



AEH Uptime Maintenance 2025 Terms and Conditions

These Terms and Conditions govern the AEH Uptime Maintenance 2025 program (the "Program") offered by AEH. By participating in the Program, you agree to these Terms and Conditions.

1. Free Inspection Offer:

- This offer entitles customers to one (1) free inspection of their eligible equipment.
- The free inspection is contingent upon any recommended repairs being completed by AEH.
- The value of the free inspection will be credited towards the final invoice for completed repairs.
- Repairs must be booked by May 31, 2025. Repairs themselves may occur after this date, provided the booking is made before the deadline.
- This offer cannot be combined with other promotional offers unless explicitly stated by AEH.

2. Uptime Advantage Program:

By taking part in our Uptime Maintenance Program, you automatically get the benefits of the AEH Uptime Advantage:

- **Priority Service:** Priority scheduling for service appointments and in-season support. While every effort will be made to accommodate priority requests, service availability is still subject to technician availability and other scheduling constraints.
- **After-Hours Support:** No call-out fees for repairs conducted outside of normal business hours on the unit work has been completed on. Standard labour rates for after-hours service will apply.
- **VIP Events:** Invitations to exclusive customer information events, including (but not limited to) combine and baler training events. AEH reserves the right to alter event schedules and content.
- **Proactive Maintenance Recommendations:** Proactive maintenance recommendations based on equipment usage and historical data. These recommendations are provided as a service and do not constitute a guarantee of equipment performance or prevention of future issues.
- **Expert Service Network:** Access to AEH's network of factory-trained technicians.
- **Precision Farming:** Priority access to AEH's team of expert Precision Farming Specialists for personalised support.

3. General Conditions:

- AEH reserves the right to modify or terminate the Program or these Terms and Conditions at any time without prior notice.

- Participation in the Program is subject to AEH's discretion. AEH reserves the right to refuse participation to any individual or entity.
- These Terms and Conditions constitute the entire agreement between AEH and participants regarding the Program.
- Any disputes arising from or relating to the Program will be resolved by AEH.

4. Contact Information:

For any questions regarding the AEH Uptime Maintenance 2025 program, please contact your local AEH dealership or find them at aehgroup.net.au

5. Disclaimer:

AEH makes no warranties, express or implied, regarding the Program or its benefits, except as expressly stated in these Terms and Conditions. AEH shall not be liable for any indirect, incidental, special, or consequential damages arising out of or in connection with the Program.