

Warranty Policy of Hilltop Caravans

Hilltop Caravans Pty Ltd warrants the original purchaser that for a period of 12 months from the purchase date the manufacture and assembly of the caravan carried out by Hilltop Caravans Pty Ltd will be free from defects in workmanship.

This warranty applies to the original purchaser and is not transferable to a subsequent customer if the caravan is sold by the original purchaser in the warranty period.

If a defect related to the manufacture and/or assembly of the caravan appears during the warranty period and Hilltop Caravans Pty Ltd finds the caravan to be defective, Hilltop Caravans Pty Ltd will in its sole discretion, either

- (a) Replace or repair the caravan or defective part of the caravan free of charge, or
- (b) Authorize the caravan or defective part of the caravan to be replaced or repaired by a qualified repairer free of charge.

Hilltop Caravans Pty Ltd reserves the right to replace defective parts of the caravan with parts of similar quality, grade and composition where an identical part or component is not available.

If a fault covered by this warranty occurs, the customer must first contact Hilltop Caravans Pty Ltd. Hilltop Caravans Pty Ltd will then, either agree to repair the defects at their factory or will authorize, in writing for a qualified repairer to carry out the work.

Any repairs/replacements which are carried out without/prior to written authorization from Hilltop Caravans Pty Ltd will immediately void this warranty and the customer will not be reimbursed by Hilltop Caravans Pty Ltd for these works.

Any warranty claim must be accompanied by;

- (a) Proof of purchase
- (b) Full details of the alleged defects as well as supporting photos if applicable
- (c) Appropriate documentation if applicable

The customer must make the Caravan available to Hilltop Caravans Pty Ltd or its authorized repairer for inspection and testing. If the inspection and testing finds no defect in the caravan which is covered by this warranty, the customer will be responsible for the costs of service work, evaluation and testing.

The customer must bear the cost of the transport of the caravan to and from Hilltop Caravans Pty Ltd or the authorized repair agent to make the warranty claim.

This warranty does not apply to the followings:

- Chassis, brakes, tyres and appliances which are not manufactured by Hilltop Caravans Pty Ltd. Please contact the relevant manufacturer as they may provide their own warranty. All warranties relating to appliances which have been provided to Hilltop Caravans Pty Ltd will be provided to the customer with the caravan.
 - Any defect resulting from overloading, extreme off road damage to off road models, normal wear and tear (including impact and stone damage), immersion of the caravan in water, misuse, negligence, accident or other defect caused beyond the direct control of Hilltop Caravans Pty Ltd.
 - Any defect resulting from the installation of any accessories or options after the caravan has left the premises of Hilltop Caravans Pty Ltd.
 - Any defect arisen due to the customer/user' failure to properly use and maintain the caravan in accordance with any of Hilltop Caravans Pty Ltd' or Dealers' instructions and recommendations.
 - Any consequential damages or repair work necessitated due to continued usage or towing after a defect has, or should have become apparent to the purchaser or user.
 - Any liability for consequential loss, such as but not limited to inconvenience, loss of use of your caravan, loss of time, disrupted travel plans, expenses for accommodation, petrol, telephone, loss or damage to personal property, loss of earning or rent are expressly excluded.
 - Deterioration/exposure to the elements or damage due to natural causes.
- goods fail to be of acceptable quality and the failure does not amount to a major failure"*

This warranty will not apply where:

- Hilltop Caravans Pty Ltd is not notified of an existing or alleged defect during the warranty period.
- The caravan has been or is being used for rental hire or commercial use.
- The caravan has been altered, modified or repaired by someone other than Hilltop Caravans Pty Ltd or authorized repairer.
- The alleged defect is within standard industry variances.

“Your 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 for compensation for any other 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”