

Frequently Asked Questions

What is extended warranty cover?

Extended warranty cover is an affordable and convenient way to continue to receive the benefits you have enjoyed through your manufacturer's warranty. Your extended warranty begins when your manufacturer's warranty ends. So there's no overlap - you only pay for the extension period.

What does this mechanical warranty coverage policy cover?

We'll cover you against failure of mechanical and electrical components that were covered under your original manufacturer's warranty. In the event of a mechanical and electrical breakdown, we will rectify covered components up to today's market value of your vehicle.

How do I know if I am eligible?

There are a few exclusions of vehicles for this coverage but for the better part we cover most popular models. The policy holder needs to be 21 years of age or older.

We may not cover you if you use your vehicle for commercial purposes, emergency services, racing or other unacceptable uses. Please see the PDS for a full list of exclusions.

Why do I need extended warranty cover?

Your vehicle is an important investment. Like any other investment, you should protect it.

The reality is that, with any vehicle, the risk of mechanical breakdown increases after your manufacturer warranty expires.

You may be thinking that you need to update your car as it is soon out of warranty. But if you love your car and want to keep it, you can avoid that hassle and cost of unwanted repairs by taking out our mechanical extended warranty cover.

Are the parts new if something has to be repaired?

We always repair with new, genuine parts wherever possible. We only use reconditioned parts where new parts are unavailable.

Can we go to any repairer if we are having car problems?

Repairs we pay for under this warranty must be undertaken by an approved repairer at a price acceptable to the insurer.

Do we have to get a quote before repairs can be carried out?

Yes, but AWN Insurance will deal directly with the repairer to approve the claim before work starts. And they will also pay the repairer directly.

Can I change my mind?

You may cancel the warranty for any reason within 30 days from the application date. This cooling off period applies if no claim has been paid and you have no intention of making a claim or have not made a valid claim, we will refund the premium paid, less any taxes or duties we cannot recover from other sources. After the cooling off period ends you still have cancellation right.

What if I sell my car?

The policy is fully transferable to the person to whom you sell your car. This is another benefit for extending your warranty. Cars with extended warranty cover usually sell faster and for a higher amount.

Can I get coverage if my manufacturer's warranty has expired?

Yes. If there is no manufacturer warranty and no statutory warranty applicable, you can still get coverage however it will commence in 90 days to ensure the buyer is not buying the warranty to rectify a pre-existing condition.

Do I need to service with my selling dealer?

As long as you get the car serviced on time, as per the logbook, you may take it to any licenced motor mechanic. See the full PDS for more details.

Can I get a 1 or 2-year policy?

We currently only offer a 3 year policy online as it presents the best value for you, the customer.

The policy is fully transferable if you sell your car in the future. It should be noted that cars with extended warranty cover usually provide better value for on selling to a new owner.

Who is behind the warranty cover and how am I protected?

We have sourced the best policy for our customers from reputable, experienced insurers and underwriters. This warranty may also be protected under the Federal Government's Financial Claims Scheme.

What is the claim limit?

Up to the current market value of your vehicle.

How do I make a claim?

Contact AWN directly on 07 3802 5577 or claims@awninsurance.com.au
Terms and conditions apply so please [see full PDS](#) for more details.

How do I choose the correct commencement date?

We allow you to choose the commencement date of coverage. The below are recommendations and requirements to get the best available coverage:

- If your vehicle is covered under manufacturer warranty, choose commencement the day after this expires so there is no period between the 2 covers.
- If your vehicle has been purchased 2nd hand from a dealer, then a 90 a statutory warranty exists from the dealership. Choose the commencement date 90 days after the purchase date so there is no overlap or period between the 2 covers.
- If there is no manufacturer warranty and no statutory warranty applicable, coverage must commence in 90 days to ensure the buyer is not buying the warranty to rectify an pre-existing condition.

What are the benefits of this cover?

Give yourself protection against the cost of unexpected and potentially very expensive mechanical and electrical repairs. We know insurance isn't sexy but what is smart and sexy is not having to pay in the event of a mechanical breakdown. You've got better things to spend your money on.

Simple and affordable protection to get you back on the road quickly with no upfront cost or excess. You are insured by a leading Australian company who will process your claim within five days. They pay the approved repairer directly.

Easy to purchase. Unlike with most other extended warranty insurances, you can purchase this product in just a few clicks.