

WARRANTY POLICY 2024

BUSHWAKKA CAMPERS WARRANTY & SERVICE

Thank you for purchasing a Bushwakka Camper which we hope you will enjoy for many years to come. To demonstrate Bushwakka Camper's (**Bushwakka**) confidence in the quality and integrity of our product and provide you with peace of mind, Bushwakka offers a 1-year manufacturer's warranty and an additional 5 years NWC Warranty totalling to a 6-year Warranty on each new Bushwakka Camper sold (**Warranty**).

Bushwakka's Warranty allows you to enjoy your travels in your new Bushwakka Camper with the full confidence that you have purchased a top-quality Camper amongst the best in Australia.

The benefits contained in this Warranty are in addition to the consumer guarantees under the Australian Consumer Law. Under the Australian Consumer Law, you are entitled to a replacement or refund if there is a major failure and to compensation for reasonably foreseeable loss and damage. You are also entitled under the Australian Consumer Law to repair or replacement of your goods if they fail to be of acceptable quality and the failure does not amount to a major failure. Nothing in this Warranty is to be taken to exclude, modify or restrict any state or federal legislation applicable to the supply of goods and services, including the Australian Consumer Law, which cannot be excluded, modified or restricted.

Warranty

Bushwakka warrants to the original purchaser of every new Bushwakka Camper that, subject to the exclusions and limitations listed below, Bushwakka warrants structural build and assembly of the Bushwakka Camper carried out by Bushwakka are free from defects in materials and workmanship for a period of 1 years from the date of delivery under normal use and specified servicing requirements.

The Warranty is **not transferrable** to a subsequent purchaser of the Bushwakka Camper if it is sold by you during the Warranty Period, however warranty under NWC is transferrable, years 2-6 Note fees may apply.

Under this Warranty, if any part of your Bushwakka Camper is found by Bushwakka to be defective in material or workmanship during the Warranty Period, Bushwakka Campers will at its sole discretion:

1. replace or repair the Bushwakka Camper, or the defective part; or
2. cause the Bushwakka Camper, or the defective part, to be replaced or repaired by a qualified repairer, free of charge to you and within a reasonable time.

Where a part or component is found to be defective in material or workmanship during the Warranty Period, and an identical part or component is not available, Bushwakka reserves the right to replace that part or component with a part or component of similar quality, grade and composition.

How to make a Warranty claim

If you are satisfied that your claim is covered under this Warranty, contact Bushwakka at warranty@bushwakkacampers.com.au or 07 5515 7912, or the dealer from which you purchased your Bushwakka Camper.

Your warranty claim must be accompanied by:

1. proof of purchase;
2. full details, including photos of the alleged defect in material or workmanship;
3. service and maintenance records for your Bushwakka Camper; and
4. any other information relevant to assisting Bushwakka in considering your claim.

Once your claim has been lodged, you must, at your own cost and expense, deliver your Bushwakka Camper to Bushwakka or its authorised repair agent for inspection and testing.

If upon inspection and testing, Bushwakka determines that your Bushwakka Camper is free from any defect covered by this Warranty, it may at its sole discretion recover from you the cost and expense of such inspection and testing.

Limitations

Bushwakka's liability under this Warranty is limited to the cost of repairing or replacing your Bushwakka Camper or any defective part. Without the prior written consent of Bushwakka, no reimbursement will be made for repairs undertaken under this Warranty by repairers not authorised by Bushwakka.

Bushwakka makes no express warranties or representations other than those set out in this Warranty.

Exclusions

This Warranty shall not apply where the Bushwakka Camper has been:

1. repaired, altered or modified by someone other than Bushwakka or its authorised repair agent;
2. used for a purpose other than for which it was designed;
3. subject to misuse or neglect or overloading, involved in an accident or any other cause beyond the control of Bushwakka;
4. used for commercial or hire purposes;
5. towed by a vehicle other than a standard passenger vehicle (or standard 4WD);
6. subject to premature wear and tear when used for permanent living purposes.

