



**ROAD
WARRIOR
CAMPERS**

Road Warrior Campers Trailer Warranty: December 2021.

V1.

TRAILER STRUCTURAL WARRANTY TERMS AND CONDITIONS

Please read the following document carefully. This document describes what is included in the Trailer Warranty, what is not covered by the warranty (either by reference to types of claims or the period of time during which an issue may arise) and the consumer's rights which apply under the Australian Consumer Law. By purchasing from us, you accept the terms and conditions of this warranty.

Definitions

Buyer means the customer detailed on the Invoice provided by Road Warrior Campers.

Goods means the Trailer and or Spare Parts jointly and separately.

Manufacturer means Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889).

Repairs means the repairs which are undertaken by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) for the Buyer.

Trailer means the trailer supplied by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) to the Buyer.

Warranty means the warranty provided by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) on the terms set out below.

Components equipment of fittings supplied that are not manufactured or imported by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889)

1. General

1.1. Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) ('Road Warrior Campers') gives this warranty in relation to its Trailers (Warranty).

1.2. Trailers purchased from Road Warrior Campers are warranted by us to be free from defects for the duration of the warranty period subject to these terms and conditions ('Terms').

1.3. The benefits provided to you by this warranty are in addition to other rights and remedies available to you under the law in relation to the supply of trailers. Our Trailers come with guarantees that cannot be excluded under the Australian Consumer Law ('ACL').

1.4. Any reference herein to "we", "our", or "us" means Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889). Any reference to "you" or "your" means you, as our customer ('Buyer').

2. Limited Warranty

2.1. Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) warrants to the original consumer purchaser that the Trailer supplied by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) will be free from manufacturing defects, under normal use, with reasonable care and maintenance for the warranty period set out in these Terms.

2.2. The warranty is limited to the first purchaser and it is not transferable. If the Trailer is sold or otherwise disposed of by the first purchaser, all warranties become null and void. The original purchaser shall not be eligible to make a warranty claim on behalf of the new owner of the trailer.

2.3. The liability of Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) under this Warranty is limited to the repair or replacement of the Trailer or defective part of the trailer or the cost of such repair or replacement in the discretion of Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) except as otherwise required by law.

2.4. To the fullest extent permissible at law, Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) liability for incidental and consequential damages, including, but not limited to, personal injury, physical damage, property damage, loss of use of your trailer, loss of time, loss of wages, towing expenses, inconvenience, legal costs or expenses and commercial loss resulting from the operation, maintenance, or use of your trailer is expressly excluded.

3. Warranty Coverage and Warranty Period

3.1 Items manufactured by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) that comprise the structural components of the Trailer are covered by the Warranty for a period of THREE (3) years from delivery of the Trailer, subject to, but not limited to, the following specifications and/or exceptions:

(a) the Welded aluminium chassis structure of the Trailer is covered by a Two (2) Year Warranty;

(b) all other parts of the Trailer, excluding the items in 3.1(a), are covered by a Two (2) Year Warranty;

(c) fixed parts including brakes (where fitted), electrical, lift frame and struts are all covered by a Two (2) Year On-Road Warranty;

(d) Some of the components supplied with your trailer are not manufactured or imported by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889). Instead, these components are separately warranted by their individual manufacturer or importer. This may also be the case for products or options that you have chosen or specified. Where this is the case for your trailer, Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) has placed copies of the applicable warranties and owner's manuals in your owners packet. Please take the time to read this material to ensure you are familiar with the components' operation, service procedures and warranty terms. The fittings and equipment that may be separately warranted could include, without limitation:

- Cooking appliances.
- AL-KO Suspension Components.
- Tyres.
- Refrigerators.
- Hot Water Service
- Roof tents and awnings
- Drawer system
- Battery and battery management system

These separately warranted components are not covered by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) warranty. However, Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) will assist you in making a warranty claim if you have difficulty with the manufacturer or importer.

Please note that the length of warranty periods for the separately warranted components and their terms may vary, depending on the item.

Subject to any rights you have at law which cannot be excluded, Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) assumes no responsibility for defects in workmanship or operation of separately warranted products for which you have been provided with separate warranty statements.

The below key contacts have been provided to assist you further:

ALKO International Pty Ltd

(03) 9767 3700

www.alko.com.au/contact-us

(e) Warranty for Trailers being used in a hire application or commercially is limited to a One (1) Year Warranty;

(f) Road Warrior Campers genuine parts and accessories are covered by a Two (2) Year Warranty:

(i) on your new Trailer at the time the Road Warrior Campers genuine part and/or accessory was delivered to you – Two (2) years from the date of delivery.

