

## MRX PARTS PTY LTD Terms & Conditions

**Introduction** Welcome to MRX Parts Pty Ltd. This Warranty Policy outlines the terms and conditions for all products and services provided by MRX Parts Pty Ltd. By purchasing our products or using our services, you acknowledge that you have read, understood, and agreed to be bound by these terms

**General Warranty Coverage** MRX Parts Pty Ltd warrants its products to be free from defects in materials and workmanship under normal use and service. The warranty period varies by product, with specific durations and mileage limitations applicable. Please refer to the individual product documentation or contact our team for detailed warranty terms and conditions.

- **MRX Parts Pty Ltd:** Limited 1-year warranty.

**Exclusions** The warranty does not apply to defects resulting from:

- Modifications, abuse, misuse, or neglect.
- Improper installation, maintenance, or use against manufacturer instructions.
- Tampering, removal, or reinstallation in another vehicle.
- Use of improper fuels or additives.
- Damage from external causes (e.g., road hazards).
- Normal wear and tear and other unforeseen conditions.

**Disclaimer of Warranties** This warranty supersedes all other warranties, expressed or implied, including those of merchantability and fitness for a particular purpose.

**Limitation of Liability** The Seller's liability is limited to the repair, replacement, or reimbursement of the original purchase price of defective products. The Seller is not liable for incidental, consequential, special, direct, or indirect damages, including loss of business or profits.

### Warranty Claim Process

1. **Notify Seller:** Contact the Seller within five (5) business days of defect discovery. Provide proof of purchase and details of the issue
2. **Warranty Claim Form:** Complete the warranty claim form, including part numbers and vehicle details
3. **Obtain RMA Number:** Receive a Return Merchandise Authorization (RMA) number from the Seller
4. **Return Product:** Ship the defective product (at your expense) to the designated location, with the RMA number visible
5. **Inspection & Resolution:** The Seller will inspect the product and either approve for repair/replacement or explain the denial of the claim

### Warranty on Service Charges

#### Cleaning of Diesel Particulate Filters (DPF) Warranty

After we clean and certify your device, it's backed by our industry-leading warranty. If your filter fails for any reason, we'll re-run it at the original service level at no charge. If it can't be restored a second time, you'll receive a full credit for the cleaning service, which can be applied to a replacement device or a future service from MRX.

List of eligible service levels for warranty on DPFs:

- Gold Service Level – 1 Year Warranty
- Silver Service Level – 6 Months Warranty
- No other services offered on DPFs have a Warranty

#### PERTH

T 1300 678 679  
E sales@mrxparts.net  
A 15 Ernest Clark Road,  
Canning Vale, WA 6155

#### SYDNEY

T 1300 678 679  
E sales@mrxparts.net  
A 201 - 203 Power Street, Unit 1C,  
Glendenning NSW 2761

#### NEW ZEALAND

T 0508 678679  
E nzsales@mrxparts.net  
A 20B Seven Mile Drive, Belfast,  
Christchurch 8051

### **Cleaning of Diesel Oxidization Catalysts (DOC) and Selective Catalytic Reduction (SCR) Systems**

Please note that there is no satisfactory way of testing the condition of catalysts and their reactive properties. As a result, our cleaning services for DOCs, SCRs, and OneBox systems are warranted on the cleaning process only, excluding the value of the catalyst. If the cleaned filter becomes dirty, we'll re-run it at the original service level at no charge. If it can't be restored a second time, you'll receive a full credit for the cleaning service, redeemable towards a replacement device or future service from MRX.

List of eligible service levels for warranty on DOCs/SCRs:

- Gold Service Level – 1 Months Warranty
- Silver Service Level – 6 Months Warranty
- No other services offered on DOCs/SCRs have a Warranty

### **Cleaning of Exhaust Gas Recirculation (EGR) Components**

EGRs can be pressure tested to verify the integrity of their compartments. This test indicates whether the EGR remains pressure tight as designed at the time of testing.

#### **Warranty Terms:**

MRX does not provide a warranty against EGR failure. However, we do warranty our cleaning service. If the cleaned EGR becomes dirty, we'll re-run it at the original service level at no charge. If it cannot be restored a second time, you'll receive a full credit for the cleaning service, redeemable towards a replacement device or future service from MRX.

List of eligible service levels for warranty on EGRs:

- Gold Service Level – 1 Year Warranty
- Silver Service Level – 6 Months Warranty
- No other services offered on EGRs have a Warranty

### **Return Policy on Purchased Items**

All goods in a new unused condition are eligible for a full refund if returned with a copy of the original invoice within 30 days of invoicing. Any goods in a new unused condition are eligible for a store credit within 90 days of the invoicing date. A 20% restocking fee may be applied, for all returns over \$500.00, against the original invoiced amount. All purchases of used goods labelled as a "reman" filters are covered under our standard warranty levels with a 1-year warranty on a gold cleaning for those filters.

### **Special Orders**

MRX reserves the right to charge a 30% non-refundable deposit on any special-order items over \$1000 in total order value, if they are not in stock at the branches of MRX and have been ordered in specifically for you as the customer. MRX will inform the customer if a non-refundable deposit applies to their order before arranging to bring in the items to fulfill the order.

### **General Terms & Conditions**

- **Service Reliability:** Services are based on customer representations of equipment operation according to manufacturer specifications. An initial inspection may be performed to evaluate the likelihood of successful cleaning.
- **Liabilities:** The Seller is not responsible for the repair or replacement of ancillary parts (e.g., sensors). Equipment is insured in transit and during services.
- **Payment Terms:** Payment is due prior to shipment for non-account customers and account holders receive NET 30 terms unless otherwise agreed upon by MRX Parts Pty Ltd

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