

INEOS NEW VEHICLE WARRANTY

CUSTOMER STATEMENTS

AUSTRALIA

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

OTHER MARKETS

The warranties contained herein are in addition to and do not affect any rights you may have under applicable consumer legislation.

INTRODUCTION

INEOS Automotive Limited (“INEOS”) issues a warranty for each new INEOS vehicle sold, registered, and operated where authorised Ineos dealers or agents are located by a customer. Within the period and mileage specified in the table below, an INEOS Automotive Approved Workshop will repair (or, at INEOS’ option) replace free of charge those parts or components which are covered by the section’s description and which prove defective in materials or workmanship. Parts which are excluded from warranty are listed under “what is not covered”. The method of repairing or replacing is to be determined by the INEOS Automotive Approved Workshop.

All warranties provided by INEOS are subject to the terms and conditions and exclusions referred to below.

The warranties in this document include the following:

1.1 NEW VEHICLE WARRANTY

The INEOS New Vehicle Warranty, as defined in the table in 1.5, covers all parts and components for each new INEOS vehicle supplied by INEOS which prove defective in materials or workmanship.

1.2 PAINT WARRANTY

The Paint Warranty, as defined in the table in 1.5 covers painted body parts (excluding the underbody) which suffer from paint defects as a result of defective materials or workmanship.

1.3 ANTI PERFORATION WARRANTY

The Anti Perforation Warranty covers body sheet metal panels and chassis frame which suffer from inside-to-outside perforation from corrosion as a result of defective materials or workmanship. The period for the Anti Perforation Warranty is 12 years from warranty start date

This warranty requires that the vehicle is inspected, and repaired, if necessary, by an authorised INEOS Automotive Approved Workshop. Inspection and repair is required annually after the warranty start date.

1.4 GENUINE PARTS AND ACCESSORIES WARRANTY

INEOS Automotive Limited issues a warranty, as defined in the table in 1.5, for all INEOS genuine parts and accessories

supplied for installation on an INEOS vehicle to be free from defects in materials or manufacturers workmanship.

1.5 WARRANTY COVERAGE PERIOD TABLE

The following warranty periods apply from the date of first retail registration:

REGION	MECHANICAL	PAINTWORK	ANTI-PERFORATION	PARTS	ACCESSORIES	EMISSION
UK and Europe	5 Years Unlimited mileage	3 Years Unlimited Mileage	12 Years	2 Years Unlimited mileage	3 Years Unlimited mileage	5 Years 100,000 miles / 160,000 Km
Australia	5 Years Unlimited mileage	5 Years unlimited mileage	12 Years	2 Years Unlimited mileage	5 Years Unlimited mileage	5 Years 100,000 miles / 160,000 Km
Africa	5 Years 100,000 Km / 60,000 miles	3 Years 100,000 Km / 60,000 miles	12 Years	2 Years Unlimited mileage	3 Years Unlimited mileage	5 Years 100,000 Km / 60,000 miles
MENA Countries	5 Years Unlimited mileage	3 Years Unlimited Mileage	12 Years	2 Years Unlimited Mileage	3 Years Unlimited Mileage	5 Years 100,000 miles / 160,000 Km

All warranties terminate at the end of the periods set out above.

2. THINGS YOU SHOULD KNOW ABOUT INEOS WARRANTY

2.1 TYRES

Tyres, even when originally installed on new INEOS vehicles, are warranted by the tyre manufacturer. An INEOS

Automotive Limited Approved Workshop will assist you in making a warranty claim for tyres if necessary. INEOS is not liable for repair or replacement of the tyres or any costs relating to such repair or replacement.

2.2 PRE-DELIVERY INSPECTION

To make sure you will be completely satisfied with your new Grenadier from the very start, it has been inspected and prepared before delivery according to INEOS's New Vehicle Pre-Delivery Inspection Procedure.

2.3 PERIODIC MAINTENANCE SERVICE

The vehicle must be serviced in accordance with INEOS' periodic servicing schedule. Servicing must be performed in accordance with INEOS recommended maintenance requirements. Failure to adhere to this condition may result in your warranty claim being rejected and INEOS may ask to see evidence that the vehicle has been properly serviced.

Additional maintenance service may be required. In particular, weather and atmospheric conditions, varying road surfaces, heavier or more frequent vehicle usage, use in extreme terrain or severe driving conditions and individual driving habits are likely to make additional servicing necessary.

