



Seascope Caravans  
Address: 12 Bancell street Campbellfield Victoria, 3061  
Email: warranty@Seascopecaravans.com  
Phone: 0431 028 088

## 3 YEAR MANUFACTURERS WARRANTY

Subject to the terms and conditions below, Seascope Caravans warrants the original purchaser ("Purchaser") that for a period of three years from the date of the first purchase ("Warranty Period"), any items of the caravan that are of Seascope Caravans' manufacture, will be free from defects in material and workmanship under normal use. The warranty may be transferred to a subsequent owner for the balance of the 3 year warranty period when authorised in writing by Seascope Caravans.

The original purchaser of the caravan may apply to transfer the rights of this warranty to another owner by making their application in writing. A comprehensive vehicle inspection report will be required to substantiate the condition of the caravan at the time of transfer. Any such report shall be at cost to and the responsibility of the original purchaser. The comprehensive vehicle inspection report can be obtained by contacting your nearest Seascope Caravans authorized dealer or agent, or via Seascope Caravans.

If a defect covered by this Warranty appears within 3 years of new caravan delivery, Seascope Caravans will, in its sole discretion, either repair or replace the item without charge for parts and labour incurred in that rectification.

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. Seascope Caravans reserves the right to make improvements or product changes or both, and is not obliged to provide original manufactured products for Warranty purposes. Where appropriate, a superseded original product will be replaced with a currently available product.

### WARRANTY CLAIM

If work under this Warranty is required, the Purchaser should immediately contact the nearest authorised Seascope Caravans dealership, or Seascope Caravans at the address listed above. Seascope Caravans will not normally reimburse costs of repairs performed by outside companies without the prior written consent of Seascope Caravans.

Any Warranty claim must be accompanied by:

- a) Proof of purchase
- b) Details of the Caravan (such as chassis number)
- c) Full details of the alleged defect
- d) Appropriate documentation (such as historical and maintenance records).

If requested, the Purchaser must provide photos of the alleged defect or allow Seascope Caravans or an authorised Seascope Caravans dealership to obtain photographs of the alleged defect, illustrating the alleged defect prior to repair.

The Purchaser must make the Caravan available, at the purchasers' cost and responsibility to Seascope Caravans or the authorised Seascope Caravans dealership for inspection and testing. If such inspection and testing find no

warrantable defect in the Caravan, the Purchaser must pay Seascope Caravans' or the authorised Seascope Caravans dealership the usual costs of service work, evaluation and testing.

The Purchaser must bear the cost of the transport of the Caravan to and from Seascope Caravans or the authorised Seascope Caravans dealership, and all insurance of the Caravan.

If the Purchaser makes a claim under this Warranty and has not completed and sent the Warranty Registration Certificate below to Seascope Caravans within 7 days from taking delivery of the caravan(s), then the repairs or handling of that claim may be delayed.

## **EXCLUSIONS**

This Warranty does not cover the following:

- Chassis, brakes or tyres. For any claim on these items please refer to the relevant manufacturer;
- Other items not manufactured by Seascope Caravans, including appliances such as refrigerators, stoves, microwave ovens, freezers, air conditioners, radios, televisions, batteries and charges or other options which may be covered by the respective manufacturer or supplier of that item. Removal or re-installation costs of such items to enable repairs under that warranty are the responsibility of the Purchaser. Please refer to local agency for service.
- Defects resulting from overloading, misuse, negligence, accident or other cause beyond the direct control of Seascope Caravans
- Alleged Defects that are within acceptable industry variances
- Defects resulting from the modification, fitting or installation of any accessories or options such as air conditioners, annexes, weight distribution and/or sway control systems or other items after the Caravan has left the premises of Seascope Caravans.
- Any rectification, modification or other work required due to alterations in local, State or Federal legislation, which occurs after manufacture of the 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 or user.
- Deterioration due to exposure or damage due to normal wear and tear, natural causes, storm, hail, extreme weather events or resulting from subjecting the Caravan to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar.
- Defects resulting from the Purchaser's failure to properly use, operate and maintain the Caravan in accordance with Seascope Caravans' instructions, recommendations or specifications including applicable maintenance schedules.
- Defects resulting from the use of unauthorised parts or accessories on or in relation to the Caravan
- Defects resulting from use of the Caravan other than for the purpose for which it was designed;
- Water damage caused by creek or river 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; or 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.

