



## Lifestyle Camper Trailers Warranty

Lifestyle Camper Trailers Pty Ltd (ABN 64 119 005 604) trading as Lifestyle Camper Trailers (**LCT**) gives this Warranty in relation to its Caravans, HyperCampers and Camper Trailers.

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 Caravans, HyperCampers and Camper Trailers that cannot be excluded. Nothing in this Warranty is to be interpreted as excluding, restricting or modifying any such laws 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 compensation for any other reasonably 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.

### Section 1: What is covered by this Warranty

- 1.1. LCT warrants, subject to the exclusions and limitations below, that all parts of the manufacture and assembly of the Caravans, HyperCampers and Camper Trailers, carried out and manufactured by LCT, will be free from defects in material and workmanship at the time of manufacture (the Manufacturer's Warranty) for:
  - a) a period of 2 years (**Warranty Period**).
- 1.2. LCT warrants, subject to the exclusions and limitations below, that the chassis of the Caravans, HyperCampers and Camper Trailers, manufactured and assembled by LCT, will be free from any structural defects at the time of manufacture (the Structural Warranty) for:
  - b) a period of 5 years (**Warranty Period**).
- 1.3. LCT's Caravans, HyperCampers and Camper Trailers include equipment and fittings manufactured by third parties that may be subject to the individual manufacturer's warranty and are **not** covered by this Warranty (see Section 3.4 below).

### Section 2: Warranty Period

- 2.1 Your warranty period commences on the date that the Caravan, HyperCamper or Camper Trailer is first registered or put into service, whichever is earlier.
- 2.2 The warranty period is the period as stated in 1.1 and 1.2.

### Section 3: What is not covered by this Warranty

- 3.1. This Warranty **does not apply** to a Caravan, HyperCamper or Camper Trailer that:
  - a) has not been purchased from LCT or its authorised dealers or agents;
  - b) has been modified or changed without approval from LCT;
  - c) has had an accessory or option fitted to it by a person not authorised by LCT; or
- 3.2. This Warranty **does not apply** to damage caused by:
  - a) any customisation of the Caravan, HyperCamper or Camper Trailer;
  - b) the Caravan, HyperCamper or Camper Trailer being subjected to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, terrain, stress or similar;
  - c) unauthorised parts or accessories being used on or in relation to the Caravan, HyperCamper or Camper Trailer;



- d) alterations, tampering or improper repairs or servicing;
- e) the Caravan, HyperCamper or Camper Trailer being used after a defect became apparent or should have become apparent;
- f) any failure to use or maintain the Caravan, HyperCamper or Camper Trailer in accordance with:
  - i. LCT's instructions or recommendations; or
  - ii. the following guidelines:
    - A. maintenance and use:
      - I. you must use and maintain your Caravan, HyperCamper or Camper Trailer in accordance with the technical specifications, service guidelines and any other information supplied to you by LCT;
      - II. proper maintenance and use will guard against major repair expenses resulting from misuse, neglect or inadequate maintenance;
      - III. proper maintenance includes, but is not limited to, general servicing in accordance with LCT's instructions; suspension servicing; wheel bearing servicing and adjustment; checking tyre pressure; wheel alignment; general greasing and tightening of components; rust-proofing, painting and maintenance of painted surfaces and exposed surfaces;
    - B. service:
      - I. LCT products are often used in hostile environmental conditions and in these circumstances, it is essential that your Caravan, HyperCamper or Camper Trailer is serviced regularly and cleaned after use to ensure all metal, alloy, plated, unplated and plastic components, including painted surfaces, retain their expected condition;
      - II. you must ensure all maintenance and servicing required is performed within the instructed time period and recorded;
      - III. if service or repair work is required in a remote location, contact should first be made with LCT's service department to seek prior approval for any repairer you have sourced to perform the necessary repairs;
    - C. repair - if your Caravan, HyperCamper or Camper Trailer develops a defect or is in an accident or collision, you must not attempt to repair it yourself or engage a repairer (other than LCT or a service agent approved by LCT) to do so as this may cause damage that is not covered by this Warranty, and you must contact LCT as soon as possible after any of these events occur;
- g) any failure to load the Caravan, HyperCamper or Camper Trailer in accordance with the specified weights indicated on the VIN Plate (which for the Tare weights, it is important to note, are based on a standard configuration and fitment with no fluids, such that every item or accessory fitted to the Caravan, HyperCamper or Camper Trailer will increase the Tare weight and in turn, decrease the load carrying capacity);
- h) excessive speed;
- i) high loading conditions, failure to lower tyre pressure, hard impact, heavy landings, severely rutted roads or tracks (including any dislodgment of appliances or fittings caused as a result);
- j) repair, maintenance or service by a person not first approved by LCT;
- k) transit;
- l) normal wear and tear (including impact or stone damage);
- m) accident, theft or illegal use;
- n) stone chipping, fuel or liquid adhesion, chemical fallout, tree sap, salt, hail, windstorm, lightning or unusual environmental conditions, bird or animal excrement;
- o) improper wheel nut torque or hub imbalance;
- p) anything deposited into the toilet system other than human waste;



- q) the Caravan, HyperCamper or Camper Trailer being exposed to water at a level that is at or above the body floor level;
- r) creek crossings, flooding and other similar conditions;
- s) improper set-up or pull-down;
- t) a lack of cleaning or maintenance after use;
- u) extended periods of "live-in" use;
- v) environmental conditions, e.g. corrosion caused by salt water residue not being cleaned and maintained correctly;
- w) gas venting regulations and other construction restraints that limit the effectiveness of the Caravan, HyperCamper or Camper Trailer against dust and water penetration; or
- x) any form of misuse.

