

# Caravan Warranty Terms and Conditions

**Congratulations on the purchase of your Caravan and for choosing the Caravan Warranty to protect your Caravan in the event of a sudden or unforeseen Mechanical Failure.**

**You should read this Warranty Contract carefully**

**The Warranty Contract is comprised of the Terms and Conditions set out in this document and the completed Customer Contract & Declaration. Before you purchase this Warranty, it is important that you read these documents fully so that you understand the terms and conditions that apply to this Warranty. This will help you make an informed choice about whether you should purchase this Warranty.**

## **Consumer Guarantees**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Under the Australian Consumer Law, you are entitled to

- a replacement or refund for a major failure;
- compensation for any other reasonably foreseeable loss or damage; and
- 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.

The benefits provided by this Warranty are in addition to other rights and remedies you may have under the law.

You are not required to pay for your rights and remedies under the Australian Consumer Law. Nothing in the purchase of this Warranty excludes, restricts or modifies your rights under the Australian Consumer Law and there may be some features in this Warranty which overlap with those rights or remedies. Further details of your rights and remedies under the Australian Consumer Law and how they compare to your rights and remedies under this Warranty Contract are attached to this document.

## **Benefits of this Warranty**

When buying a Caravan, we appreciate that you may want the certainty of knowing that if your Caravan suffers mechanical failure, your Caravan will be covered for a specific time period. When you purchase the Caravan Warranty, you are obtaining certainty as to the period of coverage and that the Covered Components will be repaired or replaced (subject to Per Claim Limits and Exclusions). Other benefits include:

- certainty as to the period and extent of cover;
- The convenience of having the replacement process managed for you by us via our warranty administrator, Davantage;
- clear processes for making a claim for accommodation and other benefits; and
- the support and technical assistance of our Warranty Administrator, Davantage.

This Warranty is issued by us, your Motor Dealer, for your Caravan and administered by Davantage on our behalf.

This document explains how the Warranty operates.

## **The meaning of certain words**

Please note that certain words used in this document have a specific meaning, as set out in this document.

## **Keep a copy of this document**

Please retain a copy of this document for your records.

## **1. Definitions**

**For the purposes of the Warranty, the following words have specific meanings as set out below:**

**“Australian Consumer Law, ACL”** means the Australian Consumer Law contained in schedule 2 of the Competition and Consumer Act 2010 (Cth).

**“Appliance”** means an item identified as a Covered Component in the Appliances Cover section of the table in clause 3.1.

**“Caravan Warranty”** and **“Warranty”** means this Warranty issued by the Dealer.

**“Caravan”** means the Caravan described in the Customer Contract & Declaration.

**“Consequential Loss”** means any damage caused to additional Caravan parts or components as a result of the initial failure of a Caravan part or component.

**“Consumer Guarantees”** means the basic set of guarantees under the Australian Consumer Law available to consumers who purchase goods and services from Australian businesses.

**“Cooling Off Period”** means the period of 30 days following the purchase of your Warranty.

**“Covered Components”** means those Caravan components and parts listed in clause 3 of this document.

**“Customer Contract & Declaration”** means the document titled Customer Contract & Declaration completed by you and us which sets out the particular details of your Warranty Contract.

**“Davantage”** means Davantage Group Pty Ltd ABN 35 161 967 166, who we have appointed as our warranty administrator for this Warranty.

**“Dealer”** means the Dealer named on the front page of this document in the Customer Contract & Declaration as the dealer.

**“Exclusions”** refers to parts or components of the Caravan which are not covered under this Warranty Contract. It also refers to situations or circumstances which will not be covered under this Warranty Contract. Exclusions are set out in clause 9.

**“Manufacturer’s Warranty”** means any new Caravan warranty provided by the manufacturer of your Caravan.

**“Mechanical Failure”** means the sudden and unforeseen failure of any Covered Component including any Appliance to perform the function for which it was designed, but does not include any failure due to negligence.

**“Per Claim Limit”** means the Per Claim Limits for each claim relation to Covered Components listed in clause 3 and clause 4.

