

### Customer Supplied Parts

Dear member

I'm often asked by repairers whether its ok to fit parts supplied and requested by a customer. My response is usually "No, for a number of reasons" however in an ever-changing competitive market, there are some that continue to find value in offering this service.

There are a growing number of routes available for consumers to source parts in order to save money on car maintenance and repairs. It can be difficult to tell a part is genuine as counterfeits often use advanced techniques to replicate both the part and packaging.

It is important to note, these parts are often not tested to manufacturers standards and in some cases fitting them may compromise the safety of consumers, passengers and other road users. It can also increase the vehicles ongoing maintenance costs due to part durability.

The [latest report from the OECD](#) indicates the global trade in counterfeit vehicle-related parts is now worth more than \$10 billion.

In relation to the actual part provided by the consumer, there is no 'consumer guarantee' to the part(s) supplied.

However, there is a provision under the 'consumer guarantee' to the repair service provided.

A supplier is anyone (including a trader, a retailer or a service provider) who, in trade or commerce, sells products or services to a consumer. For example: in a situation where the consumer has supplied the part, and not the repairer (repairer has not supplied any part for sale to the consumer), the repairer, is not liable for that 'good' and the 'consumer guarantee' surrounding the 'good' itself.

However, under the Australian Consumer Law (ACL), a repairer must meet the 'consumer guarantees' of providing services:

- with due care and skill
- which are fit for any specified purpose
- within a reasonable time (when no time is set)

This means that the repairer would have to install the part with due care and skill and would probably have responsibility for ensuring that the customer supplied part is fit for its purpose mechanically and will not cause other service faults.

### IMPORTANT – Things to Note:

- Always keep a record on a customer signed job card of parts supplied by you and parts supplied by the customer.
- A repairer is not liable if the part simply fails independently of the service of the repair work carried out.
- A repairer should ensure that due care and skill has been used in the fitment of a part and that it is fit for purpose.

- You should reasonably request information about the part from the customer e.g. new part, make and model, where purchased from, etc.
- Always state on the Job Card and Invoice that there is no guarantee on customer supplied parts.
- Take photos of the part and packaging and where possible, purchase receipts. Keep these stored in a secure location for future reference.

Yours sincerely

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