

Warranty Policy

IMPORTANT: WHEEL NUTS MUST BE CHECKED AND TENSIONED BETWEEN THE FIRST 50 KM - 100 KM

Regular maintenance of your camper trailer is required at 300km, 1000km and every 5000km thereafter. All nuts in the wheels, coupling, springs and axle nuts must be checked for tension. Wheel bearings must be checked and adjusted for correct tension. Please note; the correct tension must be applied to the wheel bearings as under or over tightening will result in damage to the axle and/or hubs. This is the customer/buyer/owner's responsibility and failure to do so will render the warranty VOID.

Offline Campers Pty Ltd agrees to warrant without charge, for a period of two (2) years (or twenty-four months) from the date of first purchase, any shortcomings in the original materials or manufacture of their product, five (5) years for the chassis and five (5) years for the Cruisemaster suspension. The 'date of first purchase' is considered to be the date of the customer/buyer/owner taking delivery of his or her new camper trailer from Offline Campers Pty Ltd, with all monies paid and accounts finalized, unless otherwise agreed upon by Offline Campers Pty Ltd.

The cost of parts and labour incurred in any rectification will be at the expense of Offline Campers Pty Ltd (providing that the customer/buyer/owner adheres to the conditions of making a claim as documented below) and will apply only to the original customer/buyer/owner. Offline Campers will not honour any warranty to any Goods which has changed ownership from the original Customer/buyer/owner.

Parts replacement under warranty: All parts must be returned to Offline Campers Pty Ltd or an authorised Dealer or service agent before replacement parts are dispatched to the customer/buyer/owner or the service agent/workshop/mechanic etc.

Making a claim during the warranty period: Prior to any warranty work commencing by an outside repairer, Offline Campers Pty Ltd must be made aware of any issue or complaint by the customer/buyer/owner in writing via email or post with detailed description including photos of the concerning areas. All warranty claims must be emailed to sam@offlinecampers.com.au or posted to Offline Campers, 1A, 180 Philip Highway, Elizabeth South SA 5112. After assessing the issue or complaint, Offline Campers Pty Ltd will inform the customer/buyer/owner of the most suitable solution and/or plan of action within 48 hours of receiving the initial claim. Failure to comply with these conditions may render the warranty VOID.

Warranty does NOT apply to the following:

- Defects considered by Offline Campers Pty Ltd to be beyond reasonable wear and tear.
- Any item as supplied by Offline Campers Pty Ltd as original equipment and which is covered by that original supplier's warranty only. This shall include:

*Refrigerators, stoves, ovens, microwaves, hot water systems, solar equipment, air conditioners, transformers, pumps, audio and visual appliances, toilets, awnings, and any other accessories or option which may be covered by that original manufacturer's warranty.

*tyres, brakes, axles, suspension, bumpers and spare wheels and brackets.

*Removing and refitting costs of same to enable the performance of repairs under those warranties.

The following are also excluded from this warranty policy:

- Any defect resulting from negligence, overloading, accident or other causes beyond our control.
- Any defect caused by installation of accessories etc. after dispatch from the Offline Campers Pty Ltd premises.
- Any defect caused by towing equipment not applicable to its design.
- Any consequential damage caused by usage after a fault has been recognised.
- Any accommodation or relocation expenses, loss of earnings, rents or any other costs incurred before or whilst repairs under this warranty take place.
- Any Offline Campers Pty Ltd camper trailer used commercially or for rental purposes are excluded.
- Any defect or consequential damage incurred from tampering or interference to any equipment by unauthorized persons.

Freight, transport and insurance are the responsibility of the customer/buyer/owner, as is the costs of dispatching service staff to site locations.

If any work under this warranty is required, the customer/buyer/owner must immediately contact their original point of purchase (as described above in 'Making a claim during the warranty period') or the nearest Offline Campers Pty Ltd dealership or approved service agent.

Please note that this warranty is only valid when repairs are carried out after an approved agent has been authorized by Offline Campers Pty Ltd to carry out such works.

In the event of a defect in material or workmanship covered by this warranty, Offline Campers Pty Ltd in its sole discretion will:

- Correct the defective work or replace the defective parts at an Offline Campers factory or at an Offline Campers Branch or dealer assigned by Offline Campers Pty Ltd.
- Or reimburse the First Purchaser by paying a sum not exceeding the price charged by Offline Campers for such work or part,
- Or provide for repair of the defective parts by an authorised Offline Campers service facility,
- Or supply a replacement part to the First Purchaser who will install it at their own expense.

Under no circumstances will Offline Campers Pty Ltd reimburse the customer/buyer/owner for any repairs without prior approval having been issued.

The above warranty policy by Offline Campers Pty Ltd is in addition to any rights provided under the Competition and Consumer Act 2010 (Cth) as amended and/or any Federal or State legislation.