



CUB CAMPERS PTY LTD

ABN 52 003 368 330
Dealer Licence MD17938
(02) 8838 8600

www.cubcampers.com.au

CARAVAN WARRANTY

Form No.(Vin Number of the Caravan)

The following information relates to warranties offered by Cub Campers. Please read these Terms carefully. Should you have any questions relating to this Warranty, please refer to our Web www.cubcampers.com.au or warranty link <https://cubcampers.com.au/warranty-claim/> for further details or phone us on (02) 8838 8600.

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 (Please refer to Limitations of Liability). 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.

VALIDITY OF CLAIMS

- Claims under this Warranty may only be made by the original purchaser. This Warranty commences on the original date of purchase and expires **12 months** after that date with the exception of items that are not covered by warranty or have an extended warranty.

12 month warranty:

1. Handbrake cable
2. Hitch
3. Jockey Wheel
4. Water tank*
5. Gas regulator

*Note customer is responsible for flushing out any water tanks supplied to ensure tanks are fit for use and water consumption. Cub will carry out a single flush but this may not be sufficient to guarantee all chemicals and debris is flushed out.

2 Year warranty:

1. Battery charging system/Management system
2. Water pump
3. Gas bottles
4. Gas struts
5. Sphere Batteries

3 Year warranty: Alko Shock absorbers

5 Year Warranty: Lithium Advanced Gold Batteries





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5 Year Structural warranty:

1. Suspension
2. Internal framework, panels and roof
3. Electrical wiring and plumbing
4. Axles, springs and couplings
5. Drawer slides and latches
6. Stone guard and Gas Box / excluding canvas mesh
7. Tool box and Fridge box
8. Mattress pocket spring
- 9.

Appliances and other inclusions not directly manufactured by Cub ie Microwave, Fridge, A/C, TV, Redarc TVMS will have the recommended manufacturer's warranty applied. Cub will take responsibility for managing any such matters directly with these manufactures unless otherwise directed by you as the customer.

This Warranty only applies to items sold as "new" (Please see our Web page for further details www.cubcampers.com.au or warranty link <https://cubcampers.com.au/warranty-claim/>)

ITEMS NOT COVERED UNDER THIS WARRANTY

- This Warranty does not cover:
 - Rust
 - Wheels and Tyres
 - Tyre pressure
 - Wheel nuts
 - Mattress covers
 - Paint
 - Stone chips
 - Travel Covers and Straps
 - General consumables (eg bearings, light bulbs etc)
 - Screens or blinds.
 - Damage due to incorrect use or handling
 - Transport or travel damage
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- This Warranty does not cover damage due to unauthorised modifications, misuse, abuse, incorrect use, improper or irregular maintenance, accident or collision. Without limiting the generality of this clause, some examples of circumstances that may cause damage not covered by warranty include:
 - Failing to have your caravan serviced as per the user manual recommendations.
 - Using your caravan in any environment it is not designed for i.e. partially submerging the caravan in water/mud will void your warranty.
 - The expected operational lifespan of your caravan assumes use as a holiday home, not as a primary residence. If you use your caravan as a primary residence, you will not be able to claim for the increased rate of wear and tear; and Exceeding the load limits for your caravan or camper will cause strain on parts of the vehicle (see our online warranty for further details).





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REMEDIES AND LIMITATION OF LIABILITY

- Repair work for approved warranty claims must be performed by Cub approved repairers prior to any works being carried out.
- Only Cub has the authority to approve any warranty claim. We shall not be liable, (in part or whole) for any warranties, express or implied, made by agents or resellers unless prior written agreement is given by us. Unauthorised claims are the responsibility of the agent or reseller (please refer to our online warranty document for full details).
- Except as otherwise required by law, we hold the right to nominate: a suitable repairer and replacement goods, or offer a refund (please see our online website for further details).
- If we accept a warranty claim arising from a major failure, or for which we cannot provide a remedy, you may be entitled to a refund for that product**
- You agree that, to the greatest extent permitted by law, we shall not be liable for consequential or special damages of any kind, including aggravated, punitive, or exemplary damages. Without limiting the generality of this clause, you agree that our liability shall be limited in all cases to the amount you paid for the products underlying a claim.

** Please refer to our website for further information.

LOGGING A CLAIM

- All claims should be raised as soon as reasonably possible after becoming aware of the issue to avoid further damage.
- All claims should be made in writing via our online warranty claim form or direct with your dealer.
- All claims will be assessed by Cub prior to approval.
- Cub will respond to all claims in writing.
- If a claim is approved you will be notified of the proposed corrective action. Your dealer will need to liaise with you regarding works to be carried out, location of works to be carried and proposed timing. It is important to note that proposed repair times are estimates only and may be impacted on many variables including but not limited to supply chain issues.
- If you act in any way which will prevent us from determining the true cause and extent of any claim, this will adversely affect the handling of your claim. As examples of such conduct:
 - If you arrange for repair works before we can assess a product, we may not be able to determine whether the repair works were covered by a warranty, or may not be able to provide the appropriate remedy after those works;
 - If you do not notify us of a claimable matter without delay, we will not be liable for damage caused by the delay, and we may not be able to determine the initial cause of the damage once time has aggravated it; and





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- If you refuse to allow us to access the product for the purposes of assessing a claim, we may reject the claim on the basis that we have insufficient information.

CONTACT

If you have any further questions relating to warranties or are unsure about any aspect of this document please contact us on the above number.

Please acknowledge that you have read and understood the above warranty limitations and claims process to commence your warranty period.

CUSTOMER NAME:

CUSTOMER SIGNATURE: Date:

SIGNED ON BEHALF OF CUB CAMPERS: Date:

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