

SBL Claims Guidelines

Claims Procedure for Vehicle Issues other than Shipping damage

Please notify your SBL sales consultant immediately should you discover any issues with your vehicle. All claims must be notified in writing to Claims@sbltd.co.nz

There is a very strict 14 day claim window for these claims. SBL must be notified in writing within 14 days of the arrival of the vehicle to the purchasers designated delivery address. Any claims presented outside of this window will be denied.

SBL will not accept any claims:

- for vehicles which have travelled 100,000km or over
- for vehicles which have an auction grade below 4.0.
- for any type of transmission issues in any make or model of vehicle.
- mechanical issues on all high performance vehicles as well as all BMW 7 series and all Porsche products.
- for air conditioning faults or failure in any make or model of vehicle.
- for registered vehicles.
- Relating to spare keys missing mats or tonno covers

There are limitations on claims that can be made against SBL

- SBL's claim liability on vehicles which have travelled between 80,000 and 100,000km and which have an auction grade 4.0 and above, is limited to the amount of the SBL brokerage fee.
- No work is to be carried out on the vehicle without first obtaining SBL's written approval.
- If the Purchaser makes any claim that a vehicle is defective or damaged, SBL may, at its discretion, repair the damage or defect or make a reasonable allowance on the purchase of a replacement vehicle. The Purchaser is required to provide SBL with a copy of the quote and a claim specifically identifying the damage or defects.
- SBL will not be responsible for any damage of whatever nature caused to the Vehicle or as a result of the malfunction of the Vehicle if:
 - The Vehicle is adapted to a use for which it was not specifically intended;
 - The Vehicle is added to or repaired using components not recommended or approved by the manufacturer; or
 - The Vehicle is improperly stored or transported.
- SBL gives no guarantee that any accessories such as audio and navigation systems etc installed in the Vehicles are in working condition.
- SBL gives no guarantee as to the 'state of health' or life condition of the battery in any Electric Vehicle (EV).
- SBL reserve the right to take the vehicle back.

- Without limiting SBL's ability to accept or decline claims, if the Purchaser does not comply with the above requirements, it will be deemed to have accepted the vehicle and SBL will not incur any liability whatsoever to the Purchaser in relation to the vehicle.

Claims Procedure for Suspected Shipping Damage

Please notify your SBL sales consultant immediately should you discover any issues with your vehicle. All claims must be notified in writing to Claims@sbltd.co.nz

There is a very strict 7 day claim window for these claims. SBL must be notified in writing within 7 days of the arrival of the vehicle to the purchasers designated delivery address. Any claims presented outside of this window will be denied.

1. All vehicles must be inspected on arrival, all damage noted on the delivery docket and the delivery docket must be signed by the receiver. Failure to note damage on the delivery docket will result in any transport claims being denied. Please notify the delivery driver if you suspect there is damage. The admin team at SBL must be notified immediately of the possible claim. The delivery docket from the transport company must be kept and presented to SBL if placing a claim.
2. Any damage that does occur and is being claimed, SBL must be provided with photos, including a photo of the entire part/panel/area that has sustained shipping or transport damage.
3. All claims need to have a quote for repair which must be on the repair agent's letterhead.

NB. Our shipping and transport agents retain the right to inspect any damage prior to repair and may require up to 3 quotes for repair.

All claims must be emailed together with photos and any documentation to Claims@sbltd.co.nz
Please include either the SBL stock number or the chassis number of the vehicle on all emails.

If your vehicles are delivered directly to your compliance centre you will need to confirm with them that they understand the above criteria and that they are following the above criteria.

Payment of Claims

Where a claim is approved for payment by SBL the approved amount will be credited against the client's ledger with SBL or by direct credit to the client's bank account if no monies are owing to SBL.

Please note: The "SBL Claims Guidelines" are subject to change at any time and without notice.