
Wollongong NSW 2500  
Ph 02 4254 2000  
Fax 02 4254 2001

### WARRAWONG NISSAN & SUZUKI

27-41 King Street  
Warrawong NSW 2502  
Ph 02 4254 2000  
Fax 02 4254 2001

### SOUTHERN CLASSIC CARS PRESTIGE USED CARS ALBION PARK

11 Shandan Circuit  
Albion Park Rail NSW 2527  
Ph 02 4257 4393  
Fax 02 4254 2001

Southern Classic Group Pty Ltd trading as

- Southern Classic Cars Volkswagen
- Southern Classic Cars Škoda
- Southern Classic Cars Jaguar
- Southern Classic Cars Land Rover

ABN 56 108 422 108

Dealer Licence Number 19437

- Audi Centre Wollongong
- Warrawong Nissan
- Warrawong Suzuki
- Southern Classic Cars Albion Park
- Prestige Used Cars Albion Park

Administered by: Harrier-National (Sales) Pty Limited ©  
ACN 003 860 633 Telephone: 1300 728 687



# Southern Classic Group



## MECHANICAL PROTECTION PLAN

Please staple contract page here



# Welcome

## Thank you for purchasing your Vehicle from Southern Classic Group.

We understand that this is one of the biggest financial decisions you will make and we will do everything possible to make your experience both pleasurable and worry free.



Our goal is to create an experience for you, our Customer, that will exceed your expectations.

Our Mechanical Protection Plan provides you with valuable additional protection within the limits and guidelines of the particular plan you have received, as set out in this booklet and the Customer Contract page affixed to the inside of this booklet.

This added coverage is our way of showing you that we care about you and your Vehicle and is just part of our many efforts to enhance your association with Southern Classic Group.

Again, please accept our genuine thanks for allowing us to look after your needs. May we wish you many years of happy and safe motoring.

### Regards

A handwritten signature in black ink, appearing to read 'John Volcanovski'. The signature is stylized and fluid, with a large initial 'J'.

**John Volcanovski**  
**Dealer Principal**

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# How will Southern Classic Group's Mechanical Protection Plan help you?

- ▶ Customer satisfaction is the aim of Southern Classic Group's Mechanical Protection Plan.
- ▶ Southern Classic Group's Mechanical Protection Plan provides you with added protection AFTER the Statutory or Manufacturer's Full Warranty has expired.
- ▶ It helps protect the value of your Vehicle as a result of consistent, regular servicing.
- ▶ Quality repairs are performed by qualified technicians with the latest technology and equipment.
- ▶ You are dealing with a reputable Dealership that you know and trust.
- ▶ Easy to claim - simply call our service department.
- ▶ At claim time, you have the reassurance that is provided by our determination to retain you as a client when you next purchase a Vehicle.
- ▶ The benefits of this Plan are in addition to other rights and remedies you may have under any relevant legislation or the Manufacturer's Warranty.

## The Mechanical Protection Plan

Southern Classic Group agrees that in the event of any failure\* of any Covered Component, it will repair or replace such component using parts of a like kind and quality, to acceptable working condition, to the extent of the limits of the Mechanical Protection Plan, provided that

the Customer has observed the conditions and terms of the Mechanical Protection Plan.

\* Failure means the inability of any Covered Component to satisfactorily perform the function for which it was designed.

## Period of Cover

The conditions of the Contract commence at the Delivery Date. The benefits you will receive under this Contract commence on the later to occur of either the Delivery Date, the expiry of any Manufacturer's Full Warranty, or Southern Classic Group's Statutory Warranty.

The Contract will cease upon expiry of either the period of time, or the distance travelled, whichever occurs first, as indicated in the box under the "TERM OF PLAN" shown on the Customer Contract page affixed to this booklet.

**The Contract will be voided if you do not comply with the terms and conditions of the Contract.**



# What do I need to do?

To ensure the longevity and safety of your Vehicle, it is very important that you maintain its mechanical standard. If your Vehicle is not serviced by us during the term of the Manufacturer's Full Warranty, you **will not** void that warranty, however you **will** void Southern Classic Group's extended Mechanical Protection Plan. As such, it is a condition of this Mechanical Protection Plan that **ONLY** Southern Classic Group services your Vehicle.

