

WARRANTY TERMS & CONDITIONS

Warranty Overview

These Warranty Terms and Conditions set out Ezytrail's warranty process, including how warranty claims are assessed, where approved warranty work is carried out and the responsibilities of the caravan owner.

Ezytrail provides a 12-month manufacturer's warranty from the original date of purchase, subject to the terms, conditions and exclusions contained in this handbook.

Ezytrail off-road caravans, excluding the Winton Series, are covered by a lifetime structural warranty on the chassis and drawbar for fatigue only. The Winton Series chassis and drawbar are covered for 5 years from the original date of purchase.

As part of Ezytrail's standard warranty process, caravans are required to be returned to an Ezytrail dealership or other repair facility nominated by Ezytrail for warranty inspection, assessment and approved repairs, regardless of the customer's home or current location.

Distance from an Ezytrail dealership does not automatically entitle a customer to use a local or third-party repairer.

Any alternative repair arrangement will only be considered in special or exceptional circumstances and must be approved by Ezytrail in writing on a case-by-case basis.

Where Ezytrail accepts a claim under its manufacturer's warranty, Ezytrail will determine the appropriate assessment and repair process having regard to the nature of the concern and the work required.

Australian Consumer Law

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.

The Ezytrail manufacturer's warranty described in this handbook is provided in addition to any rights and remedies available under the Australian Consumer Law.

Where Warranty Work Is Carried Out

Ezytrail's standard warranty process requires caravans to be returned to an Ezytrail dealership or another repair facility nominated by Ezytrail for inspection, diagnosis, assessment and approved warranty repairs.

Customers should expect that their caravan may need to be returned to an Ezytrail dealership for warranty work regardless of the distance between their home or current location and the dealership.

Ezytrail's dealership locations are publicly available prior to purchase. Customers are responsible for considering the location of Ezytrail's dealership and service network when deciding to purchase an Ezytrail caravan.

Purchasing an Ezytrail caravan while living a significant distance from an Ezytrail dealership does not create an entitlement to have warranty work carried out by a repairer closer to the customer's home.

This includes circumstances where the nearest Ezytrail dealership is several hours away.

A customer's decision to purchase while residing a significant distance from an Ezytrail dealership, move or relocate after purchase, travel with the caravan, store the caravan at another location, or otherwise be located a significant distance from an Ezytrail dealership does not, by itself, require Ezytrail to authorise a local or third-party repairer.

Ezytrail may nominate the dealership or repair facility at which warranty assessment or repairs are to be undertaken. The nominated facility may not necessarily be the dealership from which the caravan was originally purchased.

Warranty Transport, Travel and Accommodation

The customer is responsible for delivering the caravan to, and collecting the caravan from, the Ezytrail dealership or repair facility nominated by Ezytrail.

The customer's responsibility to return the caravan applies even where significant travel is required.

Unless otherwise specifically agreed by Ezytrail in writing or required by law, Ezytrail does not cover or reimburse fuel, travel or accommodation expenses incurred by a customer in presenting or collecting a caravan for warranty assessment or repair under Ezytrail's manufacturer's warranty.

This includes, but is not limited to:

- Fuel
- Additional towing fuel
- Road tolls
- Travel expenses
- Accommodation
- Meals
- Caravan park or camping fees
- Flights
- Taxi, rideshare or public transport expenses
- Lost wages
- Annual leave or time away from work
- Hire vehicles
- Hire caravans
- Alternative accommodation

- Storage expenses
- Towing charges
- Vehicle or caravan transport costs
- Loss of use of the caravan
- Other incidental expenses associated with attending an Ezytrail dealership or nominated repair facility

The distance a customer is required to travel does not, by itself, create an entitlement to reimbursement of any of these costs.

Customers must not incur transport, towing, accommodation or other expenses on the assumption that Ezytrail will reimburse those costs.

Where Ezytrail has expressly agreed to contribute towards a particular expense, that approval must be provided in writing before the expense is incurred.

Where the reported fault means that the caravan cannot reasonably or safely be transported, the customer must contact Ezytrail before arranging towing, transport or third-party repairs so that the appropriate next steps can be considered.

Third-Party and Local Warranty Repairs

Ezytrail's standard warranty process is for warranty assessment and repairs to be undertaken through Ezytrail's dealership and authorised repair network.

Customers do not have an automatic entitlement to have warranty work carried out by a local or third-party repairer.

The distance between the customer's home, current location or travel destination and an Ezytrail dealership does not, by itself, constitute grounds for approval of a third-party or local repairer.

Ezytrail's dealership and service locations are publicly available prior to purchase. Customers should therefore take the location of Ezytrail's dealership network into account before purchasing an Ezytrail caravan.