The Warranty does not apply to:

1. damage or defects arising from accident, theft, or exposure to abnormal environmental conditions (including stone strike, windstorm, lightning, hail, temperature, humidity, pressure, stress or similar);
2. damage or defects arising from water ingress (including submersion in water), infestation (of animals, rodents or insects), rust or corrosion.
3. damage or defects arising from the use of unauthorised parts or accessories.
4. damage or defects arising from the failure to properly use, service and/or maintain the Bushwakka Camper in accordance with Bushwakka's instructions, recommendations and specifications (including maintenance schedules);
5. damage or defects arising from excessive speed or impact;
6. tears, punctures, shrinkage, softening or fading of fabric items such as canvas, canopies, windows, screenings, cushions, mattress and upholstery;
7. damage or defects caused to awnings, blinds or plywood finishes caused by condensation;
8. damage or defects caused by deterioration of sealants over time.

Components and appliances not manufactured by Bushwakka

Some components and appliances of your Bushwakka Camper are not manufactured by Bushwakka (including, but not limited to, couplings, refrigerators, stoves, air conditioners, radios and televisions).

These components and appliances are covered by individual manufacturer's warranties and are excluded under this Warranty. However, Bushwakka will at its sole discretion assist you in making a warranty claim to an individual manufacturer should it be necessary and use its best endeavours to pass on to you any benefit of a third-party manufacturer's warranty.

Components and appliances contact details:

Thetford Stove – Please Visit <https://www.thetford.com.au/support/>

Dometic Fridges / Aircon / Stoves – Please Visit <https://www.dometic.com/en-au/support>

Brassmonkey Fridges – Please Visit any RTA or Jaycar in your Area

Diesel Heaters, TVs and Radio – Please Visit <http://www.bushwakkacampers.com.au>

Off-Road policy

Bushwakka's range of off-road Campers are designed and manufactured to withstand Australia's tough conditions while keeping you in complete comfort. Bushwakka's off-road Campers have added strength, durability and ground clearance and are suitable for varying degrees of unsealed and off-road usage.

Bushwakka off-road Campers are built in accordance with Australian Design Rule Standards, including in respect of gas and electrical venting. Gas and electrical venting requirements and construction constraints limit the effectiveness of off-road Campers against dust and water penetration. Under no circumstances should Bushwakka's off-road Campers be exposed to water at, or above, body floor. As owner, it is your responsibility to ensure adequate air ventilation is maintained.

When travelling off-road, extra care and attention is required and Bushwakka strongly recommends travelling at a safe speed according to road and weather conditions. Tyre pressure is also particularly important when travelling off-road and must be adjusted accordingly.

Recommended tyre Pressures:

Corrugated/ Rock: 20 – 25PSI

Sand / Beach Driving: 15 -20 PSI

The following items, in addition to those above, are not covered under this Warranty for Bushwakka's off-road Campers:

1. impact or stone damage to body, chassis or running gear;
2. soiling or damage to fabrics items and internal fittings from dirt, dust or other airborne substances;
3. water damage due to creek crossings;
4. damage caused by use off-roads or tracks described above as unsuitable;
5. damage caused by the dislodgment of appliances and fittings as a consequence of hard impact or heavy landings on severely rutted roads or tracks.
6. damage caused by using high pressure washer directly to applied sealants and/or ventilation.

7. damage caused by using solvent and or chemicals to wash Camper and/or RV. Chemicals will affect long term durability and cause failure to surface shield protection, i.e powder coat and plastic of all components, aluminium cladding, aluminium and/or plastic windows, hatches and sealant adhesives.

Your Responsibility – maintenance and servicing

As the owner of a new Bushwakka Camper, you are responsible for regular and proper maintenance and servicing. This will help prevent defects from arising that are outside Bushwakka's control and are not covered by this Warranty. Failure to service and maintain the Bushwakka Camper as set out in the Service schedule may void this Warranty.

You must regularly maintain your Bushwakka Camper by, amongst other things, checking and maintaining adequate tyre pressure, greasing and tightening components, cleaning filters (such as in air conditioners and water pumps) and by maintaining, painting and rust-proofing painted and/or exposed surfaces.

You must also ensure your Bushwakka Camper is serviced by Bushwakka authorized agent, or the dealer from which you purchased it, at your cost. Service intervals must not exceed 12 months or 10000km (commencing from the date of delivery of your Bushwakka Camper) Please refer to Service schedule.

Maintaining regular and proper maintenance and service of your Bushwakka Camper will ensure your enjoyment of your new Bushwakka Camper for many years to come.

Please refer to the Warranty Terms and Conditions administered by Davantage Group Pty Ltd (National Warranty Company) NWC for the conditions of your Additional 5 year warranty.

Note Bushwakka reserves the right to make changes to this warranty without informing Customers, Updated policies will always be available on our website – www.bushwakkacampers.com.au