You will benefit from Southern Classic Group's Mechanical Protection Plan if your Vehicle is serviced **ONLY** by us, in accordance with the

specifications set out in the owner's manual, during both the Manufacturer's Full Warranty and also Southern Classic Group's Mechanical Protection Plan. It is your responsibility to ensure these services are performed and that the service details are recorded correctly on your Mechanical Protection Plan documents. Failure to do so will void the Mechanical Protection Plan without further notice.

It is your responsibility to check coolant and oil levels on a regular basis. Southern Classic Group will not be responsible for failure due to lack of appropriate oil or coolant.

**Failure to meet these servicing requirements will void this agreement.**

## Limits of our Liability

Limits of liability of our Mechanical Protection Plan shall be those indicated under "LIMITS OF LIABILITY" shown on the Customer Contract page affixed to this booklet.

**Please note that there is a maximum amount that can be claimed for any one repair, and**

**depending on the Type of Plan issued to you, there may be an overall limit of liability.**

The type of Mechanical Protection Plan that your Vehicle is covered by is specified next to "PLAN TYPE" on the Customer Contract page affixed to this booklet.

**Our Mechanical Protection Plan is not an insurance policy. It is a contract between You and the Company, designed to ensure that your Vehicle is maintained to a standard that will help protect You from costly repairs to defective parts.**



# Repair Procedure

**In the event of any failure likely to give rise to a claim under this Mechanical Protection Plan, the Customer shall, as soon as is reasonably possible, do one of the following (in all cases, please book your Vehicle in with our workshop beforehand):**

1. If the Vehicle is drivable, bring it to any of **OUR** workshops, the address of which is listed either on the cover or within this Mechanical Protection Plan booklet. One of our customer service representatives will then contact the Mechanical Protection Plan Administrator for verification of cover. Your Mechanical Protection Plan booklet must be presented, with up-to-date servicing records, when booking your Vehicle for repairs.
2. If the Vehicle is undrivable, or if to drive it could cause further damage, it is **YOUR** responsibility to have the Vehicle towed to **OUR** workshop at your cost. Southern Classic Group will not be responsible for any repairs or replacements carried out by persons other than our staff.
3. If you do not have Roadside Assistance (please refer to the Customer Contract page) and a failure occurs outside a 50km radius from any of **OUR** workshops, please contact the Mechanical Protection Plan Administrator, on 1300 728 687, to obtain a work authority, before commencing repairs. Repairs can only be performed by an approved Licensed Motor Vehicle repairer.
4. If you do have Roadside Assistance and a failure occurs outside the Towing Distance Radius (as indicated in the box under the "TERM OF PLAN" shown on the Customer Contract page affixed to this booklet) from any of **OUR** workshops, please contact the Mechanical Protection Plan Administrator, on 1300 728 687, to obtain a work authority before commencing repairs. Repairs will only be approved when performed by an approved Licensed Motor Vehicle repairer.

**Only if this is done correctly will you (or the repairer) be reimbursed.**

# Mechanical Protection Plan Term and Servicing Requirements

The conditions of the Contract commence on the Delivery Date and the benefits commence on the later to occur of either the Delivery Date, the expiry of the Manufacturer's Full Warranty or Southern Classic Group's Statutory Warranty provided with the Vehicle and, subject to your compliance with the conditions contained in this booklet, will continue until the expiry date or expiry kilometres shown on the Customer Contract page affixed to this booklet.

**To avoid any misunderstanding, please read this carefully. Two important conditions of the Mechanical Protection Plan are:**

1. You will enjoy the benefits of Southern Classic Group's Mechanical Protection Plan if the Vehicle is serviced by **US**, in accordance with the specifications set out in the owner's manual, during both the Manufacturer's Full Warranty and also Southern Classic Group's Mechanical Protection Plan. It is the responsibility of the Customer to ensure these services are performed and that the service details are recorded correctly on your Mechanical Protection Plan documents. Failure to do so will void the Mechanical Protection Plan without

further notice. It is the responsibility of the Customer to check coolant and oil levels on a regular basis. Southern Classic Group will not be responsible for failure due to lack of appropriate oil or coolant.

