



Company Policy

- 1) The ambition of Haji Husein Alireza & Co. Ltd. to provide sales, maintenance, spare parts and related services to its customers with high quality, in line with customer expectations, and thus the company confirms that the policy of quality it follows is highest to its objectives.
- 2) Vehicle sales and after-sales services to the company customers is mentioned in the contracts concluded between the company and its customers, as these contracts are supervised by the company's management and are explained by the executive regulations in detail, and contain standards and conditions to ensure that sales, maintenance, spare parts and administrative services support them and provided by the company with high quality.
- 3) Haji Husein Alireza & Co. Ltd. has been organized in a way that ensures the quality of the product/service, as there is a documented quality system that works on this, which ensures continuous development through the general procedures of the quality system and functional procedures as required.
- 4) The quality system is subject to a periodic review in terms of the objectives of the quality system and its mandatory applicability to all employees. Haji Husein Alireza & Co. Ltd. collects statistical information for the purpose of monitoring services, and always aims to achieve further improvement/development of its services within the available facilities.
- 5) We will be happy for your continuous contact with us to strengthen our customer care relationship with you and to provide the best services for your satisfaction.

Please feel free to contact our Customer Service Center, Toll Free Number 800 244 0140

Manufacturer Warranty Policy

Warranty Information:

- 1) This warranty is applicable to Mazda Vehicles originally distributed, registered and normally operated in Saudi Arabia.
- 2) The vehicle's owner is responsible for operating and maintaining Mazda Vehicle properly, in accordance with the instructions described in the Owner's Manual.
- 3) The NEW VEHICLE LIMITED WARRANTY period begins on the date of Mazda Vehicle is delivered to the first retail and fleet customer.

Repair Warranty	Warranty Term (whichever comes first)	
	Months in Service	Kilometers in Service
Basic	36	100,000 km
Adjustment Service	3	6,000 km
Air conditioner refrigerant charge	12	20,000 km
Original Equipment Battery (12V) (Model year 2023 and above) - Reference warranty information booklet	12	Unlimited mileage
MHEV battery (48V) (CX60 & CX90)	36	100,000 km
Paint and Surface Corrosion	36	100,000 km
Tires	-	Tires warranted by their respective tire manufacturers and not warranted by Mazda.
Replaced Parts and Accessories	6	From Installation Date at Mazda Distributor, 6 months, or 10,000 km.

Warranty Exclusion Conditions:

- 1) Misuse of the Mazda Vehicle such as driving over curbs, overloading, racing, etc.
- 2) Accidents such as collision, fire, theft, riot, etc.
- 3) Alteration, modification, tampering, etc.
- 4) Vehicles have been classified a total loss and/or sold for salvage purposes or branded for other reasons.
- 5) A replacement part or accessory not conforming to the Mazda's specification.
- 6) Damage or surface corrosion from the environment such as: Acid rain, airborne fallout (chemicals, tree sap, etc), salt, road hazards, hail, wind storm, lightning, floods and other natural disasters (acts of God).
- 7) Cosmetic conditions or surface corrosion from stone chips or scratches or bird drops in the paint.
- 8) Damage due to lack of maintenance or the use of fuel, oil or lubricants other than recommended in the Owner's and Warranty Information Manuals can result in vehicle warranty being voided either in whole or in part.
- 9) Normal wear, tear or deterioration such as discoloration, fading, deformation, blur, Surface corrosion etc.
- 10) Any repair of a Mazda Vehicle on which the odometer has been altered or on which the actual mileage cannot be readily determined
- 11) Damage as result of continued operation of the vehicle after a breakdown or fault has occurred.
- 12) Any economic loss. This includes, without limitation, payment or loss of use of the Mazda Vehicle, towing, lodging, car rentals, travel costs, loss of pay and any other expenses or damages.

Mazda Genuine Parts Warranty Policy

- 1) When you purchase one of Mazda parts, please keep the original invoice for reference when needed.
- 2) The warranty period for any spare part purchased from one of HHA-Mazda parts counters is 6 months or 10,000 km, whichever comes first. Excluding consumable parts or damaged as a result of misuse, accidents or any external factors that might cause damage to part.
- 3) The warranty does not include damages resulting from installation errors in any local maintenance centers. To investigate this customer must visit one of HHA-Mazda maintenance centers to make the necessary inspection for the damaged part, with original parts invoice first with the invoice of the external maintenance center in which the part was installed, with indication of date and meter reading.
- 4) With regard to the above situation, if it becomes clear to us after detection by one of the maintenance centers of HHA-Mazda that the damage is in the part, the part will be replaced with another part (part warranty), but if HHA-Mazda maintenance center finds out otherwise, the customer will bear the costs of inspection fees according to the instructions of the maintenance center of Haji Husein Alireza & Co. Ltd and the repair in case of approval.

Mazda Genuine Parts Return Policy

- 1) No return or replacement of any electrical parts.
- 2) Any other parts can be returned or exchanged on condition:
 - a. It must be in the same condition as purchased.
 - b. No more than three days from the date of purchase.
 - c. Not installed and in its original packing.
- 3) The original purchase invoice must present by customer in case of return or exchange.

For more information regarding your Mazda vehicle warranty, please refer to Warranty Information Manual.

