

IMPORTANT INFORMATION

A reference to 'you' is a reference to the Customer and a reference to 'we', 'our' or 'us' is a reference to Ducati Motor Holding S.p.A.

If you purchased your Motorcycle in Australia: 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. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

If you purchased your motorbike in New Zealand: Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993 of New Zealand (**NZ Consumer Law**). You are entitled to a replacement or refund for a failure of substantial character and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a failure of substantial character. In particular, under the NZ Consumer Law, we guarantee that, taking into account the type of goods, the price and any representations made about our motorcycles, the motorcycle will be of an acceptable quality, safe and durable, do what it is meant to do, match the description in any advertising or promotional material, and will be delivered within a reasonable timeframe. The following table compares the guarantees concerning faulty goods and the protections offered by the NZ Consumer Law and FACTORY EVER RED.

Feature	Rights under NZ Consumer Law	Benefits under FACTORY EVER RED
Cover for a defective product?	Yes, where the motorcycle is not of 'acceptable quality' or 'fit for purpose'	Yes, for repairs and services due to manufacturing defects
How long am I covered for?	For the reasonably expected life of the Motorcycle	12 - 24 months from expiry of the 2-year Ducati manufacturer's warranty, exclusions apply
What remedies are available?	Repair, replace or refund, depending on the circumstances	Repair or replacement of the defective parts, depending on the circumstances
Who is obliged to provide the remedy for a defective product?	The manufacturer or the supplier	Ducati (or its authorised dealer at Ducati's election)
Is protection against reasonable wear and tear included?	No	No
Is a loan product available whilst my product is being repaired?	No	No
Freight/delivery	You must return the defective product	You must return the defective product

How to make a claim under FACTORY EVER RED and who will bear the expense of making a claim?

To make a claim under FACTORY EVER RED you must notify one of the Ducati Authorised Dealers and/or Workshops listed in the "Dealer Locator" (available at www.ducati.com) of any defects of the motorcycle within two (2) months of becoming aware of the defect. If you have any questions, you may contact Ducati ANZ Pty Ltd ACN 636 589 430 at Level 6, 895 South Dowling Street, Zetland NSW 2017 or by email at contactus@ducati.com or by phone on 1300 11 26 06 (AU) / 0800 382 284 (NZ).

You must bear the expense of making a claim under FACTORY EVER RED.