**“Purchase Price”** means the price you paid for the Caravan including GST and any on road costs.

**“Repossessed”** is the taking of possession of your Caravan by a financier in connection with finance provided to you by the financier.

**“Traded In”** means when you sell or hand over the Caravan to a registered Dealer.

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“**Warranty Contract**” means this document and the completed Customer Contract & Declaration.

“**Warranty Cost**” means the amount payable by you to purchase the Warranty Contract for the Warranty Term.

“**Warranty Term**” means the period beginning on the date the Warranty Contract commences as shown on the Customer Contract & Declaration and ending on the date the Warranty Contract expires as shown on the Customer Contract Declaration (unless terminated or cancelled earlier in accordance with this Warranty Contract).

“**we**”, “**us**”, “**our**” means the Dealer.

“**Written Off**” in relation to your Caravan, means your insurance company or a qualified caravan assessor has assessed the Caravan to be a total loss, or assessed it to be uneconomical or unsafe to repair.

“**you**”, “**your**” means the person named in the Customer Contract & Declaration as the purchaser and owner of the Caravan.

## 2. How your Warranty operates

**2.1** We provide this Warranty to you as part of the contract of sale of the Caravan. We are the issuer of the Warranty and have responsibility for payment of claims during the Warranty term.

This Warranty is not

- a) a contract of insurance, neither us nor our warranty administrator Davantage are acting as an insurer.
- b) associated with the manufacturer of your Caravan and is not an extension of any warranties provided by the manufacturer of your Caravan; and
- c) a repair or maintenance plan for your Caravan.

**2.2** We have appointed Davantage as a contract and claims administrator for this Warranty. This means that Davantage will do things in respect of this Warranty as our agent, including considering any claims you lodge and (if your claim is approved) authorising repairs, settling claims and answering questions you have about this Warranty (and exercising our rights under this Warranty Contract). Should you have any enquiries regarding any aspect of the details within this Warranty Contract, or if you wish to make a claim on this Warranty, contact Davantage before contacting your Dealer.

**2.3** You agree that we will not be required to pay a Warranty claim where Davantage has finalised its review of your claim and either

- a) Davantage pays the claim in its capacity as administrator of this Warranty; or
- b) Davantage provides notice to you that the claim does not satisfy the terms of this Warranty Contract and the claim will not be paid (for example, this may occur because an Exclusion applies).

Davantage's decision about a claim is final.

**2.4** To make a claim or query, you will need to contact Davantage in the first instance. Davantage's contact details are set out in Section 12: Contact us. If you wish to make a complaint about Davantage's services or any decision Davantage makes regarding

a claim, you can contact Davantage's Complaints Officer on 1800 888 760.

Davantage will acknowledge receipt of your complaint within one (1) business day and attempt to resolve it within thirty (30) days after your complaint was first lodged.

If you are still not satisfied with a decision made by Davantage about your claim, you can contact us to have the decision reviewed. If you are still dissatisfied with the outcome, you can contact the Department or Office of Fair Trading in your State or Territory for assistance.

- 2.5** The commencement date of this Warranty will be the later of the date of delivery of the Caravan, or the expiry of any Manufacturer's Warranty.
- 2.6** The Warranty Contract will end on the expiry of the Warranty Term.
- 2.7** We may terminate your Warranty if you breach the terms and conditions of this Warranty Contract.
- 2.8** We will validate the Warranty Contract by completing the Customer Contract & Declaration and Warranty Term that you are prepared to offer you.
- 2.9** We will, in respect of the Mechanical Failure of the Caravan, pay the reasonable cost, up to the Per Claim Limits applicable, to repair the failed Covered Components commensurate with the Caravan's age subject always to the Terms and Conditions in this document.
- 2.10** Repairs and/or replacement of the Caravan's Covered Components will only occur where the Mechanical Failure causes the damage. We and our agents (including Davantage) are not required to repair or authorise for repair, a component that is worn but still fit for use.
- 2.11** We and our agent (including Davantage) have no liability or responsibility for loss, damage, expenses or other liability you may incur as a result of any delays relating to the repair of your Caravan which is caused by our suppliers' delays in obtaining parts and/or materials required.
- 2.12** Nothing in this warranty excludes, restricts or modifies your rights under the ACL.
- 2.13** As a precondition to the operation of this Warranty, the Caravan must:
  - have a Purchase Price of at least \$5,000;
  - be in a roadworthy condition, structurally sound with appliances operational at the time of Warranty purchase; and
  - be registered with the relevant Government Department for use on the road.