2. Your Vehicle **MUST** be returned to Southern Classic Group for servicing during the Term of the Contract (defined as "TERM OF PLAN" on the Customer Contract page affixed to this booklet). Other servicing will not be approved or recognised.

**In simple terms, Southern Classic Group will repair or replace covered components, to the limits of the Mechanical Protection Plan, if you have the Vehicle serviced **ONLY** by us.**

Servicing is necessary to maintain your Vehicle in good condition. You will be advised of any defect found. Any items covered by the Mechanical Protection Plan will be repaired at a mutually convenient time in accordance with the terms of the Plan. In the event any additional work is required, we will refer any other required repairs or defects outside of this Mechanical Protection Plan, to you for your approval, prior to any work being commenced.



# Parts Covered

## Standard Cover

### ENGINE

All internally lubricated parts, including: Camshaft, connecting rods and rod bearings, crankshaft and main bearings, gudgeon pins, oil pump, pistons, piston rings, push rods and lifters, rocker arms, timing chain, timing gears, valves, valve guides and seats, valve springs.

Excluded from this cover are:

Cylinder head(s), engine block or barrels or blown head gaskets.

### DIFFERENTIAL & DRIVE LINE

Bearings, centre bearings, crown wheel and pinion, drive axle housing if damage is due to failure of internally lubricated components, drive shafts, gears, half shafts, limited slip clutch pack, U and CV joints.

### BRAKING SYSTEM

Brake booster, calipers, hydraulic brake lines, master cylinder, wheel cylinders.

### SUSPENSION

Control arms, top and bottom ball joints, radius rod bushes, stub axles, wheel bearings. (Applies to front suspension only)

## Premium Cover

### ENGINE

All internally lubricated parts, including: Balance shafts, big end bearings, camshaft, camshaft pulley, camshaft tower, connecting rods, crankshaft and main bearings, distributor, EGR valve, flex plate, flywheel, gudgeon pins, harmonic balancer, idler pulleys, oil pressure relief valve, oil pump, oil sender unit, pistons, piston rings, push rods and lifters, rocker arms and shafts, starter ring gear, throttle cables, throttle linkages, timing belt pulleys, timing chain, timing gears, turbo (factory fitted), valves, valve guides and seats, valve springs, valve stem seals, waste gates.

Excluded from this cover are:

Cylinder head(s), engine block or barrels or blown head gaskets.

### DIFFERENTIAL & DRIVE LINE

Axle hub bearings, axle shafts, bearings, bushings, centre bearings, crown wheel and pinion, drive axle housing if damage is due to failure of internally lubricated components, drive shafts, front hub bearings, gears, half shafts, limited slip clutch pack, locking hub assemblies, swivel hubs, U and CV joints.

### BRAKING SYSTEM

Brake booster, brake linkages, brake pedal box, brake pressure limiter, calipers, handbrake cable, handbrake mechanism, hydraulic brake lines, master cylinder, proportioning valve, wheel cylinders.

### SUSPENSION

Bump stop cushions, control arms, radius rod bushes, steering rack mounts, stub axles, sway bar bushes, tension rod, top and bottom ball joints, wheel bearings. (Applies to front and rear suspension)





# Parts Covered continued

## Standard Cover

### FUEL MANAGEMENT SYSTEM

Fuel pumps, injectors, injector pump.

### TRANSMISSION

Internally lubricated parts only.  
Transmission case if damage is due to failure of internally lubricated components.

### CLUTCH ASSEMBLY

2WD vehicles only.  
Clutch fork, clutch master, pressure plate, slave cylinder, throw out bearing.

### COOLING SYSTEM

Electric fan thermostat, fan hub, radiator cooling fan motor, thermostat, water pump.

