

## SWAG CAMPER TRAILERS PTY LTD "SWAG"

### WARRANTY TERMS & CONDITIONS

**SWAG, is committed to supporting every unit we sell.**

**In addition to our warranties, all** Campers come with warranties that cannot be excluded under the Australian Consumer Law. **he** This Swag warranty does not limit or exclude consumer rights and remedies available under the Australian Consumer Law.

The information below refers to warranties offered by SWAG.

Please read all the information carefully.

Please retain your sales invoice for the product as this is proof of purchase and must be presented when making a warranty claim.

By purchasing from SWAG, you accept the Terms & Conditions of this warranty.

**(A) 1 Year Limited Manufacturer's Warranty.** All SWAG Camper Trailers are covered by a 1 Year Limited Manufacturer's Warranty from the original date of delivery.

**(B) 5 Year Structural Warranty.** All SWAG Camper Trailers are covered by a 5 Year Structural Warranty from the original date of delivery. This warranty covers the chassis (ONLY) for a period of 5 Years.

**(C) This Warranty Applies To.** The warranty applies to the original buyer and is not transferable. Once ownership passes from the original purchaser all warranties become null & void. The original purchaser shall not be eligible to make any claims on behalf of the new owners.

**(D) This 1 Year Limited Manufacturer's Does Not Cover Consumables.** Parts that are considered consumables are not covered by warranty. These include, but are not limited to, wheels, wheel bearings, tyres, zippers and vinyl products. SWAG may be able to supply spare consumables for sale, if required.

**(E) This Warranty Covers New Campers Only.** Campers sold as EX-Display or Demo will have a limited warranty, negotiated at the time of purchase. It is not offered for campers This warranty is not offered for campers purchased for the purpose of rental or commercial use or sold at auction, or sold as damaged or used products.

**(F) This Warranty Covers Factory Faults Only.** The warranty does not cover damage caused by any modification of design, accident or collision, misuse, abuse, incorrect assembly, or improper, irregular, or inadequate maintenance. The purchaser must follow the instructions, care and maintenance information provided by SWAG to ensure that the product performs to the purpose intended.

**(G) Warranty Assessment & Repairs.** Campers must be returned to our factory for any assessment or warranty work. Warranty is subject to our approval after inspection by

SWAG. Warranty does not cover wear and tear and does not include pickup, or delivery from our workshop.

**(H) This Warranty & Agents of SWAG** SWAG agents, suppliers, or resellers shall have no authority to authorise or deny warranty claims on behalf of SWAG.

**(I) This Warranty & Third-Party Repairers.** Any warranty work/s performed by a Third-Party Repairer must first be approved in writing by an Authorised Representative of SWAG.

**(J) This Warranty & Associated Costs.** Any transport, accommodation, towing or recovery costs arising from a warranty claim are the responsibility of the purchaser unless otherwise approved in writing by an Authorised Representative of SWAG.

**(K) Works Carried Out.** When carrying out warranty work, it will be at SWAG's discretion as to the extent of the repair/s or replacement parts.

**(L) This Warranty Does Not Cover Third-Party Appliances.** Appliances, parts and equipment supplied by SWAG via a third-party supplier (refrigerator, batteries, hot water unit) are not covered under this warranty. Third-party appliances, parts and equipment are covered by the manufacturer for the term offered under the manufacturer's warranty. SWAG will assist the purchaser to ensure the manufacturers warranties for all Appliances, parts and equipment included with the Camper at delivery, are obtained by the purchaser. If your warranty claim relates to a product supplied by SWAG via a third-party supplier, please refer to the individual product warranty from the manufacturer.

**(M) This Warranty Does Not Cover Damage Caused by Off-Road Use.** SWAG Camper Trailers, Hybrids & Caravans are not designed for tight, undulating, or extreme 4WD tracks that are unsuitable for trailers. Damage caused by off-road use will not be covered under this warranty.

**(N) Additional Items Not Covered Under Warranty Include.**

- Impacts or stone damage.
- Damage of fabrics and internal fitments from dust, water or other substances.
- Damage caused by or as the result of a hard impact or heavy landing.
- Damage caused by water crossings, weather events, damaged seals or leaks.
- Damage caused by collision, misuse, abuse, incorrect assembly, improper, irregular or inadequate maintenance.
- Rubber seals, Sikaflex, glue or trim seals.
- Any defect resulting from the fitting or installation of any accessories, options or other items after the camper has left the premises of SWAG Camper Trailers.
- Any consequential damages or repairs as a result of continued use after the defect has, or should have become apparent to the purchaser/user.
- Any transport, accommodation, towing, recovery or relocation costs.

- Any loss earnings, rents or other costs incurred before or while repairs under this warranty are being affected.
- Any rectifications or works required due to changes in Local, State or Federal Legislation which occurs after manufacture.

**(O) Camper Trailer Canvas.** Canvas is covered by a 12-month manufacturer's warranty. Please note that the manufacturer's warranty does not cover damages arising from negligence, wear and tear, or damage to zippers, flooring, mesh, stitching, seams, heat proofing, vinyl, velcro, or the repair of leaks if it is established that the tent has not been weathered correctly or has been overstretched during tent erection.

**(P) Return Policy.** Please choose carefully to make sure the model Camper, Hybrid or Off-Road Caravan suits you and your needs. Wrong selection, change of mind, minor variations in model, colour or specifications are not grounds for refund.