

Product Disclaimer

Clearview Accessories are designed to be vehicle specific and do not offer a custom make/build service. When purchasing Clearview Accessories, carefully select your product according to ADR compliance laws and vehicle specifications. Clearview Accessories are not designed to be modified for convenient use on alternative vehicles. If we do not make a product, service, or feature for your specific vehicle, we cannot supply you with an alternative option or solution. Alteration, modification, or manipulation of our products will void all warranty with Clearview Accessories.

Online Purchasing

The following conditions apply when purchasing on-line;

- Orders are based on the customers sole selection. Clearview accepts no responsibility for the incorrect ordering of products.
- All orders are supplied on the sole responsibility of the consumer making an accurate selection at the time of ordering.
- Customers should contact the vehicle dealership for information regarding specific features the vehicle might contain.

Repair and Replacement

- **If your Clearview Accessory has arrived damaged or incorrect in any way, contact us immediately.**
- Please do not fit the item to the vehicle and do not attempt to repair yourself. If the item has been removed from box and fitted to a vehicle, a fee of \$150 will be applicable for repackaging and restocking.
- If the product needs to be repaired / replaced due to accident or incident on your behalf, the customer will be responsible to cover all charges.

Return Policy

Change of Mind Return

Clearview cannot refund on behalf of a third party. Goods must be returned to the initial store of purchase for a refund.

Change of mind returns will only be processed if;

- **The item is returned with 28 days of purchase date (proof of purchase required)**
- The item is unopened and in its original as new packaging.

To obtain a return/credit/exchange for goods purchased directly with Clearview Accessories, outside a warranty claim;

- Clearview must first be notified by registered email through the claims department - <https://www.clearviewaccessories.com.au/about/warranty/>
- A claim number will be issued by email along with a confirmation receipt of your claim.
- Items will be assessed, and credit notes/replacement goods or refunds will be issued according to assessment notes. **Restocking fees apply to all returns and/or exchange of goods**
- Freight charges are to be covered by the customer for return/credit/exchange.
- Replacement goods will not be released if there is an outstanding amount due to Clearview
- Goods must be returned unopened and in their original packaged condition

Restocking Fees

Restock Item	Restock Fee
Spare Parts	\$5
Mirrors	\$50
Fridge Cage	\$50
Rock Tamers	\$50
Tyre Spider	\$50
Easy Slide /Expanda	\$100
Powerboards	\$100
Pantry	\$100

If the item has been removed from box and fitted to a vehicle a charge of \$150 will be applicable for repackaging and restocking

Warranty Policy

Clearview Accessories warrants your Clearview Product will be free from defects in materials and workmanship for the warranty period. Clearview assembly and fitting service is provided with acceptable care, skill and knowledge and completed within a reasonable time.

Please ensure you fit the Clearview products in accordance with the product information provided and all relevant vehicle safety and compliance laws; and use the Clearview product for the purpose for which it was originally designed. Please ensure that your receipt is kept in a safe place. A receipt will be required to make a warranty claim on any Clearview product.

1. The warranty period for Clearview products is as follows;

- Clearview Accessories warranty is non-transferable.
All second-hand goods carry **no** warranty with Clearview for any faults
- **Original:** As of October 1st 2020, Clearview Towing Mirrors (Original Design) is 36 months from date of purchase on parts only. A twelve (12) month warranty on labour is effective from the date of purchase. Any labour charged by a third party is the responsibility of the customer outside twelve (12) months. ****Conditions Apply**
- **Next Gen:** As of October 1st 2020, Clearview Towing Mirrors (Next Gen) is Seven (7) years from date of purchase on parts only. A three (3) year warranty on labour is effective from the date of purchase. Any labour charged by a third party is the responsibility of the customer outside three (3) years.
- **Compact:** As of October 1st 2020, Clearview Towing Mirrors (Compact) is Seven (7) years from date of purchase on parts only. A three (3) year warranty on labour is effective from the date of purchase. Any labour charged by a third party is the responsibility of the customer outside three (3) years.

