



## **A. THE GENESIS MANUFACTURER WARRANTY**

Your Genesis vehicle underwent the highest standards of testing prior to being delivered to you. To maintain the best performance (and the technology, materials and workmanship that underpin them), your vehicle is covered by the Genesis manufacturer warranty ("Genesis Warranty"). Genesis Motor UK Limited, having its registered office at Birchwood Building, Springfield Drive, Leatherhead, KT227LP, is the guarantor of the Genesis Warranty.

### **(A) WARRANTY TERMS AND CONDITIONS**

Please always observe and adhere to the warranty terms and conditions defined below. Failure to do so may result in the rejection of a warranty claim or termination of the Genesis Warranty. This does not affect your statutory rights.

### **(B) WHICH GENESIS VEHICLES ARE ELIGIBLE FOR WARRANTY?**

For new vehicles supplied by Genesis and originally purchased by an end-customer, Genesis warrants the vehicle against manufacturing defects, subject to the conditions of limited coverage below, for a period of five years from the date of first registration with unlimited mileage on passenger cars. For passenger cars used for taxi, daily rental or hire purposes, as well as for light commercial vehicles, the Genesis Warranty applies for a period of five years or up to 130,000 miles, whichever occurs first.

### **(C) WHERE CAN I OBTAIN WARRANTY SERVICES?**

The Genesis Warranty applies to Genesis vehicles sold by the official Genesis distribution network in Europe\*. Therefore, you can only obtain warranty services from official partners of the Genesis service network in Europe\*.

\* Currently only in Germany, Switzerland and the United Kingdom of Great Britain and Northern Ireland.

### **(D) WHAT IS COVERED BY THE GENESIS WARRANTY?**

Any component forming part of the original vehicle specification manufactured by Genesis or supplied by Genesis (except tyres and accessories) which is found to have a manufacturing defect during normal usage of the vehicle will, at the discretion of Genesis, be repaired or replaced at no cost to the vehicle owner. Components replaced under the terms of the warranty continue to have the benefit of the unexpired portion of the warranty only.

### **(E) WHAT IS NOT COVERED BY THE GENESIS WARRANTY?**

The Genesis Warranty does not apply to the following:



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- 1st Defects judged by Genesis as being caused by the failure to follow the frequency and requirements of routine maintenance services or the failure to have such routine maintenance services performed
- 2nd Defects which are attributable to:
  - Careless handling
  - Accidents
  - Damage
  - Improper use of the vehicle
  - Incorrectly completed repairs or routine maintenance services
- 3rd Damage occurring as a result of any act or omission which is wilfully unlawful or negligent
- 4th Defects arising from the use of:
  - Non-genuine Genesis parts or accessories not approved by Genesis
  - The use of lubricants and fluids incorrectly specified or not approved for use in the vehicle by Genesis
- 5th Any modifications or installations done outside the scope of normal routine maintenance or running repairs without the express approval of Genesis
- 6th Deterioration, staining or corrosion which will occur due to normal exposure and usage on:
  - Plated parts
  - Paint coatings
  - Rubber or plastic components
- 7th Alleged defects which are not a direct result of manufacturing or material defects or are not recognised as affecting the quality or function of the vehicle

These may include but are not limited to the following:

- Noises, rattles or vibrations of low amplitude or frequency which are considered to be representative of the characteristics of the vehicle
- Slight oozing/misting of oils or fluids from seals or gaskets which causes no appreciable decrease in the level of these fluids
- Panel gaps, or any other defects, considered to be representative of the permitted manufacturing tolerances accepted by Genesis
- External appearance defects which are not apparent unless magnified by special means and considered to be of a minor cosmetic nature, having no effect upon the general appearance or quality of the vehicle, or which are representative of the standards of finish expected by Genesis
- Corrosion or other external damage resulting from stone chipping, gravel, or any other form of impact
- Discolouration, fading, contamination or deterioration resulting from exposure to or contact with: road salt, tree sap, bird droppings, insects, tar, industrial pollution/fallout, lubricants or other fluids. Defects resulting from poor repair to the body or failure to have repaired body damage caused by the above



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- 8th Damage which is 'secondary' and a direct result of any primary damage or defect for which no action or rectification was taken
- 9th Failure or damage occurring during the period of the warranty, or faults developing during that period, unless rectified immediately
- 10th The replacement of lubricants, fluids or refrigerants in cases other than as a direct consequence of a warrantable repair
- 11th Defects occurring as a result of 'fair wear and tear'. 'Fair wear and tear' is defined as deterioration occurring through usage without any defect of material or a manufacturing nature being evident
- 12th The Limited Warranty parts, as detailed in the table below, indicate consumable/service and wear and tear items normally replaced or repaired in the process of routine maintenance servicing or where the normal useful life of such components as judged by Genesis has expired
- 13th Cosmetic defects of paint and trim are warranted for the first twelve months from the date of registration. Examples of these are:
- Orange peel
  - Low gloss
  - Runs/sags etc.
- After this time, only defects attributable to the actual paint materials or metal panel work will be warrantable
- 14th Increased repair costs due to a warranty defect not being rectified at first signs of an issue
- 15th Breakage or scratching of glass occurring after the vehicle's delivery to the first retail owner
- 16th Vehicles that have been used for:
- Racing
  - Rallying
  - Competition
  - Speed/endurance trials of any kind
- 17th Loss directly or indirectly contributed to, by or arising from:
- Ionising radiation or contamination by radioactivity from any nuclear fuel or any nuclear waste arising from the combustion of nuclear fuel
  - The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof
  - Any other fallout or environmental conditions
  - Acts of war, tension or civil unrest



