



WARRANTY

Our goods come with a guarantee that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality, and the failure does not amount to a major failure.

RP Caravans Pty Ltd (ABN 54 643 642 219) of 46 YALE DRIVE, EPPING VIC 3076 provides the following warranty ("Warranty") about this caravan.

The benefits of this warranty are in addition to any rights and remedies imposed by the Australian State and Federal legislation that cannot be excluded.

1. Subject to these Terms & Conditions, RP Caravans warrants the original purchase. ("Purchaser"), that for the term of 1 (one) year from the date of purchase ("Warranty Term"), all parts of the manufacture and assembly of the caravan carried out by RP Caravans that are defective in artistry or materials will be repaired or replaced without charge to the Purchaser.
2. The Purchaser must ensure that both the purchaser and the dealer complete and sign the Warranty Registration Form attached to this Warranty and return it to RP Caravans by email or post within 14 (fourteen) days of the delivery of the caravan to the purchaser.
3. The Dealer must ensure that the caravan is delivered to the purchaser in an acceptable condition, that the purchaser has been adequately shown how to use all appliances and components, and that the purchaser is satisfied that all products on the caravan are in working order.
4. In case of a claim within the Warranty term, the purchaser must contact the dealer warranty department via email/phone before carrying out any repair or rectification work. The purchaser must notify the dealer warranty department immediately after a fault in the caravan becomes apparent. The dealer must contact RP Caravans to authorise the warranty claim. Any warranty claims for reimbursement for repairs carried out without prior authorisation will be denied. The warranty may also be void if the purchaser continues using the caravan after the apparent defect.



5. Any Warranty Claim must be accompanied by:
 - A. Proof of purchase.
 - B. Full details of the alleged defect in material or artistry.
 - C. Service and maintenance records for your RP Caravans.
 - D. Any other information is relevant to assisting RP Caravans in considering your claim.
6. For paragraph 5(D) above, any paperwork requested by RP Caravans Warranty Department must be sent by post or email to info@rpcaravans.com.au.
7. If the purchaser makes a Warranty claim about the caravan, RP Caravans will refer the purchaser to an authorised repair agent for inspection and testing. The purchaser must contact the authorised repair agent directed by RP Caravans and arrange an appointment for inspection and testing. The Caravan will not be inspected or tested unless the purchaser agrees to a meeting with the authorised repair agent.
8. The purchaser is responsible for delivering the caravan to and from the authorised repair agent in case of a claim. Suppose the authorised repair agent's inspection and tests revealed no defect in the caravan. In that case, the purchaser must pay RP Caravans and the authorised agent costs for the inspection work, evaluation, and testing.
9. Any Costs or expenses incurred by the purchaser in making a claim or complying with the purchaser's obligations under this warranty shall be the purchaser's responsibility. This includes any fees for maintenance service, towing expenses, storage, or travelling time that a repairer may require to perform warranty repairs.
10. This Warranty does not cover failure caused by any of the following:
 - A. Chassis, brakes, or tyres (for any claim, please refer to the relevant chassis manufacturer).
 - B. Other items not manufactured by RP Caravans, including appliances such as refrigerators, stoves, microwaves, ovens, freezers, air conditioners, radio/TV/DVD Players, or other options, may be covered by the respective manufacturer or supplier of that item. The purchaser's



responsibility is to remove and re-installation the costs of such things to enable repair under warranty.

- C. Existing defects were noted in the pre-delivery and accepted by the Purchaser.
- D. Defects resulting from Fire, environment, temperature, humidity, pressure, stress, deterioration or fading of paint, curtains, seats or soft trim, damage caused by towing with incorrect tyre pressure, overloading, misuse or abuse, wrong towing equipment, negligence, water submersion, accident damage, off-road use, owner abuse or damage caused by incorrect electricity, gas or water supply or any consequential damage due to continued usage or towing.
- E. Defects resulting from the fitting or installing any accessories or options such as air conditioners, annexes or other items after the Caravan has left the premises of RP Caravans.
- F. Any rectification, modification or other work required due to alterations in local, state, or federal legislation occurs after manufacturing the Caravan.
- G. Any consequential damages or repair work necessitated due to the continued usage or towing after a defect has or should have become apparent to the Purchaser.
- H. Defects resulting from the Purchaser's failure to properly use, operate or maintain the Caravan by RP Caravans instructions, recommendations, or specifications, including the maintenance schedules contained in this Warranty.
- I. Defects resulting from using unauthorised parts or accessories on or about the Caravan.
- J. Defects resulting from using the Caravan other than for the purpose it was designed.
- K. Water damage is caused by creek crossings, flooding, and other similar conditions.



- L. Damage or defects caused by excessive speed, hard impact, or caravan use in unsuitable 4WD or off-road applications.
 - M. Damage to the surfaces and seals caused by after treatments such as coatings, protectants, and sealants.
 - N. Normal wear and tear, deterioration due to exposure or damage due to natural causes.
 - O. Rental hire or commercial use of this caravan will void this warranty.
11. You must regularly maintain your RP Caravans by, amongst other things, checking and maintaining adequate tyre pressure, greasing, and tightening components, cleaning filters (such as in air conditioners and water pumps) and maintaining, painting, and rustproofing painted and exposed surfaces. You must also ensure your RP Caravan is serviced by RP Caravans' authorised agent or the dealer from which you purchased it at your cost. Service intervals must not exceed 12 months (commencing from the date of [purchase/delivery] of your RP Caravans) and must include the following:
- 1. Checking and adjusting where required door and window alignments.
 - 2. Checking and changing step alignments.
 - 3. Checking and adjusting cupboard locks and catches.
 - 4. Checking that all lights are operational.
 - 5. Checking the operation of the awning (if fitted).
 - 6. Checking the operation of appliances and equipment.
 - 7. Inspection for and repair of water leaks.
 - 8. Review of and replacement where required of sealant and silicone.
 - 9. Greasing and tightening components.
 - 10. Lubricating stabilisers and coupling.
 - 11. Lubricating locks, hinges, and clean vents.
 - 12. Checking, cleaning, adjusting and repacking wheel bearings.
 - 13. Tensioning wheel nuts.
 - 14. Checking tyre pressure, wear, and alignment.



15. Inspecting and tightening suspension and pivot points.
 16. Adjusting brakes and containing brake assemblies.
 17. Visual inspection of undercarriage (and reporting of any defects).
 18. Check electrical wiring to ensure it is secure and correctly routed.
 19. Checking gas and plumbing lines to ensure they are protected and correctly routed.
12. It is a condition of this Warranty that the Purchaser complies with the Maintenance Schedule.
13. This Warranty is issued to the Purchaser and is not transferrable.
14. Caravan parts presented for repair may be replaced by refurbished parts of the same type rather than being repaired. Refurbished parts may be used to improve the goods.
15. RP Caravans reserves the right, in respect of all Warranty claims about the Caravan, to liaise with the authorised repair agent regarding the repair or replacement of the defective parts or materials using similar (but not necessarily identical) components.



Warranty Registration Form

This form must be completed and returned within 14 days of purchase to validate the warranty.

1. Contact Details (Purchaser)

Full Name

Telephone Mobile

Email

Address

State Post

2. Caravan Details:

Model

Dealers

Chassis Purchase

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PLEASE RETURN THE COMPLETED FORM BY EMAIL / POST TO:

RP Caravan Solutions Pty Ltd
46 Yale Drive Epping VIC 3076
M: 0422 004 405
E: info@rpcaravans.com.au