### STEERING

Idler arms, pitman arms, power steer box, power steering pump, steering rack, tie rod ends.

## Premium Cover

### FUEL MANAGEMENT SYSTEM

Accelerator pump, fuel pumps, fuel relay, fuel sender unit, injectors, injector pump, pressure regulator, solenoids, vacuum pump.

### TRANSMISSION

All internal mechanical parts including:  
Accumulators, bearings, chain and sprockets, clutch and band assemblies, electric shift control unit, gears, inhibitor switch, interlock control unit, oil pump, over drive clutch, pressure switches, selector forks, selector shafts, servo units, solenoids, speedo transducer, synchromesh assembly, torque converter case and transmission case if damage is due to failure of internally lubricated components, valve body.

### CLUTCH ASSEMBLY

2WD vehicles only.  
Clutch cable, clutch fork, clutch linkage, clutch master, clutch pedal box, pressure plate, slave cylinder, spigot bearing, throw out bearing.

### COOLING SYSTEM

Electric fan thermostat, fan hub, heater tap, radiator cooling fan motor, thermostat, water pump.

### STEERING

Centre links, idler arms, pitman arms, power steer box, power steering pulley, power steering pump, steering column and bushes, steering lock, steering rack, tie rod ends, tilt lever.



# Parts Covered continued

Standard Cover	Premium Cover
<p><b>ELECTRONICS &amp; ELECTRO-MECHANICAL</b></p> <p>Alternator, engine management computer, starter motor, voltage regulator, wiper motor.</p>	<p><b>ELECTRONICS &amp; ELECTRO-MECHANICAL</b></p> <p>Aerial motor, air suspension compressor, alternator, central locking actuator, door light actuator and switch, electric boot release, engine management computer, hazard light switch, headlight motors, headlight switches, indicator switches, key remote, load proportioning valve, mechanical switches, mirror motors, mirror switch, power seat motors, rear demister switch, remote fuel release mechanism and cable, starter motor, sun roof motor, voltage regulator, window motors, window regulators, windscreen washer motors, windscreen wiper arms and linkages, wiper motor, wiper switches.</p>
<p><b>AIR CONDITIONING</b></p> <p>Compressor, compressor clutch.</p>	<p><b>AIR CONDITIONING</b></p> <p>A/C switch, blend door motor, compressor, compressor bearings, compressor clutch, idler pulley, idler pulley bearing, recycle vent flap, TX valve, vacuum control switch.</p>
<p><b>BODY &amp; INTERIOR</b></p> <p>None</p>	<p><b>BODY &amp; INTERIOR</b></p> <p>Accelerator pedal and cable, bonnet hinges, bonnet lock and cable, bonnet striker, bonnet struts, boot hinges, boot lock and cable, boot lock striker, boot struts, door handles and rods, door hinges, door locks and cable, door strikers, glove box lock, locks, seat belt tensioners and locking mechanism, seat recliner mechanism, seat runners, speedo cable, T/bar and bushes, vent cables.</p>

# 10% Off Merchandise & Apparel

Conditions Apply  
- See Reverse  
V014

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

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# Free Rego Check

Valid any time during your  
Mechanical Protection Plan.

Conditions Apply  
- See Reverse  
V084

*Southern  
Classic Group*

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# Free Safety Check

Valid any time during your  
Mechanical Protection Plan.

Conditions Apply  
- See Reverse  
V080

*Southern  
Classic Group*

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# 10% Off Fuel Injection Service

Valid any time during your  
Mechanical Protection Plan.

Conditions Apply  
- See Reverse  
V025

*Southern  
Classic Group*

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# 10% Off Transmission Service

Valid any time during your  
Mechanical Protection Plan.

