



**QUICK REFERENCE GUIDE.
TERMS & CONDITIONS.**





a quick reference guide to WHAT'S COVERED.

interior trim & dashboard

Cosmetic repair and re-colour of non-structural damage to the interior of the vehicle and damage caused by phone installation holes and scratched and worn leather trim (provided damage is no longer than 50mm).

\$88 PER REPAIR

stone chips

Cosmetic repair of up to 20 stone chips.

\$88 PER REPAIR

smart dent removal

Repair of up to 2 dents on a single panel, provided each dent is no larger than 100mm in diameter.

\$88 PER REPAIR

This quick reference guide will assist you in assessing small area repairs.

Any repairs that are not serviceable by the mobile van technicians are not covered in the Suzuki Smart Choice membership.

vinyl, leather & fabric seats

Cosmetic repair of a hole, scratch or a tear in a seat, provided the damage is no greater than 50mm in length and 5mm in width and not on the seam or stitching.

\$88 PER REPAIR

panel surface marks

Cosmetic repair and removal of surface marks covering 2 panels, provided none of the surface marks have cut through the clear coating of the surface.

\$88 PER REPAIR

side mirrors casings

Repair of deep scrapes and cracks, colour match and repaint of one side mirror casing.

\$88 PER REPAIR

bumper bars

Repair, colour match and paint any surface marks, scuffs, scrapes or dents on any one bumper bar up to 40cm in length and 2cm in depth.

\$145 PER REPAIR

alloy wheels / hub caps

Repair and repaint gutter scrapes and surface marks to an alloy wheel or up to two hubcaps.

\$110 PER REPAIR

WHAT'S NOT COVERED?

INTERIOR TRIM & DASHBOARD

Repairs of damage to:

- wood grain;
- instrumentation panel;
- headliner;
- plastic or leather around gear shifter;
- pedals; and
- steering wheel.

STONE CHIPS

Repair of stone chips larger than 3mm in diameter. Repairs to stone chips on vehicles that have 3 layer pearl paint.

SIDE MIRRORS CASINGS

Repair of:

- chrome coloured mirror casings;
- structural damage; and indicator lenses.

SMART DENT REMOVAL

Repairs where:

- the paint surface has been damaged;
- there is no suitable access to the rear of the dent; and
- the dent is on a style line or fold.

PANEL SURFACE SCRATCHES

Repairs of any deep scratches that have cut through the clear coating of the surface.

BUMPER BARS

Repair of:

- lights;
- chrome detailing;
- internal structural damage; and
- damage to metal bumper bars.

ALLOY WHEELS / HUB CAPS

Repair:

- of structural damage to the wheel; and
- to machine or chrome finished and powder coated wheels.

VEHICLE MOULDINGS

Repairs of:

- non-colour coded vehicle mouldings;
- chrome mouldings; and
- structural damage to colour coded mouldings.

CHANGES TO MANUFACTURER SPECIFICATIONS

Repair of:

- any part of the vehicle that has been changed from genuine manufacturer equipment.

NOTE: for each 'damage type' we repair, the Fixed Fee will be payable by the member. All repairs listed in the 'What's Covered' section exclude replacement parts and trimmings.



terms & conditions



These are the terms and conditions of this program. All references to currency are in Australian (AUD) dollars.

Meaning of words

‘Additional Repairs’ means any repairs, not including the Repairs, nominated by The Smart Guys from time to time, which are available to you at a discounted fee, as determined by The Smart Guys (in its absolute discretion).

‘Commencement Date’ means the date referred to in paragraph 2.

‘Driver home address’ means the address where the principle driver resides.

‘Expiry Date’ means the date referred to in paragraph 2.

‘Fixed fee’ means the service fee of \$88 incl. GST per Repair, except for the following Repairs:

- i) Repairs of alloy wheels, which are \$110 incl GST per Repair; and
- ii) Repairs of bumper bars, which are \$145 incl. GST per Repair.

‘Membership’ means membership of the Program.

‘Membership fee’ means the non-refundable administration fee which is payable to become a member of the Program.

‘Membership term’ means the period from the Commencement Date until the Expiry Date or earlier termination of the Membership.

‘Program’ means the SmartChoice Program.

‘Quick Reference Guide’ means the brochure described as the smart.choice. easy reference guide terms & conditions.

‘Repairs’ means those repairs described in the Quick Reference Guide under the heading “what’s covered” which, for the avoidance of doubt specifically exclude those repairs described in the Quick Reference Guide under the heading “what’s not covered”.

‘Service area’ means the areas designated as service areas by The Smart Guys from time to time, which includes the driver home address, or other address as agreed between you and us, but does not include areas which are considered inaccessible in the opinion of The Smart Guys.

‘Service times’ means 9am to 4pm weekdays or such other times as advised by The Smart Guys from time to time.

‘SmartChoice Program’ means the program regulated by these terms and conditions and classified by The Smart Guys as the SmartChoice program under which Repairs are provided by The Smart Guys to a member’s Vehicle for the Fixed fee.

