

Warranty Registration Form

Please note: This form needs to be completed and returned by post* to validate your 12 Month Warranty.

1. Contact details (Purchaser)

Title: Mr Mrs Ms Miss

Full Name:

Telephone: Mobile:

E-mail:

Address:

State: Postcode:

2. Your Caravan details

Dealer:

Chassis No: Purchase Date:

Details:

Traveller Caravans collects, uses and discloses your personal information for the purpose of administering the warranty set out in this form and to contact you with updates and promotional information relating to Traveller Caravans. We may disclose your personal information to third parties, including our service providers, to the extent necessary to assist with our business operations. Your personal information may be disclosed overseas where we use a cloud hosted storage solution. We will not disclose your personal information overseas for any other purpose. If we cannot collect personal information from you, we may not be able to perform the activities listed above. Traveller Caravans' Privacy Policy contains information about how to access and seek correction of your personal information and how to lodge a complaint. It is available at www.traveller-caravans.com.au or can be obtained by contacting us using the details at the foot of this document. If you do not wish to receive marketing material from us, you may opt out by contacting us, or in the case of electronic messages, using the mechanism made available by that message.

*Please return your completed form via post to:

Traveller Caravans Pty Ltd ABN: 43 084 374 872
134 Metrolink Circuit, Campbellfield VIC 3061
tel: (03) 9303 7499
email: trav.car@bigpond.net.au
www.traveller-caravans.com.au

Warranty Conditions

Our goods come with guarantees 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.

This warranty gives benefits that are in addition to other rights and remedies under a law in relation to the goods to which this warranty relates.

1. Our warranty to you

Traveller Caravans warrants to the original purchaser that for a period of twelve months from the date of first purchase that all items of our manufacture are free from defects, subject to the following terms and conditions.

To honour this warranty, Traveller Caravans will ensure that any defect in an item of our manufacture will be repaired or replaced, without charge to you for parts or labour.

The option of repair or replacement of any defective items under this warranty will be at the discretion of Traveller Caravans.

2. Term of the warranty

The warranty applies to any defect in your Caravan which appears within the period:

- (a) commencing on the date of first purchase of your Caravan; and
- (b) terminating twelve months after commencement.

A claim under this warranty will only be considered if Traveller Caravans is notified of the claim during the warranty period.

This warranty is applicable to the original purchaser only and is not transferable.

3. How to make a claim

To make a claim under this warranty, please contact the Traveller Caravans Authorised Agent where your Caravan was first purchased, using the contact details found at www.traveller-caravans.com.au. If your Authorised Agent is unable to assist you (or you require further assistance), you can contact Traveller Caravans directly using the contact details found at the bottom of this document.

After contacting the Authorised Agent or Traveller Caravans, you may need to arrange for delivery of your Caravan to a repairer to have it fixed. When you book in with the repairer, please advise your repairer to include all your contact details on the quote they prepare to send to Traveller Caravans (including your email address) so that we can contact you if required. The repairer will then forward the quote along with any supporting photos to Traveller Caravans.

You will need to provide the following information to the Authorised Agent or Traveller Caravans at the time of making your warranty claim:

- (a) your contact details, including your name, address and telephone number;
- (b) the year and model of your Traveller Caravan;
- (c) the Chassis Number of your Traveller Caravan;
- (d) the date that your Caravan was purchased and name of the dealer that it was purchased from;
- (e) evidence of all previous work, including quotes and invoices, carried out on your Caravan (whether by Traveller Caravans or by a third party); and

- (f) details of your warranty claim, including as many photos as possible to demonstrate the issue with your Caravan.

Early lodgement of the Warranty Registration Form/Certificate will expedite the handling of a warranty claim. Please see www.traveller-caravans.com.au for further information.

You are responsible for all expenses associated with making a warranty claim.

4. Operation and maintenance responsibilities

You are responsible for properly operating your Caravan and maintaining your Caravan in a safe and roadworthy condition in accordance with any owner's manuals or instructions provided to you with your Traveller Caravan. Failure to do so may void this warranty.

5. What is not covered by this warranty

This warranty is limited to the correction of defects in materials or workmanship. The following items are not covered by this warranty:

- Any damage resulting from overloading, negligence, misuse or accident beyond the control of Traveller Caravans.
- Any damage resulting from use of the Caravan for towage when it was apparent to the purchaser or user, or would have been apparent to a reasonable user, that there was a defect in the Traveller Caravan.
- Any damage resulting from use of the Caravan when it was apparent to the purchaser or user, or would have been apparent to a reasonable user, that the Caravan required service.
- Any damage resulting from the installation or fitting of options or accessories after the Caravan has left the manufacturing premises of Traveller Caravans.
- Any damage resulting from normal wear, tear or deterioration due to exposure or resulting from natural causes.
- Any damage resulting from including environmental conditions such as acid rain, airborne fallout (chemicals, tree sap), stones, salt, sand, road hazards, hail, wind, storm, lightning, floods and other acts of God.
- Normal maintenance and service items, including any maintenance or service items described in the owner's manual.
- To the extent allowed by law, any work required due to changes in Local, State or Federal legislation which come into effect after manufacture of the Caravan.
- Any other expenses incurred by you, including incidental, special, consequential or exemplary damages, or economic loss (including, without limitation, payment for loss of use of the caravan, towing, lodging, car rentals, travel costs, accommodation expenses, loss of time,

disrupted travel plans, loss of earnings or rent, inconvenience, fuel, telephone or loss or damage to personal property).

- Appliances and components, including refrigerator, stove/oven, freezer, air conditioning, CD/DVD/MP3, television and any other appliances or components that are covered by a separate manufacturer's or suppliers warranty.
- Chassis, brakes or tyres.

For claims regarding items covered by separate warranties, please refer to the relevant manufacturer or agent for assistance.

You are responsible for any removal or reinstallation costs associated with repairs under an appliance or component manufacturer's warranty, unless otherwise stated in the relevant warranty.

6. Commercial use

This warranty is only applicable to personal use of the Caravan. Any commercial use or rental hire of the Caravan will render this warranty void.

7. Limitation of liability

This warranty does not affect any statutory rights of persons purchasing a Caravan and is in addition to any rights provided to the purchaser under the Competition and Consumer Act 2010 (Cth) (as amended) and any other relevant State or Federal legislation, but for those rights and any warranties set out separately in this document, Traveller Caravans gives no other warranty in respect of the Caravan, whether by Traveller Caravans or any of its Authorised Agents.

No agent, dealer or representative, or employee of any of those, is authorised to modify this warranty, or to assume for Traveller Caravans any responsibility or obligation, whether expressed or implied, verbally or written, except to refer to this warranty.

8. Miscellaneous

Traveller Caravans will not be responsible under this warranty to reimburse costs for any repairs performed by third parties without prior written consent from Traveller Caravans.

In the event of replacement, Traveller Caravans may provide an equivalent product that is currently available rather than a replacement of the original product.

Definitions

Traveller Caravans means Traveller Caravans Pty. Ltd. ACN 084 374 872.

Caravan means a vehicle manufactured by Traveller Caravans and purchased in Australia by you.

Authorised Agent means a person or company authorised by Traveller Caravans to sell Traveller Caravans' vehicles in Australia, as listed on the Traveller Caravans website at www.traveller-caravans.com.au.

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