

WARRANTY

All Product stocked and sold by Queensland Truck Spares P/L are warranted by their respective manufacturers and or suppliers' warranties and are only warranted to the extent of the manufacturers and or suppliers' warranty.

Queensland Truck Spares P/L, at its sole discretion, and subject to inspection by Queensland Truck Spares P/L, will replace or refund any failed Product during this period. Queensland Truck Spares P/L liability, under this warranty, shall in any event not exceed original Product purchase price.

The repaired or replaced Product shall be warranted hereunder for the unexpired portion of the original warranty period.

Queensland Truck Spares P/L warranty for service parts covers reimbursement for parts only.

Product must be supplied for inspection, if required, within two weeks of the request. Product must be properly marked as Warranty Returns.

Queensland Truck Spares P/L will not pay, down time, freight, travel, towing, loss of profits or income, or any other expense other than the actual goods.

Queensland Truck Spares P/L reserves the right to inspect all parts before a warranty may be given. All products are subject to individual warranties, therefore, no warranty period will be provided by Queensland Truck Spares P/L.

Should any part of this warranty contravene any applicable law, the law would over-ride that part, with the remaining Warranty Agreement left intact as stated.

RETURNS POLICY

Queensland Truck Spares P/L reserves the right deny all returns based on:

1. Product has been damaged and/or impaired by the Customer.
2. Product has been fitted and/or used by the Customer.
3. Product has exceeded 60-day original invoice date.
4. Customer fails to supply original invoice.

Under Queensland Truck Spares P/L discretion, products may be eligible for return within 60-day of original invoice date.

Products returned to Queensland Truck Spares P/L may incur a re-stocking fee and/or re-boxing fee.

Queensland Truck Spares P/L will not pay, down time, freight, travel, towing, loss of profits or income, or any other expense other than the actual goods.

PRIVACY POLICY

Queensland Truck Spares P/L will collect personal information by lawful and fair means and only when it is necessary for one or more of our business functions or activities or otherwise permitted by applicable privacy laws. If required by applicable privacy laws, whenever we collect your personal information, we will advise you as soon as practicable of:

1. the reason for the collection
2. to whom we may disclose the information
3. the main consequences of not disclosing the personal information
4. such other matters required by applicable laws

We will generally collect information for the purposes of keeping you informed about our businesses, contacting you about our products and services. We may collect personal information directly from you through some of the following means:

1. when you purchase goods or services or conduct business with us;
2. when you contact us by email, telephone, in person or other means;
3. via one of our websites or when you deal with us online (including through social media);
4. when you enter one of our competitions or promotions; and
5. when you apply for a job or other position with us.

Where it is reasonably practical to do so, we will collect your personal information directly from you. However, in certain cases we may collect personal information about you from third parties, including:

1. publicly available sources;
2. our suppliers, contractors and business partners;
3. referees, if you apply for a position as an employee or contractor with us;
4. if you were a customer of or had dealings with a business we purchase, from the seller of that business; and

5. market research agencies, for example where you participate in a survey

Queensland Truck Spares P/L will hold personal information as either secure physical records, electronically on our IT systems and in third party cloud services which may be located overseas.

Queensland Truck Spares P/L will take all reasonable steps to ensure that the personal information it collects, uses or discloses is accurate, complete and up to date.

We use a range of security measures to protect the personal information we hold, including by implementing IT security tools to protect our IT systems and ensuring that employees and third parties with access to records containing personal information are subject to appropriate information security obligations.

Queensland Truck Spares P/L will take all reasonable steps to:

- protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure; and
- destroy personal information once it is no longer needed, to the extent required by applicable privacy laws.