



Townsville Equipment and Sales | Warranty Terms & Conditions

Townsville Equipment and Sales warrants that, subject to the limitations and exclusions below, all parts of our manufacture or assembly of our trailers are free from defects in material and workmanship for a period of:

12 months from the date of purchase. Any shortcomings in the original material or manufacture will be corrected without charge to the original purchaser for parts and labor incurred in that rectification.

If work under this warranty is required, the purchaser should immediately lodge a warranty claim by emailing a completed warranty form to townsvilleequipmentsales@gmail.com. As the selling dealer, Townsville Equipment and Sales will arrange to make arrangements for the repairs.

The process to lodge a warranty:

1. Fill out all the required information and what the claim is regarding on the attached warranty form.
2. Attach relevant photos if required and a copy of this form.
3. Email to townsvilleequipmentsales@gmail.com

The warranty is not transferable to a subsequent purchaser if the Trailer is sold by the original purchaser during the warranty period. Your new trailer from Townsville Equipment and Sales comes with guarantees that cannot be excluded under the Australian Consumer Law.

The benefits within our Warranty are in addition to other rights and remedies under the Australian Consumer Law in relation to this product.

This warranty does not apply if the damage occurs because of:

- Accident,
 - Fair wear & tear,
 - Misuse, neglect or abuse,
 - Storm damage or other acts of Nature,
 - Unauthorized repairs made or attempted.
- Should a warranty claim become necessary during the warranty period then the product should be returned to the place of purchase.

Townsville Equipment and Sales
1/42 Keane Street, Currajong QLD 4812
Tel: 0431 244 269
townsvilleequipmentsales@gmail.com

The warranty covers the original trailer only. It does not cover the following items:

- Appliances and equipment which are not manufactured or supplied by Townsville Equipment and Sales (for example a refrigerator, freezer or customer modifications) are covered by the warranty of such items for the term offered by the manufacturer of such items.
- Any defect resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Townsville Equipment and Sales.
- Any defect resulting from fitting or installation of any accessories or options such as an altered tool box or other items after the trailer has left the premises of Townsville Equipment and Sales.
- Any rectification or other work required due to alterations in Local, State or Federal legislation which occurs after manufacture of the recreation vehicle.
- Any consequential damages or repair work necessitated due to continued usage or towing after a defect has, or should have, become apparent to the purchaser or user.
- Any accommodation or re-location expenses including fuel/freight. Loss of earnings or rents or other costs incurred before or whilst repairs under this warranty are being affected.

Tents / Canvas Covers:

Tents and Canvas Covers are guaranteed to be in new merchantable condition at the time of purchase.

General wear and tear is exempted. Zips and mesh or screens are not covered.

NOTE: This manufacturer warranty does not cover general consumable parts on the Trailer and rust on any painted scratched galvanised surfaces of the trailer or any of its components. (E.g. axles, springs, couplings and jockey wheels.)

Extended Warranty: To be eligible for extended warranty the customer must return trailer after the first 12 months to be serviced and safety checked (\$99 750kg ATM, \$179 1400-3.5t ATM) to be granted the extended warranty.

Transit:

Townsville Equipment and Sales is not liable for any loss, theft, or damage to any goods in transit; however we are happy to help in resolving shipping issues if reported to us within 12 hours of delivery

Townsville Equipment and Sales – 1/42 Keane Street Currajong, QLD, 4812 | 0431 244 269 | www.townsvilleequipmentandsales.com.au

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www.townsvilleequipmentandsales.com.au Owner: Referred to herein as the product supplied to by Townsville Equipment and Sales Pty. Ltd. ABN: 98 220 041 155 Townsville Equipment and Sales. Referred to herein as Townsville Equipment and Sales The issuer of the Warranty.

(Third party claims not accepted)

Owner Details:

Name:

Address:

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Phone No:

Email:

Purchase Date:/...../.....

Product Details:

Model: Invoice Date:/...../.....

VIN: Sales Ref:

Options:

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I acknowledge that I have received the Manufacturer's Warranty information.

My selling dealer has explained to me.

- 1) The Townsville Equipment and Sales Warranty
- 2) Proper operation of the trailer
- 3) Owner maintenance responsibilities

I have inspected the trailer as delivered to me and it appears in satisfactory condition

Signature:

Delivery Date:/...../.....

VIN NUMBER:

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Townsville Equipment and Sales | Warranty Form

Owner Details:

Name:

Address:

.....

Phone No:

Email:

Purchase Date:/...../.....

Product Details:

Model: Invoice Date:/...../.....

VIN: Sales Ref:

Options:

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