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## 2.14 Eligibility

There are restrictions related to the Caravan's age that will determine the Warranty plan that your Caravan is eligible for. Your Dealer will select the Warranty plan based on the Caravans age for your purchase consideration.

| Plan   | Eligibility  |
|--------|--|
| Bronze | For caravans up to 12 years of age at point of sale. |
| Silver | For caravans up to 7 years of age at point of sale.  |
| Gold   | For caravans up to 5 years of age at point of sale.  |

## 2.15 Term

A defect must appear during the Warranty Term in order for you to make a claim. Defects occurring outside the Warranty Term are not covered by the Warranty.

## 3. Covered Components

Your Dealer will select one of the following Warranty plans that applies to your Caravan. The Covered Components and Per Claim Limits (inclusive of GST) are listed in the table below. Davantage will only pay to repair the Caravan to a standard consistent with its age and condition at time of claim. All claims will be paid up to the limits as shown in this table and the total value of claims is not to exceed the Purchase Price you paid for the Caravan.

Coverage of Appliances will start after the expiry of the appliance's Manufacturer's Warranty and continue for the term of your Caravan Warranty. Mechanical Coverage of other Covered Components will start after the expiry of the Caravan's Manufacturer's Warranty and continue for the term of your Caravan Warranty.

**3.1** Any component not listed in the following table is not covered.

| COVER COMPONENTS AND MAXIMUM CLAIM LIMITS |         |         |   |
|---|---------|---------|---|
| COVERED COMPONENTS                        | BRONZE  | SILVER  | GOLD  |
| <b>MECHANICAL</b>                         |         |         |   |
| Chassis                                   | \$2,500 | \$5,000 | The Gold Warranty Contract covers all components as covered by the original manufacturer's warranty, which are specified in the Manufacturer's Warranty book unless noted as an Exclusion in this Warranty Contract (Section 9).<br><br><b>The maximum financial limit of any one claim is \$10,000</b> |
| Axle                                      | \$2,500 | \$5,000 |   |
| Suspension                                | \$2,500 | \$5,000 |   |
| Electric Brakes                           | \$2,500 | \$5,000 |   |
| <b>WATER INGRESS FROM</b>                 |         |         |   |
| Roof                                      | \$2,500 | \$5,000 |   |
| External Door                             | \$2,500 | \$5,000 |   |
| Side Window                               | \$2,500 | \$5,000 |   |
| Front Window                              | \$2,500 | \$5,000 |   |
| Rear Window                               | \$2,500 | \$5,000 |   |

| COVER COMPONENTS AND MAXIMUM CLAIM LIMITS |         |         |         |
|---|---------|---------|---------|
| COVERED COMPONENTS                        | BRONZE  | SILVER  | GOLD    |
| <b>APPLIANCES COVER</b>                   |         |         |         |
| Air Conditioning                          | \$1,250 | \$1,250 | \$1,250 |
| Anti-Sway Electric Sway Device            | \$1,250 | \$1,250 | \$1,250 |
| Diesel Heater                             | \$1,250 | \$1,250 | \$1,250 |
| Electric Awning                           | \$1,250 | \$1,250 | \$1,250 |
| Electric Break Automatic Monitor          | \$1,250 | \$1,250 | \$1,250 |
| Electric Step/Slide Outs                  | \$1,250 | \$1,250 | \$1,250 |
| Hot Water Unit                            | \$1,250 | \$1,250 | \$1,250 |
| Microwave                                 | \$1,250 | \$1,250 | \$1,250 |
| Pressure Pump                             | \$1,250 | \$1,250 | \$1,250 |
| Rangehood                                 | \$1,250 | \$1,250 | \$1,250 |
| Refrigerator                              | \$1,250 | \$1,250 | \$1,250 |
| Reverse Camera                            | \$1,250 | \$1,250 | \$1,250 |
| Solar Panel Only                          | \$1,250 | \$1,250 | \$1,250 |
| Stereo Unit                               | \$1,250 | \$1,250 | \$1,250 |
| Stove                                     | \$1,250 | \$1,250 | \$1,250 |
| Television                                | \$1,250 | \$1,250 | \$1,250 |
| Television Antenna                        | \$1,250 | \$1,250 | \$1,250 |
| Washing Machine                           | \$1,250 | \$1,250 | \$1,250 |