Conditions Apply  
- See Reverse  
V010

*Southern  
Classic Group*

## Terms and Conditions

- Each voucher may only be used once. Not valid with any other voucher offer.
- Vouchers can be redeemed by presenting them to our Service Department.
- Please advise our staff of the voucher offer you wish to claim when booking your car in for service.
- Offer and price may vary for some non-standard vehicles, for example, 4WD's & commercials.
- **Offer applicable only to the vehicle shown on the Customer Contract page of this Mechanical Protection Plan and available only whilst the Plan is valid.**

V014

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## Terms and Conditions

- Each voucher may only be used once. Not valid with any other voucher offer.
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V084

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## Terms and Conditions

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V080

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V025

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## Terms and Conditions

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V010



# 10% Off Merchandise & Apparel

Conditions Apply  
- See Reverse  
V014

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

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# Free Rego Check

Conditions Apply  
- See Reverse  
V084

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

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# Free Safety Check

Conditions Apply  
- See Reverse  
V080

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

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# 10% Off Fuel Injection Service

Conditions Apply  
- See Reverse  
V025

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

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# 10% Off Transmission Service

Conditions Apply  
- See Reverse  
V010

Valid any time during your  
Mechanical Protection Plan.

*Southern  
Classic Group*

## Terms and Conditions

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V014

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V084

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## Terms and Conditions

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- **Offer applicable only to the vehicle shown on the Customer Contract page of this Mechanical Protection Plan and available only whilst the Plan is valid.**

V080

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## Terms and Conditions

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- **Offer applicable only to the vehicle shown on the Customer Contract page of this Mechanical Protection Plan and available only whilst the Plan is valid.**

V025

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## Terms and Conditions

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- Vouchers can be redeemed by presenting them to our Service Department.
- Please advise our staff of the voucher offer you wish to claim when booking your car in for service.
- Offer and price may vary for some non-standard vehicles, for example, 4WD's & commercials.
- **Offer applicable only to the vehicle shown on the Customer Contract page of this Mechanical Protection Plan and available only whilst the Plan is valid.**

V010

# What is Not Covered?

**The benefits of our Mechanical Protection Plan apply only to the parts listed under "PARTS COVERED" within this booklet. Any parts not listed therein are specifically excluded. This Contract does not cover the following:**

1. Any failure caused by negligence, misuse or failure to perform required servicing, or any failure caused by the lack of proper and necessary maintenance. Any failure due to the lack of oil or coolant, excessive use of oil, overheating, fuel contamination or use of incorrect grade of fuel is not covered under this Contract.
2. Any parts not listed under "PARTS COVERED" in this booklet. Maintenance items such as, but not limited to, the following are not covered by this Contract: brake pads, brake rotors, spark plugs, light bulbs, batteries, oils, filters, tyres, hoses, fan and timing belts, shock absorbers, struts, or any other component recommended by the Manufacturer for periodic replacement.
3. Seals and gaskets.
4. Any modifications made or any affected components on the Vehicle after the Date of Delivery from Southern Classic Group, unless fitted by Southern Classic Group, or with written approval for inclusion by Southern Classic Group.
5. Paint, trim, or failure caused by rust or corrosion of any kind.
6. Any inherent faults or defective parts subject to recall by the Manufacturer, or any such parts recommended for replacement by the Manufacturer through inability to meet normal performance requirements.
7. Any loss or damage caused by towing, collision, force impact, breakage of glass, missiles, falling objects, fire, theft or larceny, explosion, earthquake, windstorm, hail, water, flood, malicious mischief or vandalism, riot or civil commotion, lightning, nuclear contamination, freezing, smoke, or from any other cause whatsoever except as provided in this Contract.
8. Consequential damage.
9. Any electronic or computer software upgrade or hardware upgrade.
10. Any clutch components where the Vehicle is four wheel drive or all wheel drive.
11. All consumables, including but not limited to, oils, coolants, lubricants, additives, air conditioning gas, environmental and waste disposal charges.