3.3. This Warranty **does not apply** to:

- a) batteries;
- b) wheel alignment (as this can be affected by hard impact, surface terrain or abuse which is out of LCT's control);
- c) improper wheel nut torque or hub imbalance;
- d) normal maintenance or wear and tear (e.g. failure of wheel bearings due to water ingress or lack of maintenance);
- e) the aesthetics of galvanising, coating and protectant treatments used;
- f) mattresses, canvas, window screening and cushion covers, which are not warranted against tears, fading, dust, soiling and shrinkage;
- g) zips and related fittings;
- h) canvas, PVC, awnings and tents including, but not limited to, rips and tears, or the effects of condensation being left untreated; or
- i) broken or bent tent poles, gas struts, latches and bows.

3.4. LCT's Caravans, HyperCampers and Camper Trailers include equipment and fittings that are not manufactured by LCT, and they are **not** covered by this Warranty. They may be separately warranted by their respective manufacturer against defects, and the length of any applicable warranty may vary depending on the item. LCT will use its reasonable endeavours to pass on to you the benefit of any applicable third-party manufacturer's warranties.

#### **Section 4: Warranty is not transferable**

4.1 This Warranty applies to the original owner of the Caravan, HyperCamper or Camper Trailer only, and is not transferable to a subsequent owner unless otherwise agreed by LCT in writing.

#### **Section 5: What you must do to be entitled to make a claim under this Warranty**

5.1. If a defect, either in material, workmanship or structural integrity, becomes apparent in LCT's manufacture or assembly of the Caravan, HyperCamper or Camper Trailer within the Warranty Period, you must:

- a) cease using the Caravan, HyperCamper or Camper Trailer (unless otherwise agreed in writing with LCT);
- b) contact LCT immediately to inform LCT of the defect;
- c) act in accordance with any reasonable instructions and directions given by LCT with respect to the defect; and
- d) submit a claim under this Warranty in accordance with Section 6 below.



## Section 6: What you must do to make a valid claim under this Warranty

- 6.1. If a defect with your Caravan, HyperCamper or Camper Trailer covered by this Warranty (Manufacturer's Warranty and Structural Warranty) becomes apparent, you must give to LCT in writing the following:
- full details of the defect, whether material, workmanship or structural integrity;
  - any other relevant documentation or any documentation requested by LCT (e.g. historical maintenance records).
- 6.2. You must make the Caravan, HyperCamper or Camper Trailer available for inspection and testing, at LCT's sole discretion, either:
- at LCT's Brisbane facility; or
  - at one of LCT's authorised Dealers/Agents: or
  - a third-party repair agent's facility (first approved by LCT).
- 6.3. With respect to any claim made under this Warranty, you must pay:
- all costs associated with the transport of the Caravan, HyperCamper or Camper Trailer to and from LCT or any approved repair agent (including all applicable insurance);
  - where you request an onsite repair, any applicable service call fee; and
  - if LCT's inspections and testing cannot locate any defect in the Caravan, HyperCamper or Camper Trailer, LCT's usual costs for that service work, evaluation and testing.
- 6.4. No person (other than LCT) is authorised to vary the terms of this Warranty or to make any representation or warranty concerning LCT's products.

## Section 7: How will LCT honour a valid claim made under this Warranty

- 7.1. If a defect appears in LCT's manufacture or assembly of the Caravan, HyperCamper or Camper Trailer within the Warranty Period and LCT finds that the Caravan, HyperCamper or Camper Trailer is defective in materials, workmanship or structural integrity, LCT will, at its sole discretion, either:
- replace or repair the Caravan, HyperCamper or Camper Trailer or the defective part of the Caravan, HyperCamper or Camper Trailer free-of-charge; or
  - authorise the Caravan, HyperCamper or Camper Trailer or defective part of the Caravan, HyperCamper or Camper Trailer to be replaced or repaired by a qualified repairer free-of-charge.
- 7.2. Warranty repairs shall only be carried out by:
- LCT; or
  - when directed by LCT, an approved third-party repair and service agent,
- and within a reasonable time of the Caravan, HyperCamper or Camper Trailer being delivered for inspection and testing.
- 7.3. LCT reserves the right to:
- take ownership of all replaced parts of the Caravan, HyperCamper or Camper Trailer;
  - replace defective parts of the Caravan, HyperCamper or Camper Trailer with:
    - parts and components of similar quality, grade, function and composition where an identical part or component is not available; or
    - refurbished parts and components of the same type.
- 7.4. LCT will not reimburse you for any payments made for work done or replaced parts performed by unauthorised repairers without LCT's prior written consent.



## Section 8: LCT's contact details

8.1 This Warranty is given by Lifestyle Camper Trailers Pty Ltd (ABN 64 119 005 604) trading as Lifestyle Camper Trailers.

LCT can be contacted for the purposes of this Warranty as follows:

Business address: [7 Monte Street, Slacks Creek, Brisbane, Qld, 4127.](#)

Phone: [\(07\) 3208 8350](tel:(07)32088350)

Email: [info@lifestylecampertrailers.com.au](mailto:info@lifestylecampertrailers.com.au)