(ii) after your new Road Warrior Camper Trailer has been delivered to you – Two (2) years from the date of purchase; and

(g) tyres are not covered by the Trailer Warranty notwithstanding the manufacturer's warranty against faulty manufacture.

3.2. Unless otherwise specified, the warranties in this Trailer Warranty start on the day of delivery of your new Road Warrior Camper. *An amended warranty period and start date may apply to a Demonstrator or Loan Trailer.* It is the responsibility of the Road Warrior Camper Dealer to report the correct delivery date into Road Warrior Camper's systems.

3.3. Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) makes no other express or implied warranties and there are no other warranties which extend the description of this limited warranty.

3.4 The warranty shall terminate and be of no further effect after the applicable time period has elapsed.

4. How you can make a claim

4.1. This warranty is non-transferable and applies to the original purchaser only.

4.2. Any claim in relation to a warranty set out in this Trailer Warranty should be referred to an authorised Road Warrior Camper Dealer. All warranty defects must be reported to an authorised Road Warrior Camper Dealer as soon as possible and within a suitable timeframe.

(a) In order to claim under these warranties, a consumer must, at its own cost, present the Trailer to an authorised Road Warrior Camper Dealer and collect the trailer at their expense once notified by the Road Warrior Camper Dealer that the trailer is ready for collection. A list of all authorised Road Warrior Camper Dealers and their location and contact details may be found under our dealer page.

(b) You are responsible for maintaining all documentation required to produce a warranty claim for a Trailer. To make a warranty claim during the warranty period, you must validate ownership details, provide proof of purchase to an authorised Road Warrior Camper Dealer showing the date of purchase of the Trailer, provide a full description of the defect whether material, workmanship or structural integrity and whether it's for a major or a minor component of the Trailer.

(c) Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) reserves the right to inspect and test defective part(s) that are the subject of any claim under this Trailer Warranty for the purpose of determining the extent of any defect and the validity of such claim.

(d) The servicing or repair of your trailer by third parties that are not authorised Road Warrior Campers Dealers will not void your warranties, however, to the extent that any problem arises due to any third-party servicing or repairs, Road Warrior Campers reserves the right to request additional information about the work and servicing performed on your Trailer. Road Warrior Campers will not be liable for damages, defect or failure caused by having your Trailer serviced or repaired by third parties that are not authorised Road Warrior Campers Dealers.

(e) Subject to applicable laws, Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) reserves the right to deny or cancel all or a portion of the reimbursement and/or warranties given to you under this Trailer Warranty, at any time, in its sole discretion, should you present incomplete, insufficient, false and/or fraudulent claims and/or documents in relation to your claims under this Trailer Warranty.

4.2 To honour a valid claim made under the Trailer Warranty, we will either repair or replace the Trailer within the applicable warranty period free-of-charge or authorise the Trailer be replaced or repaired free-of-charge. Unless required by law, our maximum liability extends to the repair or replacement of the defective Trailer, or at our sole discretion, a full refund up to the maximum purchase price.

4.3 The Trailer Warranty does not provide for reimbursement or payment of incidental expenses or consequential damages. Any transport, towing or other incidental costs including any applicable insurance are your responsibility.

4.4 The Trailer Warranty is in addition to other rights and remedies which you have at law, including under the Australian Consumer Law (ACL). Your rights under the ACL are not affected by the expiry of any contractual warranty, including the Trailer Warranty.

5. Warranty Exclusions

5.1. The scope of this warranty is expressly limited to items actually constructed by Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889). Impact Import Group Pty Ltd T/a Road Warrior Campers (ABN 59 600 841 889) makes no warranty with

respect to any component parts constructed or assembled by other manufacturers. Such component parts may be warranted by their respective manufacturers and we will use reasonable efforts to pass on to you the benefit of any applicable third-party manufacturer warranties.

5.2. Where your claim does not fall under the term “defects from manufacture” it will not be covered by the Trailer Warranty. This includes claims in relation to:

Trailer Care:

Failure to maintain and care for your trailer including the paint and trim, wheel bearing servicing in accordance with Road Warrior Campers recommendations, including improper maintenance such as use of incorrect cleaning agents.

Damage:

Any defects resulting from overloading, accident, impact, fire, improper repairs or illegal use or malicious or accidental damage to your trailer (including damage by a third person). Offroad impacts from ledges, drops, corrugated paths, roads, tracks and beaches, other than normal road use.