‘The Smart Guys’, ‘Smart Guys’, ‘we’, ‘us’, ‘our’, ‘the service provider’ means Smart Guys Pty Ltd ABN 46 129 708 523, and its officers, employees, agents and contractors.

‘Vehicle’ means the registered motor vehicle shown on your current membership card.

Membership

The Smart Guys may, in its absolute discretion, within 21 days of your application for Membership, refuse your application. In which case, the Membership fee and any other monies received by us in respect of your application will be returned to you.

- (1) In the event your application is not refused within 21 days of the date of the application, then your Membership commences on the date of the application (**Commencement Date**) and expires on the date that is 12 or 24 months from the Commencement Date (depending on the selected term of the Membership in the application) (**Expiry Date**).
- (2) The Smart Guys may cancel or suspend the Membership if:
 - i) we believe, in our absolute discretion, you are acting in a threatening or abusive manner towards us; or
 - ii) you owe us money, which money has been outstanding for no less than 14 days.

Repairs

- (3) In consideration of payment of the Membership fee, you are entitled to Repairs to your Vehicle within the Service areas and Service times for the Fixed fee during the Membership term.
- (4) You may also be entitled to Additional Repairs at a discounted fee, on terms and conditions prescribed by the Smart Guys (in its absolute discretion) from time to time.
- (5) In the event you require a Repair, you must contact The Smart Guys on 1300 946 677 (**Request**). There are no limits to the number of times you can obtain a Repair. To ensure the quality of our services, your Request may be monitored and recorded.
- (6) You are entitled to:
 - i) Repairs on and from the date that is 21 days from the Commencement Date of your Membership; and
 - ii) one Repair which existed prior to the Commencement Date.
- (7) Your Request will be passed to a Smart Guys technician who will determine whether or not the Requested repair is a Repair within the meaning of this Program, which determination is final and binding.
- (8) The Repair will be performed at a time and location agreed between us and you (which must be within the Service areas and the Service times) and will be completed in cases where the Vehicle is located within the greater metropolitan area, within 14 days of your Request.
- (9) In the event a Repair cannot be performed by a Smart Guys mobile technician, your Vehicle must be delivered to a designated repair centre as advised by The Smart Guys.



- (10) The Smart Guys may refuse to carry out a Repair if:
- i) your Vehicle is unattended when the Smart Guys technician arrives;
 - ii) your Vehicle is not within the Service areas;
 - iii) there is no power access to your Vehicle;
 - iv) you do not provide a suitable repair area, which area must have not less than a 2 metre clearance from the Repair and a 5 metre clearance from the next closest vehicle; or
 - v) The Smart Guys is prevented from carrying out the Repair for any reason whatsoever.
- (11) You must pay the Fixed fee for the Repair by credit card, unless an alternative form of payment has been agreed by The Smart Guys.
- (12) The Fixed fee will not increase during your Membership term.

Nominated Vehicle

- (13) Repairs will only be provided to the vehicle nominated in your application for Membership **(Nominated Vehicle)**. If during the Membership term you change your Nominated Vehicle, you must notify us as soon as possible so that the benefits can be transferred to the new nominated vehicle.
- (14) To transfer the benefits under the Program you must:
- i) pay a transfer fee of \$15;
 - ii) not have previously transferred the benefits under the Program to another vehicle during the Membership term; and
 - iii) ensure that the new nominated vehicle is of equal or younger age than the Nominated Vehicle.

Liability

- (15) Our employees and contractors will use reasonable skill and care when providing the Repairs, however, we will not be liable for any direct, indirect or consequential losses (including loss of profit) incurred by you as a result of our acts or omissions or the acts or omissions of agents, employees or contractors acting on our behalf.

General

- (16) Each provision in these terms and conditions may be separated from each other provision. If at any time any provision is or becomes invalid, illegal or unenforceable, this will not affect any of the other provisions.
- (17) If we delay, or fail to rely, on any right under this agreement, we may rely on that right later. The laws of Victoria will apply to this contract. You and The Smart Guys submit to the non exclusive jurisdiction of courts exercising jurisdiction in Victoria.

Warranty

- (18) The Smart Guys Pty Ltd trading as The Smart Guys warrants to the member repairs performed under this Program to be free from defects and faulty workmanship for a period of 3 years from the date of the Repair, not including minor faults or defects or faults or defects caused or contributed to by the negligent or inadvertent act or omission of the Member. This warranty will not vest in any purchaser of the Member's Vehicle.
- (19) You have certain statutory rights under consumer protection and trade practices laws that cannot be excluded. Except for such rights, all other conditions or warranties implied at law are excluded.

Customer care

- (20) If you have used our services and are dissatisfied with any aspect of the service, please bring your complaint to our attention within 28 days of becoming aware of it. This does not affect your statutory rights. Please write to us at:

Smart Guys Pty Ltd

Trading as The Smart Guys

275 Canterbury Road
Canterbury, Victoria 3126

Some membership terms & conditions can change from time to time.

want to know more about
suzuki smart choice?
call 1800 777 088 or
visit www.suzukismartchoice.com.au