2.4 INEOS AUTOMOTIVE APPROVED WORKSHOP

It is recommended that servicing be performed by an INEOS Automotive Approved Workshop to ensure that it is carried out to the required standards. They will have a direct interest in your satisfaction as a INEOS customer, are familiar with your vehicle and are updated regularly on each INEOS model. They are equipped and trained to provide optimum service to your INEOS vehicle.

2.5 GENUINE INEOS PARTS AND ACCESSORIES

Genuine INEOS parts and accessories are approved by INEOS for use on INEOS vehicles. Only genuine INEOS parts and accessories are covered by INEOS's Genuine Parts and Accessories Warranty.

Damage caused to your vehicle as a result of fitting non-Genuine Parts and Accessories is not covered by this warranty.

2.6 WARRANTY SERVICE IN FOREIGN COUNTRIES

INEOS Warranties are usually only valid in regions in which the vehicle is originally sold. However, if a warranty repair is required in another region, you should contact your local INEOS workshop who will discuss the issue with INEOS Automotive.

If a repair under warranty is agreed you will be required to pay for the repair in the first instance and then present the invoice for the work performed to an INEOS workshop in the region in which the vehicle was originally sold.

Reimbursement will be in the applicable currency using the exchange rate prevailing at the time of repair.

Warranty cover may differ between regions (as set out in the Warranty Coverage Period table above).

This booklet must be presented to an authorised INEOS Automotive Approved Workshop when a warranty repair is necessary.

Therefore, it is essential that this manual is kept in your vehicle at all times.

2.7 DESIGN OR SPECIFICATION CHANGE

INEOS has the right at any time to make changes to the design or specifications of any INEOS vehicle without notice and without obligation to update or make changes on vehicles that sold before the update or change was implemented.

2.8 WHAT IS NOT COVERED

1. Tyres
2. Any non-genuine parts, accessories or other equipment which is not approved by INEOS for use on the vehicle.
3. Any consumables, parts and/or labour cost incurred as a result of, or in connection with, required or recommended maintenance service such as, but not restricted to, adjustments (including, but not limited to, wheel balancing and alignment, engine tune-up, headlight aiming), light bulbs, exhaust system and particulate

filters (unless proven to be materially defective), spark plugs, drive belts, brake discs, brake pads, other filters, upholstery and trim, (unless materially defective) wiper blades, fluids or lubricants, (unless replaced as part of a warranty repair)

4. Damage, failures or corrosion resulting from:

- Misuse, accident, theft, arson, or intentional damage.
- Industrial fall-out, acid or alkali contamination, stone chipping, chemical fall-out, tree sap, bird droppings, salt, hail, windstorm, lightning, or other environmental conditions.
- Use which is not in accordance with (or failure to follow the relevant guidelines given in) this Owner's Manual
- Continuing to use the vehicle if a fault has become apparent.
- Failure or unreasonable delay in having the vehicle repaired at the earliest opportunity after a defect has become apparent.
- Failure to follow proper maintenance services as outlined in this booklet.
- Modification or alteration of the vehicle or any parts fitted to it or improper repair.
- Repairs not performed by an INEOS Automotive Approved Workshop (or other approved workshop).
- Use of non-genuine parts, accessories or other equipment which is not approved by INEOS for use on the vehicle; or
- Use of improper or contaminated fuel, fluids, or lubricants.

5. Normal deterioration of trim, paint, or other cosmetic items (normal wear and tear).

6. Any vehicle on which the odometer has been altered or replaced so that the reading does not correspond with the actual mileage of the vehicle or on which the Vehicle Identification Number and/or Engine Number have been altered or removed.

7. Incidental or consequential damages such as loss of use of the vehicle, inconvenience, or commercial loss.

8. Any vehicle that has previously been involved in an incident that in INEOS' sole discretion rendered the vehicle as a total loss or which an insurer has previously decided was a total loss, because it was lost, stolen, destroyed or damaged beyond economic repair (whether or not this was your fault or the fault of the registered owner at the time of the incident).

9. Damage or other wear arising from racing, track days, off-road trials, other competition, or events.
10. Investigative/diagnostic work in connection with a fault which is not covered by this warranty.
11. Paintwork, bumpers, grilles and other brightwork (except where this is covered under the Paint Warranty).
12. Stripping or dismantling of the vehicle except as part of a valid warranty claim.