A customer choosing to purchase an Ezytrail caravan while residing a significant distance from an Ezytrail dealership does not create an obligation on Ezytrail to establish or authorise an alternative local repair arrangement.

Similarly, if a customer subsequently moves, travels or permanently relocates further away from an Ezytrail dealership after purchase, this does not automatically entitle the customer to have warranty work carried out by a local repairer.

Ezytrail may consider the use of a third-party repairer only in special or exceptional circumstances and strictly on a case-by-case basis.

Living a significant distance from an Ezytrail dealership will not, on its own, be considered a special or exceptional circumstance.

When considering whether an alternative repair arrangement is appropriate, Ezytrail may consider:

- The nature and severity of the concern
- Whether the caravan can be safely transported

- The repair work required
- Whether Ezytrail needs to physically inspect or diagnose the caravan
- The availability and capability of Ezytrail dealerships
- Availability of an appropriately qualified third-party repairer
- The repairer's quotation and proposed scope of works
- Parts and technical requirements
- Previous repair attempts
- Any other circumstances relevant to the claim

Distance alone will not automatically qualify a customer for a local repair arrangement.

Where Ezytrail agrees to consider or approve a third-party repair:

- a) The customer must first obtain Ezytrail's written approval;
- b) No repair work is to commence before written authorisation has been provided by Ezytrail;
- c) Ezytrail may require photographs, video footage, diagnostic information, quotations, inspection or other supporting information before making a decision;
- d) Ezytrail may approve the whole repair, part of the repair, or a specified maximum amount;
- e) Ezytrail may nominate the repairer to be used;
- f) Ezytrail may require replacement parts to be supplied directly by Ezytrail;
- g) Only work expressly authorised by Ezytrail may be carried out on Ezytrail's behalf;
- h) Any additional or unauthorised work will remain the customer's responsibility unless otherwise agreed by Ezytrail in writing;
- i) Repairs arranged or authorised by the customer without Ezytrail's prior written approval are not automatically eligible for reimbursement; and
- j) Approval of a third-party repair on one occasion does not create an entitlement or precedent for any current or future warranty claim.

Ezytrail may require the caravan to be returned to an Ezytrail dealership or nominated repair facility at any stage of the warranty assessment or repair process.

Owner Responsibilities

To maintain eligibility under Ezytrail's manufacturer's warranty, the owner must exercise reasonable care when using, maintaining and storing the caravan.

The owner is responsible for:

- Following the maintenance and servicing requirements contained within this handbook
- Ensuring the caravan is appropriately stored and maintained
- Ceasing use of the caravan where continued use may cause further damage or create a safety risk
- Reporting warranty concerns within the applicable warranty period
- Providing reasonable evidence of the reported concern where requested

- Making the caravan available to Ezytrail for inspection, assessment and approved warranty repairs
 - Returning the caravan to an Ezytrail dealership or nominated repair facility where required
- Where a fault, failure or damage occurs, the caravan should not continue to be used where doing so may cause further damage or create a safety risk.

The caravan must be presented to an Ezytrail dealership or other repair facility nominated by Ezytrail where required for assessment or warranty repairs.

Warranty Procedures

Lodging a Warranty Claim

All warranty claims must be lodged by the customer through the Ezytrail online Warranty Claim Form unless otherwise directed by Ezytrail.

Warranty Period

Claims should be lodged within the applicable warranty period.

Evidence and Assessment

Customers are responsible for providing reasonable information and evidence regarding the reported concern.

This may include photographs, video footage, service records, proof of purchase or other information reasonably required by Ezytrail.

Providing photographs or video does not necessarily remove the requirement for the caravan to be physically inspected.

Ezytrail may require the caravan to be presented to an Ezytrail dealership or nominated repair facility before determining whether a concern is covered under Ezytrail's manufacturer's warranty.

Exclusions

Ezytrail's manufacturer's warranty does not cover damage, malfunction or failure resulting from normal wear and tear, misuse, neglect, accident, impact, incorrect use, unauthorised repairs, unauthorised modifications or failure to carry out appropriate maintenance.

