



## **WARRANTY**

Goldstream RV warrants that, subject to the exclusions and limitations below, all parts of the manufacture or assembly of the Caravan carried out by Goldstream RV will be free from defects in materials and workmanship for a period of 12 months from date of purchase (“Warranty Period”).

This Warranty applies to the original Purchaser and is not transferable if the Caravan is sold by the original Purchaser during the Warranty Period.

If a defect covered by this Warranty appears, Goldstream RV will, in its sole discretion, either:

- (a) repair or replace the Caravan or defective part of the Caravan without charge for parts and labour incurred in the rectification; or
- (b) cause the Caravan or defective part of the Caravan to be repaired or replaced by an authorised Goldstream RV dealership (“Dealer”) without charge for parts and labour incurred in the rectification.

Goldstream RV reserves the right to replace defective parts of the Caravan with parts and components of similar quality, grade and composition where an identical part or component is not available.

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

## **WARRANTY CLAIM**

1. If work under this Warranty is required, the Purchaser should immediately contact the Dealer closest to where the Caravan is, the selling Dealer, or Goldstream RV at the address listed at the end of this Warranty Statement. Goldstream RV will not reimburse costs of

repairs performed by outside companies without prior consent from Goldstream RV.

Any Warranty claim must be accompanied by:

(a) proof of purchase;

(b) full details of the alleged defect and photographs if appropriate; and

(c) appropriate documentation (such as historical and maintenance records including all service invoices).

2. Subject to clause 5 of this Warranty Claims procedure, the Purchaser must make the Caravan or defective part of the Caravan available to Goldstream RV or the Dealer for inspection and testing. If such inspection and testing finds no defect in the Caravan, the Purchaser must pay Goldstream RV's usual costs of service work, evaluation and testing.
3. The Purchaser must bear the cost of the transport of the Caravan to and from Goldstream RV or the Dealer, and all insurance of the Caravan.
4. If the Purchaser requires service staff to attend 'on-site', the Purchaser will be charged costs in line with normal industry time and mileage charges.

## **EXCLUSIONS**

This Warranty does not cover the following:

- Chassis, brakes or tyres. For any claim please refer to the relevant manufacturer.
- Other items not manufactured by Goldstream RV including appliances such as refrigerators, stoves, microwave ovens, freezers, air conditioners, radios or radio/cassette/DVDs, televisions or other options, which may be covered by the respective manufacturer or supplier of that item. Removal and re-installation costs of such items to enable repair under that warranty are the responsibility of the Purchaser. Please refer to local agency for service.
- Defects resulting from overloading, misuse, negligence, accident or any other cause beyond the direct control of Goldstream RV.
- Defects resulting from the fitting or installation of any accessories or options such as air conditioners, annexes or other items after the Caravan has left the premises of Goldstream RV.

- Any rectification, modification or other work required due to alterations in Local, State or Federal legislation, which occurs after manufacture of Caravan.
- Any consequential damages or repair work necessitated due to the continued usage or towing after a defect has, or should have become apparent to the Purchaser.
- Defects resulting from the Purchaser's failure to properly use, operate and maintain the Caravan in accordance with Goldstream RV's instructions, recommendations or specifications including applicable maintenance schedules contained in this booklet.
- Defects resulting from subjecting the Caravan to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.
- Defects resulting from using unauthorised parts or accessories on or in relation to the Caravan.
- Defects resulting from using the Caravan other than for the purpose for which it was designed.
- Water damage caused by creek crossings, flooding and other similar conditions.
- Damage or defects caused by excessive speed, hard impact or use of the Caravan in unsuitable 4WD or off-road applications.
- Shrinkage, fading, punctures or tears to fabric items such as soft furnishings, mattresses and upholstery.
- Damage to surfaces and seals caused by after-treatments such as coatings, protectants and sealants.
- Normal wear and tear, deterioration due to exposure or damage due to natural causes.

Rental hire or commercial use of this Caravan will void this warranty.

This warranty does not apply to normal service and maintenance items. It is the responsibility and obligation of the Purchaser to service and maintain the Caravan in a safe and roadworthy condition. Failure to do so may void this warranty.

TO register this warranty please go to

<https://www.goldstreamrv.com.au/ownership/warranty/>