Please note that any claim under this Warranty must be notified to Seascope Caravans within a reasonable time (and in any event no more than 30 days) after the Purchaser first noticed or ought to reasonably to have noticed the issue or defect. If Seascope Caravans is not notified of the claim within a reasonable time of the Purchaser first noticing the issue or defect, Seascope Caravans may in its absolute discretion deny the claim and Seascope Caravans then has no liability under this Warranty. Rental, hire or commercial use of the Caravan will void this Warranty.

It is a term of this Warranty, that when works are completed under this Warranty, the Purchaser will limit any concerns that have about such works to Seascope Caravans only. The Purchaser also agrees to take no action which is intended, or would reasonably be expected, to harm the reputation of Seascope Caravans or its nominated dealers & agents; or would reasonably be expected to lead to unwanted or unfavourable publicity to Seascope Caravans.

### **SEMI OFF ROAD CARAVAN WARRANTY ADDITIONAL EXCLUSIONS**

Seascope Caravans range of semi off-road caravans and customer upgraded independent suspension touring caravans, have been designed and constructed to give added strength and ground clearance, for limited unsealed road usage. Gas venting regulations and other construction restraints limit the effectiveness of these caravans against dust and water penetration. Under no circumstances should these caravans be exposed to water crossings at, or above body floor level.

Seascope Caravans strongly recommend towing at a safe and legal speed according to travel conditions with extra care and attention required on uneven surfaces.

In addition to the previously listed Exclusion the following items for semi off-road caravans are not covered by Seascope Caravans semi off-road warranty

- Impact or stone damage to body, chassis or suspension
- Soiling of fabrics and internal fittings from dust, dirt and other airborne substances
- Movement or damage caused by dislodgment of appliances and fittings resulting from hard impact or heavy landings or severely rutted roads or tracks
- General damage arising from misuse
- The warranty does not extend to maintenance items which are the responsibility of the purchaser. For example, tyres, brakes, suspension, wearable items subject to movement and wear and tear from normal operation etc

### **DEALER'S RESPONSIBILITY**

It is the selling dealer's responsibility to ensure that the owner has complete understanding of the conditions of this warranty and the necessary documentation is completed in full. The dealer is responsible for the demonstration of the caravan and all its functional parts and appliances at the time of delivery to customer.

### **WARRANTY VALIDATION**

To validate this warranty for the period of 3 years, a first service must be carried out at the purchasers' cost and responsibility no later than 3 months from the date of delivery of the caravan from the dealer to the purchaser and should be performed by a suitable qualified or preferably authorised Seascope Caravans dealership or equivalent service agent.

A second service, at the purchasers' cost and responsibility no later than 12 months or 10,000klm from the date of delivery of the caravan from the dealer to the purchaser and every 12 months thereafter.

The owner will be liable for all service and maintenance costs incurred apart from warranty related parts and labour

## **LIMITATIONS**

Seascope Caravans makes no express warranties or representations other than set out in this Warranty. Seascope Caravans does not authorise any dealer, agent or representative to assume for it any responsibility or obligations, whether expressed or implied, verbally or in writing, except to refer to this Warranty. The repair or replacement of the Caravan or defective part of the Caravan is the absolute limit of Seascope Caravans' liability under this express Warranty.

## **OTHER LAWS**

The above Warranty is in addition to all other rights provided to the Purchaser under Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

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 for compensation for any reasonably foreseeable loss or damage. You are also entitled to have the good repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Any defect able to be repaired or replaced, where the outcome returns the item to pre defect condition and/or in line with industry standard repair procedures, where the item is covered by this warranty, and may require remedy, repair, rectification or replacement shall not constitute a major failure.