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- 18th Damage to casings caused by impact, frost, and lack of anti-freeze or lubricants
- 19th Consequential loss of any kind whatsoever arising directly or indirectly from the claim, or even from any source giving rise to a claim under warranty
- 20th Damage to the catalytic converter (where applicable) due to use of incorrect fuel, effects of water immersion, running the engine with a misfire, or shock/blows to the fragile catalytic element
- 21st Warranty repairs can only be carried out by a Service Partner of Genesis, and any warranty-based repairs carried out by non-Service Partners of Genesis will not be reimbursed
- 22nd Betterment of any kind: – If a part, panel or assembly etc. is damaged by something other than a manufacturing defect and then becomes defective, only the area with a manufacturing defect will be repaired under the vehicle warranty. Increased repair costs due to a warranty defect not being rectified at first signs of issue will not be covered. – If full repair is requested, including this damage, a contribution will be required from the vehicle owner
- 23rd Vehicles where the mileage has been altered from the mileage covered and no odometer change has taken place
- 24th The Genesis vehicle warranty will be invalidated on any vehicles that have been categorised as written off
- 25th Deterioration or damage, of any kind, caused by the transportation or carrying of corrosive or acidic substances
- 26th Damage to the 12v battery caused by insufficient regular charging (i.e., low mileage users) will not be covered. If a battery is left at low charge for long periods, this will cause damage to the plates within which is not a manufacturing defect
- 27th Adjustments of any kind six months after delivery to the vehicle owner
- 28th Damage of high voltage battery must not have been caused by factors outside the Manufacturer's control including, but not limited to:
  - The tampering, removal or (re)installation of the high voltage battery by unauthorized parties
  - The high voltage battery not being used, handled, charged or maintained as recommended by the manufacturer in the owner's manual
  - Exposing the high voltage battery to direct flame; or
  - The high voltage battery coming into contact with excessive amounts of water, including through cleaning with high-pressure cleaners or liquids being applied directly to the high voltage battery

## (F) SUPPLEMENTARY RECOMMENDATIONS

To protect your warranty, we recommend that you:

- Ensure that the vehicle is serviced by the manufacturer's specified service schedule and that genuine parts supplied by Genesis are fitted. We recommend that the servicing be carried out



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by a Genesis Service Partner who has the skills, information, and specialist equipment to do this

- Avoid abusing or misusing your vehicle. Drive it appropriately; carry out all normal daily and weekly checks and top-ups of oils, fluids and coolant as stated
- Report any faults to your nearest Genesis Service Partner as soon as they occur, and have the faults rectified by the Genesis Service Partner as soon as possible and within the warranty period
- Use genuine Genesis parts, oils, fluids and accessories (where applicable)
- Avoid modifications to or poor installation of accessories on your vehicle

### (G) TRANSFER OF WARRANTY

This warranty can be transferred to a new owner. However, it cannot be transferred to another vehicle. For assistance, please contact your designated Genesis Personal Assistant or Genesis Sales Representative.

If the vehicle is originally registered for commercial use, subsequent owners of the vehicle, even if using the vehicle privately, will only benefit from the remainder of the commercial warranty. A vehicle registered for private use, when sold on for commercial use, will benefit from the remainder of the commercial warranty with its associated mileage limitation.

### (H) LIMITED WARRANTY PARTS\*

| WARRANTY COVERAGE  | STANDARD**   | COMMERCIAL USE            |
|--|--|---------------------------|
| Consumable parts<br>(e.g., Air conditioner<br>refrigerant charge<br>Wiper blades<br>Bulbs and fuses<br>V belts<br>Bi-Xenon bulbs<br>Brake friction linings<br>Clutch disc) | 12 months / 12,500 miles                                     | 12 months / 6,500 miles   |
| Service parts  | 12 months / unlimited miles                                  | 12 months / 13,000 miles  |
| Battery (12V)  | 24 months / unlimited miles                                  | 12 months / 13,000 miles  |
| High voltage battery***  | 96 months / 100,000 miles                                    | 60 months / 62,500 miles  |
| Navigation System<br>(radio/audio)   | 36 months / unlimited miles                                  | 24 months / 26,000 miles  |
| Paint  | 60 months / unlimited miles                                  | 36 months / 65,000 miles  |
| Anti-perforation****   | 144 months / unlimited<br>miles                              | 36 months / 130,000 miles |
| Tyres  | warranty is managed by the tyre manufacturer (if applicable) |                           |



\* Genesis Motor UK Limited shall become the owner of the parts replaced under any warranty and maintenance work

\*\* For private usage vehicles only

\*\*\* For repairs needed to return the battery capacity to at least 70% of the original capacity. Where possible, the high voltage battery components will be repaired and returned to the vehicle; if unrepairable, the EV battery will be replaced

\*\*\*\* Anti-perforation warranty covers the cost of repair or replacement of body parts in the unlikely event of perforation by corrosion originating from the inside surface of the vehicle. For your safety, we offer you a 12-year anti-perforation warranty without mileage limit from and including the vehicle registration date

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