# General Conditions

1. This Contract is between the Company and the Customer(s) nominated on the Customer Contract page affixed to this booklet.
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Competition and Consumer Act 2010 and similar State and Territory laws. The Australian Consumer Law ("ACL"), which is Schedule 2 of the Competition and Consumer Act 2010, helps protect consumers by giving them certain guaranteed rights when they buy goods or services. These rights apply automatically whenever goods or services are supplied to a consumer. They are known as "Consumer Guarantees". 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 for 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.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company. To drive the Vehicle when to do so may cause further damage may void this Contract.
4. Should any false statement be made by the Customer or any person acting on the Customer's behalf or otherwise, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then this Contract will become null and void and the Customer's rights to claim shall be forfeited in respect of all past, present and future claims.
5. In the event of any breach of the terms and conditions of the Contract by the Customer, the Company reserves the right to cancel the Contract.
6. If the nominated Vehicle:
  - a. Has been exported to another country, or
  - b. Has been affected by beach use, or
  - c. Has been used for competitive driving or racing, or has been tested in preparation thereof,the Contract will be immediately deemed null and void and all rights forfeited.
7. This Contract is not transferable.
8. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.
9. Southern Classic Group reserves the right in the future to offer the Customer an opportunity to purchase an upgraded Plan or to extend the period of the original Plan.

## Refund Policy

Subject to the above General Conditions, and in the event that this Mechanical Protection Plan is terminated before the Customer has made any claim, or is not in the final six months of the MPP period, then upon receipt of a written request from the Customer, the Company will process a sliding scale refund of the fees paid by the Customer, calculated as shown below. If the Plan fee is financed, any refund will be paid to the financier or whomever the financier directs us to pay.

Conditions to be met	Refund
MPP terminated less than one year from the date of this Contract AND nominated vehicle has travelled less than 35,000 kms from odometer reading at delivery	70% of Fees paid by Customer for the MPP
MPP terminated less than two years from the date of this Contract AND nominated vehicle has travelled less than 70,000 kms from odometer reading at delivery	50% of Fees paid by Customer for the MPP
MPP terminated less than three years from the date of this Contract AND nominated vehicle has travelled less than 105,000 kms from odometer reading at delivery	30% of Fees paid by Customer for the MPP
MPP terminated less than four years from the date of this Contract AND nominated vehicle has travelled less than 140,000 kms from odometer reading at delivery	10% of Fees paid by Customer for the MPP
MPP terminated less than five years from the date of this Contract AND nominated vehicle has travelled less than 175,000 kms from odometer reading at delivery	NIL



# Privacy Policy

**This Privacy Policy applies to all personal information collected by the Company or the Mechanical Protection Plan Administrator (collectively referred to as “us” or “we”) when entering into, or otherwise communicating with you in relation to, this Contract.**

## How to contact us about privacy

Your privacy is very important to us. For that reason, please read the following details carefully and get in contact with us if you have any questions.

## Collection and Purpose

We may collect personal information from you in the course of your dealings with the Company or the Mechanical Protection Plan Administrator.

The personal information we collect and maintain generally includes your name, date of birth, gender, address, contact details and information specific to the Vehicle purchased, and the service you decide to purchase from us, and can also include any notes or information we have taken during the course of your dealings with us.

The purpose for which we collect personal information is to provide you with the best service experience possible. Some provision of personal information is optional. However, if you do not provide us with certain types of personal information, you may be unable to enjoy the full benefits of the Mechanical Protection Plan.

## How do we hold your personal information?

We may hold your personal information in a number of ways, including electronically, in paper records, and/or in telephone recordings.

Where your personal information has been collected from a third party, including our service providers, they may also hold copies of your personal information.

We may combine personal information we receive about you with other information we hold about you. This includes information received from third parties and information collected for different products and services.

## Disclosure

We customarily disclose personal information only to our service providers who assist us in fulfilling the terms of the Mechanical Protection Plan. We will only disclose personal information to an unrelated third party with your consent.

## Access and correction

National Privacy Principle 6 of the Australian Privacy Act 1998 (Cth) allows you to get access to, and correct, the personal information we hold about you in certain circumstances. If you would like to obtain such access, please contact us.

## Security

We have processes in place to ensure the security of your personal information, including limitations on access to personal information within our organisation.

## Direct marketing

From time to time, we may use your personal information to advise you about or offer you other products or services that may be relevant and of interest to you. If you do not want to receive these offers from us, please contact us.