Warranty Policy Continued

- Clearview Easy Slide is 36 months from date of purchase on fixed parts. Labour costs to be covered by customer if a third party completes the repair, unless approved by an authorised Clearview representative for pre-determined labour times
- All other Clearview products are twelve (12) months from date of purchase on parts. Labour costs to be covered by customer if a third party completes the repair, unless approved by an authorised Clearview representative for pre-determined labour times.
- The warranty only applies where a defect has arisen, wholly or substantially, as a result of faulty manufacture, parts or workmanship during the warranty period. Please ensure that your receipt is kept in a safe place. A receipt is required to make a warranty claim on any Clearview product.
- Freight: All freight charges will be covered by Clearview Accessories for any parts/goods required to be shipped from our warehouse for repair **inside** the warranty period. Clearview will cover the cost to have your goods collected from your premises and returned in a timely manner, given your goods are within the warranty period guidelines (proof of purchase date required).

2. Exclusions

Our warranty does NOT cover [including without limitations]

- Normal wear and tear
- Incorrect fitting of Clearview products by yourself or a third party installer
- Misuse or neglect of the Clearview product, including improper repair or maintenance or failing to repair and maintain the product
- Alteration, abuse, acts of nature, vandalism, collision, road hazards or adverse conditions
- Damages incurred freighting goods back to Clearview Accessories
- Modification to the product other than by Clearview authorised employees.
- General wear and tear on moving parts on Easy Slides (Bearing Runners, travel locks and gas struts not covered under warranty)

3. The warranty will not apply where:

- The Clearview product is outside the warranty period
- Clearview concludes that the product has been damaged as a result of accident or damaged by the customer or a third party.
- Unauthorised repairs made to products without the advice or clearance from Clearview claims team
- Clearview product has been misused or negligent use of the product has been detected.
- The Clearview product has been incorrectly fitted / installed by yourself or a third party.
- The Clearview product has been modified by yourself or a third party
- Use of the product with other accessories, attachments, product supplies, parts or devices that are not to Clearview specifications or shipment or other transit claims.

4. All other Clearview products will be assessed on a case-by-case basis

Making a Claim

The process for a warranty claim is as follows.

- A claim must be lodged through our website warranty section – <https://www.clearviewaccessories.com.au/about/warranty/>
- The customer must provide a detailed description of issue along with photos, videos, and a copy of your proof of purchase. Warranty claims will be rejected if a proof of purchase cannot be produced, and all repair costs will be at the responsibility of the customer.
- Upon receipt of your claim, Clearview will notify you if your claim is accepted or rejected. Accepted claims; Clearview will arrange for you to attend our Clearview factory outlet or an Authorised Clearview Repair Centre, at your cost, to inspect the product. **Please do not remove, attempt to repair, or modify the product from your vehicle before contacting us.** Rejected Claims; Should your claim be rejected; all parts and repair costs will be at the responsibility of the customer.
- If your claim is accepted for defects in material or workmanship Clearview will, at its discretion, offer to repair, replace parts, or return and refund. Refunds only apply to the cost of the product (freight excluded) and if the faulty product is returned within 28 days of purchase. All freight returned to Clearview is the responsibility of the customer. Freight charges for the original sale will be deducted from the refund.
- ***Clearview will not be liable to you or any third party in respect of any claim for injury, death, loss or damage to any property or person involving the use of our products except to the extent of that liability imposed upon Clearview by any statutory provisions that cannot be excluded. ***
- Any expenses incurred by you, the customer, in pursuing this warranty claim is at the customer's own expense.

Parts and Issues Not Covered Under Warranty

- Pitted /tarnished/dirty chrome – “Autosol metal lifesaver” is advised to clean chrome before making an official claim. **If mirror heads sent to Clearview “under warranty” and chrome is assessed as just needing cleaning, we will clean a small section and return to customer, at their cost, and advise the customer to clean the mirror heads using Autosol. Clearview can clean the heads in full but will charge \$30.00 plus freight back to customer.**
- Bottom hole of chrome shell (with camera provision) on Original Clearview Mirrors. **Clearview cannot guarantee the life of the head of the chrome once we cut into the head to make a provision for camera brackets (Chrome warranty waiver form must be signed & returned before goods are dispatched).**
- Water or condensation in indicator lenses. All Indicators are sealed from the elements and will only take on water or condensation from excessive high-water pressure around the seals or the outer casing has been damaged
- Distorted glass – This is only present when the flat mirror kit is not located on the actuator correctly. Remove and re-centre kit and fit accordingly.
- Complete replacement sets
- Camera calibration
- Damages caused by the customer or third party
- Cap covers for 75-79 Series
- Second-hand product
- Repair to electrics installed by third party
- Replacement parts if the product has been modified
- Repairs have been attempted without the advice of Clearview
- Repairs made by a third party without Clearview approval