2.9 WHAT WE WILL DO

All warrantable defects will be repaired by an INEOS Automotive Approved Workshop at no charge to the customer for labour or parts within the limitations set out in this Warranty Booklet.

2.10 WHAT YOU MUST DO

1. Properly use, maintain, and care for your vehicle as outlined in this Manual.
2. Take the vehicle to an official INEOS Automotive Approved Workshop place of business during regular business hours at your expense in order to obtain warranty service.
3. Check for trim, paint, or other cosmetic defects at the time the new vehicle is delivered and report any issues to the INEOS dealer or agent who delivered your vehicle.
4. Retain:
 - All maintenance service records.
 - All documents and invoices relating to parts or accessory installations.
5. As for the Paint Warranty and the Anti Perforation Warranty, you must:
 - * Carefully read the vehicle care and maintenance instructions given in the Owner's Manual:
 - Arrange for an INEOS Automotive Approved Workshop to carry out the annual paint inspection and documented on the Maintenance Record.
 - Wash the vehicle regularly.
 - Remove salt, sand, ice melting agents, road and oil tar, tree sap, bird droppings and other potentially harmful materials immediately when they are found on the vehicle.

- Promptly repair any damage to the surface finish of the vehicle at your own expense.

6. Maintain the vehicle in accordance with the “General Maintenance” section below.
7. You must not make a false, dishonest, or misleading claim. This warranty will be invalidated if we believe you have made such a claim.

3. GENERAL WARRANTY CONDITIONS

The following general conditions apply to this warranty:

1. This warranty does not affect your right to make a claim under any other warranty or insurance applicable to the vehicle but INEOS may reduce the amount of any claim made under this warranty by the amount recovered under any such alternative warranty or insurance.
2. You may not cancel this warranty and no refund will be made in the event that this warranty is invalidated or transferred.
3. If you sell the vehicle privately, this warranty will transfer to the new owner. The new owner should:
 - contact INEOS to ensure that ownership records are updated; and
 - check that the requirements of this warranty have been met.
4. Some or all of the benefits of this warranty may not be available to the new owner if:
 - the vehicle has not been maintained in accordance with the requirements of this warranty document, or
 - the vehicle has not been used in accordance with the conditions of this warranty.
5. From time to time it may be necessary to change the terms of this warranty to reflect changes in the law. We may make such changes by giving you no less than 1 month’s notice (either directly or via our partners or our website).

6. This warranty (and any related issues) is governed by English Law and subject to the jurisdiction of the English Courts.

GENERAL MAINTENANCE

During the normal day-to-day operation of the vehicle, general maintenance should be performed regularly as prescribed in this section. If you detect any unusual sounds, vibration or smell, be sure to check for the cause or have your INEOS Automotive Approved Workshop check it promptly. In addition, you should notify your INEOS Automotive Approved Workshop if you think that repairs are required.

When performing any checks or maintenance work closely observe the precautions outlined in this manual

PERIODIC MAINTENANCE

The periodic maintenance and servicing required to ensure good engine and emission control system performance and good mechanical condition of your new vehicle can be found by scanning the QR code below.

These matters should be attended to by your INEOS Automotive Approved Workshop.

Periodic maintenance means that your vehicle will require servicing either on a time or mileage / Km based schedule. You should arrange an appointment with your INEOS Automotive Approved Workshop whenever your vehicles reaches either the appropriate mileage or time interval. For example, for a vehicle with a 12,000mile (20,000km) /12-month maintenance schedule, the service will be due when you have driven 12,000 miles (20,000 Km) OR the vehicle has been registered for 1 year, whichever occurs first.

Vehicles should be serviced within 1,000 miles (1,600) Km or one month of the due time or distance.

The maintenance schedule is based on normal vehicle usage. Depending on weather and atmospheric conditions, varying road surfaces, individual driving habits and vehicle usage, additional or more frequent maintenance will be required.

Severe driving conditions include:

A - Driving under dusty conditions

B - Driving repeatedly short distances

C - Towing a trailer

D - Extensive Idling

E - Driving in unusually extreme adverse weather conditions or in areas where ambient temperatures are either extremely low or extremely high

F - Driving in high humidity areas or in mountainous areas

G - Driving in areas using salt or other corrosive materials

H - Driving on rough and/or muddy roads or in the desert

I - Driving with frequent use of braking or in mountainous areas

J - Regular driving at or near maximum operational speed for the vehicle

Therefore, if you drive under severe conditions, please refer to the plan shown when you scan the QR Code.