



Vehicle Risk Coverage

CEVA Logistics offers a range of extended warranty options designed to help customers manage the risk of accidental loss of or damage to vehicles.

This document sets out the options available.

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Extended Warranty Options

Do I need an extended warranty?

CEVA Logistics is proud of the quality of its services, so we strive to ensure that any vehicle entrusted to us is promptly and safely delivered. But unfortunately, accidents can happen.

The warranties we provide depend on the value of your vehicle(s) and your commercial relationship with us. The options are set out below. Please note that **CEVA does not offer advice in relation to your insurance or warranty needs under any circumstances, and any warranty you obtain from us is provided on a NO ADVICE basis.**

This document should be read in conjunction with the Terms and Conditions applicable to the transport service you have purchased. These are printed on the back of your Consignment Note, or may be viewed on our website – www.au.cevalogistics.com

Who provides this warranty?

CEVA Logistics (Australia) Pty Limited (ABN 63 008 438 239), is the provider of all forms of extended warranty described in this document.

What are the benefits?

Broadly, the warranties described in this document cover **physical loss of or damage to the VEHICLE ONLY**. The extent of coverage depends on the warranty selected. The choices available to you will depend on the value of your consignment and whether you are a contract customer with CEVA. If you obtain an extended warranty from us and your vehicle is lost or damaged while in our care and custody, we will in most cases – subject to any limit applicable to the warranty you have purchased – pay the amount to which you are entitled within 28 days of receiving your claim and all required supporting documents.

No “excess” is applied to any of the warranties described in this document.

What is not covered?

CEVA does not offer any form of warranty for goods, such as personal effects, transported in or with the vehicles we carry. We will not cover any damage caused to a vehicle by goods, such as personal effects, transported in or with the vehicle. Therefore CEVA strongly recommended that personal effects should not be left in the vehicle to be transported. We will not cover any consequential losses arising from the loss or damage, nor any mechanical derangement. We will not cover any damage caused by an inherent defect in the vehicle.

Please note that both the price of the warranty and the amount payable in the event of a claim are affected by the market value of the vehicle as determined by you and advised to us. It is your responsibility to determine the vehicle's value and purchase the appropriate warranty. An incorrect market value may result in your claim being subject to an “averaging” process.

The examples overleaf illustrate what can happen if you nominate an incorrect market value for your vehicle.



Vehicle Risk Coverage

Important Notes about vehicle value

Giving us an accurate assessment of your vehicle's value is important.

The following examples illustrate the risks of under-coverage and over-coverage respectively. Both examples concern a vehicle owned by Sue, which has a real market value of \$100,000.

1. Sue nominates a market value of \$60,000 and the vehicle incurs damage in transit amounting to \$1,000. Her claim is subject to "averaging", ie it is multiplied by a number which is the nominated value divided by the real value – here, $60,000/100,000 = 3/5$. Claim is reduced to $3/5 \times 1000 = \$600$.
2. Sue nominates a market value of \$160,000 and the vehicle incurs damage in transit amounting to \$1,000. The cost of her warranty is \$407. Although she receives the full \$1,000 claimed, she has paid too much: a warranty covering the actual market value of the vehicle would have cost her only \$209.

Warranty Options

CEVA Logistics offers two forms of warranty - *Automatic and Additional* - against physical loss or damage to vehicles while they are in its care, custody and control. Only contract customers with CEVA may opt out of Automatic Warranties as part of their ongoing contractual relationship with us. An Additional Warranty, where required, must be arranged at the time of booking, with CEVA approval obtained before the vehicle is collected.

GST is payable on all forms of extended warranty we offer. Prices below include GST.

Automatic Warranty

All vehicles transported by CEVA receive this warranty unless it is specifically excluded. It covers the value of the vehicle up to \$60,000 or its current market value (whichever is the lesser) for a flat fee of \$77.

Note: Only contract customers with CEVA may negotiate an exclusion from this coverage or a variation in the coverage limit.

Additional Warranty

You may purchase an additional warranty to cover a vehicle valued at more than \$60,000. The price of additional protection is \$3.30 for every \$1,000 of value above \$60,000. Additional protection for your vehicle must be arranged at the time of booking, and you must obtain approval of this additional protection **from CEVA** before you give us custody of the vehicle.

What happens if your car is damaged?

If the vehicle arrives with damage, **make a note on your consignment note** at the time of delivery, then **contact your local depot immediately**. Once we have verified that the item was covered by an extended warranty, we will send you a claim form to return to us along with any relevant supporting documents. The claim form must be returned within seven (7) days.

Documents you will need may include evidence (eg invoices) of the value of the vehicle and evidence (eg photographs) of the damage. You will need at least two independent repair quotes. CEVA reserves the right to request further documentation to substantiate your claim where the circumstances require it.

Depending on the value of the vehicle and the circumstances, CEVA may require an assessment by its own investigators prior to acceptance of the claim. In most cases, however, approved claims will be paid within 28 days of all relevant documents being lodged.

Any questions?

Contact us on 1300 655 594