In some instances, we may disclose your personal information (but not sensitive information) to others we have business arrangements with to enable them to offer their products and services to you.

We do not use or disclose sensitive information for the purposes of direct marketing.

## Transfer out of Australia

Our server and software, may from time to time, be hosted in or out of Australia. For that reason, we transfer all data to our hosting service provider. You hereby consent to this transfer.

# Your Rights and the Australian Consumer Law

**Consumer guarantees under the Australian Consumer Law (“the ACL”), which is Schedule 2 of the Competition and Consumer Act 2010 requires that any vehicle sold:**

- a. be of acceptable quality (s 54 of the ACL);
- b. be fit for the purpose for which they were acquired (s 55 of the ACL);
- c. correspond to any description attached to the goods prior to the sale (s 56 of the ACL); and
- d. correspond to any sample of the goods that was offered to the consumer prior to the sale (s 57 of the ACL).

In determining whether or not a vehicle (or part) is of ‘acceptable quality’, the factors described in s54(3) of the ACL will need to be considered, namely:

- a. the nature of the goods; and
- b. the price of the goods (if relevant); and
- c. any statements made about the goods on any packaging or label on the goods; and
- d. any representation made about the goods by the supplier or manufacturer of the goods; and

- e. any other relevant circumstances relating to the supply of the goods

A vehicle may also have an additional Statutory Warranty. The provisions vary from State to State. This Statutory Warranty may be in addition to, or overlap the ACL and may also operate concurrently to the ACL.

The protection afforded to you under the Mechanical Protection Plan is in addition to, and does not substitute for, the rights you have under the ACL. If and to the extent that you have a right to claim under the ACL, you need not claim under your Plan.

Furthermore, there are additional guarantees and remedies available to you, as a consumer, under the ACL, in relation to any services provided to you under this Mechanical Protection Plan and this Plan does not limit those rights, remedies or guarantees.

The following comparison table summarises the cover (guarantees) provided under the ACL and the cover provided by the Mechanical Protection Plan.

Issue	ACL Liability	Cover under the Mechanical Protection Plan
Duration	Not specifically limited, but dependent on the circumstances.	Cover is provided for a fixed, certain, duration as specified in the Mechanical Protection Plan, depending on the level of cover. Refer to the Customer Contract page.
Roadside assistance cover	No express cover, but costs which you may incur in the process of having the defect fixed may be claimed in some circumstances –s259(2)(b)(i), s259(3)(b) and/or s259(4) of the ACL.	If you choose cover including NRA (National Roadside Assist), then assistance is provided for lock out of car, lost keys, no fuel, flat tyres, towing of the Vehicle and subsequent car hire and accommodation costs, depending on the circumstances and level of cover. Roadside assistance is often available for a period of time over and above the length of your plan.
Limit on claims	None specified, but entitlements will be determined if it can be said that the Vehicle is not of an acceptable quality, or the additional claim is made within a reasonable period.	Simple, limits on claims are specified in the Mechanical Protection Plan, depending on the level of cover. Refer to the Customer Contract page.
Fault diagnosis	Dependent on the particular circumstances.	Diagnostic work covered as specified in the Mechanical Protection Plan, depending on the level of cover. Refer to the “Parts Covered” pages within this booklet.

# Your Rights and the Australian Consumer Law continued

<b>Out of town breakdown/Roadside assistance</b>	Costs may be recoverable depending on the particular circumstances –s259(2)(b)(i), s259(3)(b) and/or s259(4) of the ACL.	As specified in the Mechanical Protection Plan, depending on the level of cover.
<b>Wear and tear</b>	Wear and tear caused by a defect may be covered but otherwise fair wear and tear not covered (as long as the Vehicle is of acceptable quality).  Consideration will need to be had of the factors described in s54(3) of the ACL.	Cover including fair wear and tear for items specified in the Mechanical Protection Plan, depending on the level of cover (refer to the “Parts Covered” pages within this booklet) but not including other parts and elements excluded under “What is Not Covered” within this booklet including failure caused by negligence, misuse or inadequate servicing, and not including “maintenance parts”, and some parts as per regular routine servicing.
<b>Km limit</b>	What a reasonable consumer would expect based on the factors described in s54(3) of the ACL.	Cover is limited by mileage, as specified within the Mechanical Protection Plan, depending on the level of cover. Refer to the Customer Contract page.
<b>Fault or failure</b>	Dependent on the particular circumstances.	Some items covered regardless of fault, as specified in the Mechanical Protection Plan, depending on the level of cover. Refer to the “Parts Covered” pages within this booklet.
<b>Claims process</b>	Claims are submitted to the Motor Dealer and, in some cases to the Manufacturer.	Independent claims process: claims submitted to Harrier-National to determine cover in accordance with the Mechanical Protection Plan.

