



WARRANTY POLICY.

TJM 4X4 EQUIPPED

TJM WARRANTY

1. Definitions

- a. **TJM** means Aeroklas Asia Pacific Group Pty Ltd trading as “TJM Australia” (ABN 56 009 887 325) 17 Johnstone Road, Brendale Queensland 4500.
- b. **TJM Store** is a Corporate or Distributor Store authorised by TJM to sell and or fit TJM Products.
- c. **TJM Product** means TJM branded product that TJM manufactures or supplies.
- d. **Non-branded Product** means product offered for sale by a TJM Store that is not branded TJM.
- e. **Warranty Period** means the period that this warranty applies against defects for a TJM Product, as set out in the Warranty Table.
- f. **Product Information** means documents provided with the TJM Product including fitting/installation instructions, application guides, owner’s manuals, or labels.
- g. **Commercial Use** means if the vehicle is used as a taxi, hire vehicle, or in the mining industry.

2. Scope of Warranty

TJM warrants that each TJM Product is free from defects in materials and workmanship from the date of purchase for the duration of the Warranty Period.

Exclusivity: This warranty is granted exclusively to the original purchaser of the TJM Product and is strictly non-transferable. Any attempt to transfer this warranty will render it void.

3. Vehicle Compatibility

Where TJM’s Product Information refers to a specific vehicle make, model and/or model year, the warranty applies only to products installed on those specific vehicles. Product installed on a model or year of vehicle that is not listed as compatible is not subject to warranty.

4. Conditions of Entitlement

To be entitled to a warranty claim, the customer must:

- a. Be the original purchaser of the TJM Product;
- b. Have the TJM Product correctly installed by a TJM-authorised fitter on a compatible vehicle (per Section 3);

- c. Make a claim within the Warranty Period and provide original proof of purchase;
- d. Have complied with the Warranty Maintenance Requirements (Section 11).

5. Warranty Exclusions

This warranty will no longer apply where:

- a. The TJM Product is outside the Warranty Period or installed on a non-compatible model year;
- b. The claim is for fair wear and tear resulting from normal and off-road driving conditions, environmental conditions (such as UV exposure, salt air, or stone chips), or natural product aging;
- c. Damage resulted from an accident, third-party product, misuse, abuse, or neglect;
- d. The product was incorrectly installed or modified without TJM's express written permission;
- e. The vehicle has been altered from the manufacturer's original specifications;
- f. The product has been used for racing or competition use.

6. Liability & Compliance

- a. TJM will not be liable for any claim for injury, death, loss, or damage to any person or property arising out of the use of products, except to the extent imposed by non-excludable statutory provisions.
- b. It is the sole responsibility of the purchaser to ensure the product is suitable for use under the relevant laws and regulations in their respective jurisdictions.
- c. Non-branded products not expressly referenced in the Warranty Table do not carry a TJM warranty but may be covered by the specific manufacturer's warranty.

TJM WARRANTY

Warranty Table

TJM PRODUCT	WARRANTY PERIOD
Protection / Suspension / Towing	3 Years Unlimited km
Snorkels / Diff-Lockers / Flexi flares	5 Years
Compressors & Tyre Accessories	3 Years*
Lighting / Recovery / Roof Racks	3 Years*
Vehicle Accessories / Power	2 Years*
Camping	2 Years*
Communications / Storage	1 Year* (Drawer Systems 3 Years)
Canopies & Service Bodies**	2 Years or 60,000km (Shell/Paint); 1 Year (Parts)

(*Unless otherwise stated with the product information)

(** Glass is strictly excluded)

7. Claim Procedure

- Return the product and proof of purchase to the original TJM Store for inspection.
- Alternatively, contact TJM Customer Service at 07 3865 9999 or quality.control@tjm.com.au.
- Supporting Evidence: The customer must provide all supporting evidence (e.g., photographs, videos, or maintenance logs) as requested by the TJM Warranty department to facilitate the assessment.
- Accepted claims will be resolved via refund, repair, or replacement at TJM's discretion.
- Any expenses incurred in making a claim (including delivery costs to TJM) are at the customer's own expense.

8. Warranty Maintenance Requirements

- Compressors and Electrical: Must be installed higher than the vehicle manufacturer's specified wading depth and in a location protected from direct exposure to dust, water, and environmental contaminants.

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- › Corrosion Protection: Rinse all areas after off-road or beach use to remove sand, mud, and salt. TJM suggests applying a corrosion inhibitor to areas that may accumulate oxidation catalysts to improve longevity. Apply corrosion inhibitor to all fasteners and mounting hardware prior to driving in salty conditions and as regular maintenance in coastal climates.
 - › Suspension: Vehicle must be returned to a TJM Store after 500km for inspection and re-tensioning. Maintain a minimum of 10psi in air bags at all times.
 - › Roof Racks: Perform weekly checks to ensure all bolts and mounting points are secure, especially when off-road.
 - › Recovery Winch: Run the winch at least once a month and ensure the cable is pretensioned per Product Information.
 - › General: Regularly check all bolts and mounting points for all accessories to ensure they remain secure.

9. Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

10. International Claims

For products purchased outside of Australia, TJM will comply with the statutory provisions of the country of purchase that cannot be excluded by agreement.

11. Clearance and Discontinued Items

TJM Products purchased under “Clearance” or “Final Sale” terms are not subject to the TJM Warranty Policy. These items are sold at a reduced price to account for their status as discontinued, floor stock, or end-of-line goods. By purchasing a clearance item, the original purchaser acknowledges that the additional benefits provided by the TJM manufacturer’s warranty do not apply.

Note: This exclusion does not affect your statutory rights. All clearance goods still come with guarantees that cannot be excluded under the Australian Consumer Law. You remain entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage if the goods fail to be of acceptable quality.

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Distributed by
TJM Australia

17 Johnstone Road
Brendale Australia 4500

Tel. (07) 3865 9999
Fax. (07) 3865 3677

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