
Ezytrail Customer Complaints Policy

Our Commitment to You

At Ezytrail Caravans Pty. Ltd., we are committed to providing quality products and a positive customer experience.

We understand that from time to time, things may not go as expected. When this happens, we welcome the opportunity to understand your concerns and work with you toward an appropriate outcome.

This policy explains how you can raise a complaint with Ezytrail, what information we may require, and what you can expect throughout the complaint process.

How to Raise a Concern or Complaint

Where possible, concerns should first be raised with the Ezytrail team member or showroom involved so the matter can be addressed promptly at a local level.

Usual escalation pathway

Sales Consultant / Team Member > Assistant Manager > Branch Manager > Customer Experience Team > Customer Experience Manager

A customer does not need to repeat every step where the nature or seriousness of the matter requires earlier escalation. Ezytrail may refer a matter directly to Customer Experience or senior management at any stage where appropriate.

Contacting Ezytrail

You can contact Ezytrail via:

Email	customerservice@ezytrail.com.au
Phone	1300 399 875
Mail	Ezytrail Caravans Pty. Ltd., 226 Atlantic Drive, Keysborough VIC 3173
Online	Submit an enquiry through the Contact Us or feedback form on our website

Where possible, please include:

- Your full name and contact details
- Your caravan model, VIN and purchase details
- A clear description of your concern
- Relevant dates or previous correspondence
- Supporting photos, videos, service reports or other documentation
- The outcome you are seeking

Providing this information can help us assess your complaint more efficiently.

Complaints and Warranty Claims

A warranty claim and a formal customer complaint are not always the same.

Warranty claims relating to product faults, repairs or replacement parts will generally be managed through Ezytrail's warranty process. Where a customer remains dissatisfied with the handling or outcome of a warranty matter, or where broader customer service concerns have been raised, the matter may be escalated through the complaints process.

What Happens Next

1. Initial Handling and Branch Escalation

Where a concern is raised with a sales consultant or team member, they should first try to assist or refer the matter to the appropriate person. If the matter is not resolved, it should generally progress to the Assistant Manager and then the Branch Manager for review.

2. Acknowledgement

We aim to acknowledge formal complaints received by Customer Experience within 24-48 business hours. This acknowledgement confirms that the complaint has been received and does not necessarily mean that an assessment or outcome has been completed.

3. Assessment

Where a matter cannot be resolved at branch level, requires coordination across multiple departments, involves repeated concerns, significant dissatisfaction, safety, compliance, legal or regulatory issues, it may be referred to the Customer Experience Team.

Depending on the nature of the matter, Customer Experience may work with Warranty, Product, Quality, the relevant branch or senior management as part of the assessment.

4. Further Information or Inspection

To properly investigate your complaint, we may need further information or access to the caravan. This may include:

- Additional photos or videos
- Service or repair documentation
- An inspection by an Ezytrail representative or authorised repairer
- Technical testing or assessment
- Supplier or manufacturer input
- Access to the caravan to confirm the reported concern

We ask that customers provide reasonable assistance where an inspection or assessment is required.

5. Investigation and Resolution

We aim to resolve complaints as promptly as reasonably possible. Some matters may require technical assessment, inspection, testing, supplier input, availability of parts or consultation with other Ezytrail departments before an outcome can be reached.

Where further investigation is required, we will keep you informed of progress and provide an estimated timeframe for the next steps where possible.

6. Outcome

Once our assessment is complete, we will communicate the outcome of your complaint to you. Where appropriate, this will be provided in writing and may include the proposed next steps or resolution.

Keeping You Updated

We understand that communication is important while a complaint is being investigated. Where a matter cannot be resolved immediately, we aim to provide reasonable progress updates and advise you where further information or action is required.

Escalation to Customer Experience

The usual internal escalation pathway is:

1. Sales Consultant / Team Member - initial concern and first attempt to assist
2. Assistant Manager - first management escalation where the concern remains unresolved
3. Branch Manager - branch-level review and resolution
4. Customer Experience Team - escalation where the branch cannot resolve the matter or broader coordination is required
5. Customer Experience Manager - further review of serious, complex or unresolved matters

Ezytrail may escalate a matter at any stage where the nature or seriousness of the concern requires it, including matters involving safety, compliance, legal proceedings or regulatory involvement.

Our Quality and Compliance Commitment

Ezytrail takes product quality, customer safety and regulatory compliance seriously. Where appropriate, complaint investigations may result in:

- Further product or technical investigation
- Corrective action
- Process or training improvements
- Supplier review
- Product quality improvements
- Internal escalation

Feedback and Continuous Improvement

Customer feedback helps us identify opportunities to improve our products, services and internal processes. Complaint trends and recurring concerns are reviewed as part of Ezytrail's ongoing customer experience and quality improvement activities.

We appreciate customers taking the time to raise concerns and provide us with the opportunity to investigate them.