Items generally not covered include:

- Wheel bearings
- Wheel alignment
- Light bulbs
- Filters
- Tyres
- Drainage hoses
- Brake pads
- General service or maintenance items
- Rust and corrosion arising from environmental exposure, use or inadequate maintenance

- Paint deterioration not attributable to a manufacturing defect
- Travel covers and straps
- Other consumable items

The warranty also does not cover damage arising from:

- a) Failure to carry out required maintenance or servicing;
- b) Abuse, neglect, misuse, modification, alteration or improper servicing;
- c) Use of unauthorised attachments;
- d) Lack of lubrication;
- e) Damage to stabiliser legs or jockey wheels caused by incorrect operation or failure to fully retract them before movement;
- f) Tampering with manufacturer-fitted safety devices;
- g) Excessive dirt, abrasives, salt water, moisture, corrosion, rust or inappropriate cleaning products;
- h) Incorrect or unsuitable storage;
- i) Improper setup;
- j) Repairs carried out without prior written approval where approval is required; or
- k) Continued use of the caravan after a fault, failure or operational problem has become apparent where continued use contributes to further damage.

Canvas Limited Warranty

Ezytrail provides a 12-month manufacturer's warranty for Ezytrail canvas products from the original date of purchase, subject to the terms and exclusions contained in this handbook.

Where a canvas claim is accepted under Ezytrail's manufacturer's warranty, Ezytrail will determine the appropriate repair or replacement process.

Warranty repairs must be carried out by Ezytrail or an authorised repairer unless otherwise approved by Ezytrail in writing.

General maintenance and consumable canvas items are not covered, including but not limited to:

- Zippers
- Mesh
- Aluminium poles
- Screens
- General wear components

The owner is responsible for appropriately maintaining, drying and storing canvas products.

The canvas warranty does not cover:

- a) Damage caused by storms, wind, rain or other weather events;
- b) Failure to adequately dry or air canvas after becoming wet;
- c) Mould, mildew or deterioration caused by damp storage;
- d) Natural fading or discolouration caused by ultraviolet light;

- e) Damage arising from incorrect setup, misuse, neglect or poor maintenance;
- f) Repairs or modifications carried out without prior written approval from Ezytrail where approval is required; or
- g) Continued use after a fault or damage has occurred where this contributes to further damage.

Factory Seconds, Ex-Demonstration and Damaged Goods

From time to time Ezytrail may sell products identified as Factory Seconds, Ex-Demonstration or Damaged Goods.

These products may contain cosmetic imperfections, previous use, minor damage or other defects that will be disclosed where known at the time of sale.

Customers purchasing a Factory Second, Ex-Demonstration or Damaged product acknowledge the disclosed condition of the product at the time of purchase.

Any faults or imperfections specifically disclosed and accepted at the time of purchase will not later be treated as defects for the purposes of Ezytrail's manufacturer's warranty.

There may also be minor cosmetic imperfections consistent with the product being an ex-demonstration, factory second or damaged item.

Any applicable rights under Australian law continue to apply.

Claims Validity

1. Ezytrail's manufacturer's warranty is provided to the original purchaser of the caravan.
2. The applicable warranty period commences from the original date of purchase.
3. Unless otherwise stated in writing by Ezytrail, the manufacturer's warranty applies to products sold as new.
4. Factory Seconds, Ex-Demonstration or Damaged Goods may have separate or modified manufacturer's warranty arrangements which will be communicated at the time of sale.
5. Ezytrail's manufacturer's warranty does not automatically transfer to subsequent owners.
6. Damage caused by unauthorised modifications, misuse, abuse, incorrect assembly, inadequate maintenance, accident or collision is not covered by Ezytrail's manufacturer's warranty.
7. Any manufacturer's warranty repair approved by Ezytrail must be performed by Ezytrail, an authorised Ezytrail dealership, an Ezytrail nominated repair facility, or another repairer specifically authorised by Ezytrail in writing.
8. Customers must not arrange repairs with a third-party repairer and expect reimbursement from Ezytrail unless written authorisation has been obtained before work commences.
9. The use of an external repairer will only be considered in special or exceptional circumstances and on a case-by-case basis.

10. Only authorised Ezytrail representatives may approve manufacturer's warranty claims or third-party warranty expenditure.
11. Ezytrail is not responsible for warranty commitments or representations made by unauthorised third parties, agents, contractors or resellers without Ezytrail's knowledge and written approval.

Shipping Damage

Shipping or freight damage should be reported as soon as reasonably possible after delivery.

Where damage is identified at the time of delivery, it should be noted with the carrier where applicable.

Where damage is discovered after delivery, Ezytrail may request:

1. Photographs of the damage;
2. Photographs of the packaging or surrounding area where relevant;
3. Details regarding the delivery circumstances; and
4. Any other information reasonably required to assess the damage.

Customers should report shipping or delivery damage promptly to assist Ezytrail in investigating the matter.

Make Contact

For questions relating to warranties or the warranty process, please contact your local Ezytrail dealership or email: customerservice@ezytrail.com.au

Warranty claims can be submitted through the Warranty Claim Form available on the Ezytrail website.