



Congratulations on purchasing your New Design Caravan!

INDEX

1. Warranty Policy
2. Warranty Terms
3. Warranty Inclusions & Exclusions
 - 3.1. Warranty Inclusions
 - 3.2. Warranty Exclusions
4. Chassis
5. Appliances
6. Customer Obligations
7. Off-Road Liability
8. Assessment
9. How to Proceed with a Claim

1. Warranty Policy

Prior to the delivery of your caravan, we have meticulously checked the componentry, structure and quality of our product in the form of a pre-delivery inspection. By completing this inspection regiment, we aim to eradicate any issues that may arise with our Australian made caravans. The purpose of the warranty is to protect you the consumer from manufacturing failures.

2. Warranty Terms

This 24 month manufacturer's warranty is an inclusion with the purchase of your caravan. The warranty commences from the purchase date of your caravan. This warranty is non-transferable, only the original purchaser is eligible to

Lodge a claim. OZ Classics Caravans (ABN 79 642 086 753) offers the 24-month warranty for your new New Design Caravan.

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.

3. Warranty Inclusions & Exclusions

3.1. Inclusions

This warranty includes any structural failure of the caravan made up of the following: Frame, Walls, Roof and Furniture. All electrical and plumbing works are completed by accredited trades people. These works are also covered under their own respective warranty policies and are the responsibility of the companies to rectify any defects or workmanship issues associated with their respective work.

3.2. Exclusions

Always subject to any overriding obligations pursuant from the Australian Consumer Law. Excluded from the warranty coverage are:

- Any alterations, fittings or modifications made to the caravan by anyone other than the original manufacturer.
- Failure or defect arising in the caravan as a result of a part fitted by anyone other than the original manufacturer.
- Failure to operate, maintain or care for your caravan in the correct manner. This includes failure to complete applicable servicing maintenance schedules as stated in the servicing, negligence, accidental damage.
- Damage caused by a modification carried out by anyone other than the original manufacturer.
- Off-Road use where the caravan has not been designed for (refer to off-road section for further information).
- Water ingress which is the result of a flood, water-crossing, hail, storm or pressure washing.
- Scratches, stone/paint chips, dints or surface rust caused by normal wear and tear.
- Any damage caused from overloading your caravan or filling tyres with incorrect tyre pressure.
- Any damage caused by improper adjustments or tampering.

- Any damage caused from weight being applied onto the roof. The roof is made from one-piece fibreglass and is not designed to walk on for example.
- Any damage caused from theft.
- Any damage caused from excessive speed or heavy impacts applied to the caravan.
- This warranty is only valid for the original purchaser, proof of purchase must be provided during the claims process.
- Any deterioration, fading or damage to the caravan due to exposure to elements and weather.
- Chassis and components included such as brakes, suspension and tyres. These items are subject to their own respective warranty policies for further information refer to the Roadrunner Chassis Pty Ltd warranty policy.
- Appliances such as microwaves, refrigerators, air-conditioners, CD/MP3 players, televisions, stoves, inverters, cooktops, rangehoods or other appliances fitted. These appliances may provide their own respective warranties.
- Any consequential loss, such as but not limited to inconveniences caused, indirect losses, opportunity losses, loss of time, travel disruptions, expenses for accommodation, fuel expenses, personal property losses, loss of earnings, loss of rent.
- Any alteration required by State or Commonwealth legislation, which has occurred after the purchase of the caravan.
- Consumable parts of the caravan that may require routine replacement.
- If the purchaser rents the caravan, uses the caravan for commercial purposes or permanently resides within the caravan.

4. Chassis

All chassis included with your New Design Caravan are manufactured by Roadrunner Chassis Pty Ltd (ABN 96 118 043 084). All Roadrunner Chassis are covered under a 5-year structural warranty.

Roadrunner Chassis utilise components from manufacturers such as AL-KO to fit suspensions, brakes, hitches, wheels, bearings, and tyres. The following components are covered under their own independent warranty policies.

- All Oz Trekker suspensions are covered under a 5-year structural warranty.
- All shockers are covered under a 2-year warranty.
- All brakes and bearings are covered under a 1-year warranty.
- All alloy wheels and tyres are covered under a 1-year warranty.
- All AL-KO ball hitches are covered under a 1-year warranty.
- All AL-KO Cross Country Suspension are covered under a 1-year warranty.
- All DO35 and DO45 hitches are covered under a 3-year warranty.

5. Appliances

In the event of an appliance issue please contact New Design Caravans directly for assistance with your claim. All appliances are covered under their own respective warranties, to ensure the correct supplier is contacted and purchase proof of the appliance can be provided, our warranty support team will assist you through the process.

Complied below is a list of applicable appliances. Please note this is not a complete list of all appliances that may be fitted to your New Design Caravan.

Fridge, TV/DVD Player, Air-Conditioner, Oven, Cooktop & Griller, Rangehood, Toilet, Hot Water Unit, Microwave, Inverter, Water Pump, Stereo, Slide-Out Kitchen, Fans, Washing Machine, Dryer, Battery Management System, Gas Heater, Diesel Heater.

6. Customer Obligation

As the owner of the caravan, you must oblige to the maintenance regiment stipulated in this warranty. If these guidelines are not followed and service records are not kept by the owner this could result in your warranty being classified as void.

7. Off-Road Liability

Warranties are designed to protect the consumer against manufacturing defects. Any damage caused from off roading your caravan will not be covered under the warranty. Our range of off-road caravans are designed and constructed to add strength and extra ground clearance, for limited use on unsealed roads.

The following items are not covered under the warranty:

- If the caravan has travelled on a four-wheel drive only track.
- The caravan is not permitted for use through any water level which meets or rises above the centre cap of any wheel on the caravan.
- If any water or any airborne particles e.g. dust compromises the caravan due to the limited ventilation available for appliances such as e.g. fridge, microwave, gas heaters, hot water unit. The prevention of water or airborne particles should be considered carefully before travelling off-road.
- Movement or damaged caused by dislodgment of appliances and fittings as a result of hard impacts, severely rutted roads, heavy landings or tracks.

8. Assessment

The assessment of any claim must be first approved by the dealer the caravan was purchased through prior to any warranty works being commenced. In the event of a warranty claim if found to be a manufacturing fault or defect a repair will be completed.

9. How to make a Claim

Cease using the caravan after first becoming aware of the defect, where the defect would be considered unsafe to use the caravan.

During the first 24 months of ownership please contact your dealer of purchase directly to assist with any warranty claim.

Please contact the dealer you purchased the caravan through to arrange a warranty claim.

Once contacted, our warranty department will review the claim. A determination will be made on whether a manufacturing defect has occurred and a response including an outcome will be communicated accordingly.