Please Note: Coverage of Appliances only applies to appliances fitted by the Caravan Manufacturer or the Original Selling Dealer.

## 3.2 Maximum claim limit

There is no limit to the number of claims that can be made under the Warranty Contract during the Warranty Term, however the total value of all claims is limited to the Purchase Price of the Caravan.

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## 4. Other coverage

### 4.1 Accommodation

We will reimburse you up to \$175.00 per day for a maximum of five (5) days per claim towards the cost of accommodation actually paid and reasonably incurred under the following circumstances:

- if the Mechanical Failure is approved as a claim under the terms of the Warranty Contract; and
- if the Mechanical Failure occurs more than 100km from your usual residence; and
- the Caravan is immobilised for more than one (1) day.

### 4.2 Transfer of Warranty

If you sell the Caravan, we may transfer your Warranty Contract to the new purchaser unless Davantage reasonably considers that you have not complied with the terms of the Warranty Contract.

In order to validate the transfer you must within seven (7) days after the sale of the Caravan, provide Davantage with:

- a transfer fee of \$75.00; and
- a completed Transfer of Ownership form which can be downloaded from [www.nwc.com.au](http://www.nwc.com.au) or by contacting Davantage on 1800 888 760.

The Warranty Contract cannot be transferred to another Caravan.

### 4.3 Ease of Claim Lodgement

In the event of a claim, simply contact Davantage prior to the commencement of any repairs. It is not necessary to fill out any claims forms.

### 4.4 Quality Guarantee

**Any** Covered Component repaired under this warranty will continue to be a Covered Component until expiry of the Warranty Term.

### 4.5 Compensation under the ACL

The benefits set out in this clause 4 do not exclude, restrict or modify your rights under the ACL to compensation for reasonably foreseeable loss in certain circumstances. Further details of your rights and remedies under the ACL are attached to this document.

## 5. Your obligations under this Warranty

**From the date your Warranty Contract commences, you must comply with the following conditions. Failure to comply with these conditions may invalidate a claim (but will not void this Warranty Contract).**

- 5.1 Servicing requirements** - You must have the Caravan serviced by your Selling Dealer or any authorised service agent. Servicing must be carried out as per the manufacturer's servicing guidelines.
- 5.2 Servicing requirement living quarters** - You must have the living quarters and appliances serviced by a licenced mechanic

or service centre. Servicing must be carried out as per the manufacturer's servicing guidelines.

- 5.3 Service invoice records** - You must provide each service invoice (copy/original) to Davantage detailing: the Caravan's registration number, your name and address, the work performed, and the Warranty Contract number.

You can provide the invoices to Davantage by uploading them via its website [www.nwc.com.au](http://www.nwc.com.au), posting or emailing the invoices to Davantage (see clause 12: Contact us)

The processing of your claim may be delayed or declined if Davantage do not have invoices detailing the service history of the Caravan.

- 5.4 Road worthiness** - You must take all reasonable care to maintain the roadworthy condition of the Caravan.

- 5.5 Operation** - The Caravan must at all times be operated in accordance with the manufacturer's instructions and in a manner consistent with the Caravan's design and specifications.

- 5.6 Minimise damage** - You, or any other person in control of the Caravan, must take all reasonable precaution to minimise damage to the Caravan and/or the Caravan's components/parts when you or they suspect a Mechanical Failure may have developed.

## 6. Taxation implications

The taxes and charges that apply to the Warranty will be shown on the Customer Contract & Declaration issued by us. The Per Claim Limit for each claim includes any GST payable for repairs and replacement.

## 7. Making a claim

- 7.1** Read the Warranty Contract to find out if your claim may be covered.
- 7.2** Contact Davantage (whose contact details are found under clause 12: Contact us) or call 1800 888 760 for the location of your nearest approved repairer.
- 7.3** The Warranty does not cover any repairs commenced without pre-approval from Davantage. An authorisation number must be issued by Davantage to the authorised repairer.
- 7.4** It is your responsibility to authorise and pay for any diagnosis necessary to determine if the problem falls within the terms of the Warranty. If the claim is authorised by Davantage, the reasonable cost of the diagnosis will be included in the claim (up to the appropriate claim limit).
- 7.5** After the problem has been diagnosed, the authorised repairer will contact Davantage, and provide your Warranty Contract number, a description of the problem, the repairs required, and the estimated cost of repairs. Davantage will consider your claim and the information provided by the authorised repairer. Davantage will consider repairing or replacing (or pay for the reasonable cost of) any Covered Components up to the Per Claim Limits stated in this document, and otherwise subject to the Exclusions, terms and conditions of this Warranty Contract.

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- 7.6** If Davantage authorises your claim, Davantage will issue the authorised repairer with an authorisation number, which will allow the authorised repairer to commence repairs.
- 7.7** To make a claim in respect of accommodation (clause 4.1) forward a copy of your paid tax invoice to Davantage, quoting the claim number relevant to the accommodation and the Warranty Contract number, ensuring your current address is provided. If approved, we will forward payment within fourteen (14) days.

## 8. When you're unable to claim under this Warranty

- 8.1** You may be ineligible to make a claim, or Davantage may decline a claim under the Warranty, if:
- a) you fail to minimise damage to the Caravan by continuing to use the Caravan when damage to any of the Caravan's Covered Components is suspected;
  - b) repairs are commenced or carried out without the express authority of Davantage;
  - c) you fail to provide proof of payment for services if required; or
  - d) you fail to comply with your obligations under the Warranty as specified in clause 5.
  - e) you have failed to service your vehicle in accordance with the manufacturer's requirements and the failure to service is directly attributable to the cause of your claims.
- 8.2** If upon assessment of your claim, Davantage discovers that you have provided false or misleading information material to Davantage's assessment of your claim or you are otherwise in breach of your obligations, you will be ineligible to claim for that specific repair or any faults while in breach of those obligations. If this happens, you will be responsible for the repair cost yourself, however, you will still be able to use our extensive network of approved repairers to ensure an efficient and cost effective repair process.
- 8.3** Any modification to the Caravan other than by the Manufacturer without ours or the Manufacturer's express permission will void this Warranty.

## 9. Exclusions from this Warranty

Under this Warranty Contract, we will not pay for repair or replacement in the following circumstances:

Any components NOT listed in Section 3;

- a) **abuse** - repair or replacement required due to misuse, neglect or abuse of the Caravan;
- b) **accident** - damage attributed to impact or road traffic accident;
- c) **certain uses** - damage to, or repairs of, a Caravan that has been caused by exceeding the manufacturer's operating limitations;
- d) **consequential loss** - any consequential loss or damage of any kind;

- e) **continued use** - any repairs required as a result of the continued operation of the Caravan once a defect or fault has occurred;
- f) **damage caused by** - towing with incorrect tyre pressure, incorrect towing equipment, overloading or incorrect weight distribution, use of incorrect electricity, gas or water supply.
- g) **disrupted plans** - any disrupted travel plans, accommodation or other associated costs whilst repairs are carried out to the Caravan in the event of an authorised claim. It is your responsibility to deliver the Caravan to the Authorised Repairer in the event of a claim.
- h) **faults and recalls** - failure caused by faulty design (common faults) or any expense arising from, or due to, the recall of the Caravan by the manufacturer;
- i) **fire** - repair or replacement for damage caused by fire;
- j) **maintenance** - Any parts that would normally be regarded as adjustments, servicing and/or maintenance related items;
- k) **modifications** - any failure as a result of alteration or modification to the manufacturer's specifications;
- l) **negligence** - any failure caused by negligence or misuse.
- m) **personal injury/property damage** - Any liability for death, bodily injury, or damage to property;
- n) **pre-existing defects** - defects existing at the time the Warranty came into effect;
- o) **rental** - if the Caravan is being used for the conveyance of passengers for hire or reward, rental, delivery or courier use, police or emergency vehicle, driver's instruction or tuition for reward;
- p) **rust/contamination** - failure caused by rust or corrosion of any kind;
- q) **submersion** - caravans that have been submersed in water;
- r) **theft** - the Warranty does not cover against theft;
- s) **unauthorised repairs** - any claims where you have not contacted Davantage prior to the commencement of any repairs where Davantage has not issued a work authorisation number.

The exclusions set out above do not affect any right or entitlement you may have under the ACL.

## 10. Cooling Off Period and Cancellation

Cooling Off Period

- 10.1** This Warranty Contract has a Cooling Off Period of 30 days from the purchase date of your Warranty.
- 10.2** During the Cooling Off Period you can cancel the Warranty Contract for any reason (such as if you change your mind and decide you do not want the Warranty Contract anymore) and also receive a full refund - on the condition that a claim has not been paid.
- 10.3** Outside of the Cooling Off Period, you can still cancel the Warranty Contract for a refund but only in limited circumstances (see "Cancellation" below).

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## Cancellation

- 10.4** You will not always be entitled to a refund if you cancel the Warranty Contract outside of the Cooling Off Period.
- 10.5** Under the Australian Consumer Law, you may be entitled to a refund outside of the Cooling Off Period if the Warranty is not fit for the purpose for which it has been sold to you or if the services provided under the Warranty are not delivered to you with due care and skill.
- 10.6** Under the terms of this Warranty Contract, for a cancellation fee of \$110 (including GST), you are entitled to a refund calculated on a pro rata basis if you cancel the Warranty Contract due to the Caravan having been stolen, Written Off, Repossessed or if the Caravan is traded into a Dealer. In order to receive the pro rata refund, you must provide Davantage with reasonable proof that the Caravan has been stolen, Written Off, Repossessed or Traded In at the same time that you advise Davantage in writing that you want to cancel the Warranty Contract, using the contact details in Section 10.9. An amount equal to any amount paid to you for a claim under the Warranty Contract will be deducted from the pro-rata refund.
- 10.7** Davantage may cancel the Warranty Contract or decline any claim if Davantage reasonably believes you, or a person acting on your behalf, fraudulently provides a false or misleading statement or information in relation to a claim, if the Caravan's odometer has been tampered with or is defective, or if the Caravan has at any time been used for rallying, racing, competitive driving or tested for any such events.
- 10.8** Nothing in this Section 10 excludes your right to a refund pursuant to the consumer guarantees under the Australian Consumer Law.

## Notifying Davantage

- 10.9** If you wish to cancel your Warranty Contract (regardless of whether the cancellation is during the Cooling Off Period or not), you must notify Davantage in writing at the following address:

Davantage  
PO Box 159,  
Traralgon, Victoria 3844

Or by email: [cancellations@nwc.com.au](mailto:cancellations@nwc.com.au)

## 11. Your privacy rights

- 11.1** Davantage is committed to protecting your privacy. Davantage collects your personal information to perform its business activities and functions, including administering your Warranty and assessing any claims you make. Davantage may disclose your personal information to its trading divisions, associated entities, related bodies corporate or to another person or organisation necessary for the performance of its functions and on confidential terms. Please contact Davantage if you do not wish this to happen. Davantage will not trade, rent or sell your information.
- 11.2** If you don't provide Davantage with complete information, Davantage cannot administer the Warranty. If you provide Davantage with personal information about anyone else,

Davantage relies on you to tell them that you will give Davantage their information, tell them who Davantage gives it to, the purposes for which Davantage will use it and how they can access and correct it. If the information is sensitive, Davantage relies on you to have obtained their consent on these matters.

- 11.3** Davantage's Privacy Policy contains important information about how it collects, holds, uses and discloses personal information. It explains what happens if we cannot collect your personal information, as well as how you can access and correct the personal information it holds about you, or make a complaint. It is available at [www.nwc.com.au](http://www.nwc.com.au). If you do not wish to receive promotional material from us, or would like a copy of our Privacy Policy, please contact Davantage.

## 12. Contact Us

For any questions about your warranty, please contact:

Davantage  
PO Box 159,  
Traralgon, Victoria 3844

Phone: 1800 888 760

Fax: 03 5177 4050

Email: [warranty@nwc.com.au](mailto:warranty@nwc.com.au)

Web: [www.nwc.com.au](http://www.nwc.com.au)

## Australian Consumer Law

### Summary of your relevant rights and remedies under the Australian Consumer Law

The Australian Consumer Law (ACL) protects consumers by automatically giving them basic, guaranteed rights for goods they purchase (Consumer Guarantees) at no charge. For example, the ACL requires that, taking account of the nature of goods, the price, any representations made by the supplier or manufacturer and other relevant circumstances, the goods must be free of defects, do what they are meant to do, be safe, durable and acceptable in appearance and finish, be fit for any particular purpose that the consumer makes known and comply with any description given or any demonstration model used.

In the event of a breach of a Consumer Guarantee where there is a major failure of the goods, consumers are entitled to reject the goods and choose a replacement or refund and claim compensation for any reasonable foreseeable loss or damage suffered by consumers as a result of the failure. Where the failure does not amount to a major failure, consumers are entitled to have the supplier repair or replace the goods or provide a refund (at the supplier's choice). Whether a specific failure breaches a Consumer Guarantee and a consumer is entitled to a remedy under the ACL will depend on the circumstances.

Consumer Guarantees have no set time limit but generally last for an amount of time that is reasonable to expect in the circumstances, given factors including the cost and quality of the goods, the use made of the goods or any representation made by the supplier or manufacturer. In some instances, manufacturers of goods provide a warranty in respect

of their goods (a **Manufacturer's Warranty**) which is separate to the Consumer Guarantees. The exact amount of time that the Consumer Guarantees last in the case of a specific purchase varies depending on the circumstances.

Consumers with a claim for breach of a Consumer Guarantee should contact the supplier of the goods at first instance. If you are unable to reach resolution with the supplier as to the remedy, you should seek independent advice and/or contact the Australian Competition and Consumer Commission (ACCC) (contact details below) or your state/territory fair trading body.

### Comparison of rights and remedies under the ACL and the features provided by Motorhome Warranty

The information below provides a summarised comparison of Consumer Guarantees and the protections offered by the purchase of Motorhome Warranty. Please note that this table is a summary only and is not a substitute for obtaining legal advice on the ACL and reading the full Terms and Conditions contained in this document, as certain limitations and exclusions apply in certain circumstances, including an exclusion if you fail to use the Motorhome in accordance with the manufacturer's care instructions or if the Motorhome is damaged in an accident.

In addition, you can visit [www.accc.gov.au](http://www.accc.gov.au) for more information on the Consumer Guarantees or information on how to contact the ACCC.

| Protection   | ACL rights and remedies   | Rights under Caravan Warranty  |
|--|---|--|
| How long does the protection against defects last? | <p>The protection lasts for a reasonable period from the date of delivery until the defect becomes apparent. Some circumstances in determining what is reasonable include the nature and age of the Caravan, the price, the way it is used and any statements or representations made about the Caravan.</p> <p>The duration of coverage may overlap and exceed the term of the Manufacturer's Warranty and/or Caravan Warranty.</p> <p>The relevant period can only be determined by reference to the individual circumstances of your purchase.</p> | Protection commences on the later of the date of delivery of the Caravan or the expiry of any Manufacturer's Warranty and continues for the term specified on the Customer Contract & Declaration.   |
| Am I protected if the Caravan is defective?        | Protection applies where the Caravan is not of "acceptable quality", "fit for purpose" or does not "match the description." Depending on the circumstances this may include protection against defects such as mechanical or electrical failure or faults caused by wear and tear.  | <p>Protection applies where there is Mechanical Failure in accordance with these Terms and Conditions, and subject to the Exclusions listed in clause 9.</p> <p>Mechanical Failures caused by wear and tear or the age of the components will be covered. Mechanical Failures due to negligence will not be covered.</p> |

## Australian Consumer Law

| Protection   | ACL rights and remedies   | Rights under Caravan Warranty  |
|--|---|--|
| What remedies are available if the Caravan is defective and protection is available? | <p>Where the fault is a major fault (as defined in the ACL) or cannot be remedied, you may be entitled to reject the Caravan and obtain a refund or replacement of the Caravan, or keep the Caravan and ask for compensation for any drop in value. You are responsible for returning the Caravan to the supplier (including the cost of doing so) unless this cannot be done without significant cost because of the nature of the failure or other characteristics of the Caravan.</p> <p>Where the fault is not a major fault and can be remedied, you may require the supplier to remedy the failure within a reasonable time. In these circumstances, the supplier is entitled to choose to repair or replace the goods or provide a refund.</p> <p>You may also be entitled (by legal proceedings against the Dealer or Manufacturer) to claim reasonably foreseeable consequential losses, such as in respect of the costs of car hire and accommodation. The ACL does not specify a maximum amount of loss that can be claimed.</p> | <p>In respect of a Mechanical Failure covered by the Warranty:</p> <ul style="list-style-type: none"> <li>• Repair or replacement of relevant components unless excluded by clause 9, up to certain monetary amounts.</li> <li>• Certain other benefits set out in clause 4, relating to accommodation and other benefits up to the monetary amounts set out in the terms and conditions.</li> </ul> |
| Who is obliged to provide the remedy if protection is available?                     | <p>Dealer (if seeking a repair, refund or replacement, or if you commence proceedings to claim damages).</p> <p>Manufacturer (for damages only).</p>  | Us, via Davantage – phone 1800 888 760.  |
| Cost of coverage.  | No cost.  | The cost of Caravan Warranty.  |
| Is a Technical Assistance Helpline available to help with my product?                | This is not required under the ACL, but some suppliers and manufacturers do provide a helpline.   | Yes, during the Term call Davantage on 1800 888 760.   |
| What happens if I receive a remedy for a defective Caravan?                          | Any replacement or repair will be covered for a reasonable period depending upon the circumstances in the same way as described above under the heading “How long does the protection against defects last?”  | Any authorized repairs carried out under the Warranty Contract will be covered for the remaining Warranty Term. There is no limit to the number of claims made under the Warranty Contract during the Warranty Term.   |

### Benefits of the Caravan Warranty

We appreciate that you may want the comfort of knowing that if your Caravan suffers Mechanical Failure, it will be covered for a specific time period.

When you purchase the Caravan Warranty, you are obtaining certainty as to the period of coverage and that the Covered Components will be repaired or replaced (subject to Per Claim Limits and Exclusions). Other benefits include:

- certainty as to the period and extent of cover;
- the convenience of having the replacement process managed for you by us via our warranty administrator Davantage;
- clear processes for making a claim for accommodation and other benefits; and
- the support of our warranty administrator Davantage.



# Service Advice Records

## Service Advice .1

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

1

## Service Advice .2

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

2

## Service Advice .3

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

3

## Service Advice .4

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

4

## Service Advice .5

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

5

## Service Advice .6

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

6

## Service Advice Records

### Service Advice .7

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

7

### Service Advice .8

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

8

### Service Advice .9

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

9

### Service Advice .10

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

10

### Service Advice .11

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

11

### Service Advice .12

**To the service provider/repairer:** In the best interests of your customer, please fill out all the information below.

Invoice /Job No: \_\_\_\_\_

Registration No: \_\_\_\_\_

Date: \_\_\_\_\_

REPAIRER/SERVICE CENTRE STAMP:

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