## Complaints Handling

### We are committed to providing you with quality customer service.

Occasionally, we know that there may be some aspects of our service, the limit of liability under this Mechanical Protection Plan or any dealings you may have with us which you wish to query or draw to our attention.

If you are dissatisfied with any aspect of our service, we will do our best to work with you to resolve any disputes using the following process:

1. Please talk to us first. Please contact Southern Classic Group on the numbers provided within this Mechanical Protection Plan booklet and ask to speak with our Customer Relations Manager. Our Customer Relations Manager is equipped to deal with any queries and most times, will be able to resolve the matter to your satisfaction.
2. If the Customer Relations Manager is unable to resolve your concern, we ask that you submit a complaint using the following link from the Administrator's website, and they will direct it to the appropriate team at the Dealership.  
[www.harrier.com.au/complaintform](http://www.harrier.com.au/complaintform)

# Definitions

For the purposes of this document, the following terms have the following meanings unless the context requires otherwise:

**"Company"** means the company that owns and operates Southern Classic Group, the dealership stamp of whom appears on the Customer Contract page.

**"Contract"** means the Agreement formed between the Company and the Customer, comprising of this Mechanical Protection Plan booklet and the Customer Contract page.

**"Covered Component"** means the parts listed under "PARTS COVERED" in this booklet as specified by our Mechanical Protection Plan.

**"Customer"** and **"You"** means the customer whose name and details appear on the Customer Contract page, being the person who has purchased the Vehicle to which our Mechanical Protection Plan relates. **"Your"** has a corresponding meaning.

**"Customer Contract page"** means the Contract page affixed to the inside cover of this Mechanical Protection Plan booklet.

**"Dealership"** means the company that owns and operates Southern Classic Group, the dealership stamp of whom appears on the Customer Contract page, and is otherwise referred to as the Company.

**"Delivery Date"** means the date upon which you take delivery of the Vehicle.

**"Manufacturer"** means the entity that manufactured or imported your Vehicle into Australia, and which has provided an express Manufacturer's Warranty over the Vehicle when sold as new.

**"Manufacturer's Full Warranty"** means the entire period of the Manufacturer's Warranty period which -

- a. Where no additional cover has been obtained is the last day of the original Manufacturer's Full Warranty; and
- b. Where additional cover has been obtained, is the last day of the extended Manufacturer's Full Warranty.

**"Mechanical Protection Plan"** means the plan covering your Vehicle, the terms and conditions of which are set out in this booklet and the Customer Contract page. The type of Mechanical Protection Plan that your Vehicle is covered by is specified next to "PLAN TYPE" on the Customer Contract page.

**"Mechanical Protection Plan Administrator"** means Harrier-National (Sales) Pty Ltd ABN 98 003 860 633.

**"MPP"** means Mechanical Protection Plan.

**"Vehicle"** means the quality Vehicle purchased from Southern Classic Group, to which our Mechanical Protection Plan relates, the details of which appear on the Customer Contract page.





# Service Record

**Service No.1**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.6**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.2**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.7**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.3**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.8**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.4**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.9**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.5**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.10**    DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

# Service Record

**Service No.11**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.16**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.12**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.17**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.13**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.18**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.14**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.19**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.15**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp:

**Service No.20**   DD / MM / YY

Odometer Reading: .....  
Dealership Stamp: