

Warranty Policy

Warranty Policy IMPORTANT: WHEEL NUTS MUST BE INSPECTED AND ADJUSTED BETWEEN THE INITIAL 50 KM - 100 KM

To ensure the optimal performance and longevity of your camper trailer, regular maintenance is essential. We recommend inspecting your camper trailer at the 300km mark and subsequently every 5000km. During these inspections, it is imperative to check the tension of all nuts in the wheels, coupling, springs, and axle nuts. Additionally, proper attention should be given to wheel bearings to ensure they are correctly tensioned. Please be mindful that the correct tension is critical, as over-tightening or under-tightening may lead to damage to the axle and/or hubs. This responsibility lies with the customer/buyer/owner and failing to do so will void the warranty.

Pod Camper Sales pledges to provide warranty coverage, free of charge, for a period of eighteen months starting from the initial purchase date. The "date of first purchase" is considered the day the customer/buyer/owner receives their new slide-on camper/camper from Pod Camper Sales, with all financial obligations settled unless otherwise arranged with Pod Camper Sales.

Any costs associated with parts and labour for any necessary repairs are covered by Pod Camper Sales, provided that the customer/buyer/owner adheres to the conditions for filing a claim as outlined below. This warranty is exclusively applicable to the original customer/buyer/owner and does not extend to any goods that have changed ownership.

Replacement parts under warranty: Prior to dispatching replacement parts to the customer/buyer/owner or service

agent/workshop/mechanic, all original parts must be returned to Pod Camper Sales or an authorized dealer.

Filing a claim during the warranty period: Before seeking warranty work from an external repairer, the customer/buyer/owner must inform Pod Camper Sales in writing through email or post, detailing the issue or complaint, and providing photographs of the affected areas. All warranty claims should be sent to info@podcampersales.com.au. Following the evaluation of the issue or complaint, Pod Camper Sales will communicate a suitable solution and/or plan of action within 48 hours of receiving the initial claim. Non-compliance with these terms may nullify the warranty.

The warranty does NOT cover the following:

- Defects that Pod Camper Sales deems beyond reasonable wear and tear.
- Any items supplied by Pod Camper Sales as original equipment, covered by the original supplier's warranty.
- Components such as refrigerators, stoves, ovens, microwaves, hot water systems, solar equipment, air conditioners, transformers, pumps, audio and visual appliances, toilets, awnings, and other accessories or options protected by the original manufacturer's warranty.
- Items such as tires, brakes, axles, suspension, bumpers, spare wheels, and brackets.
- Costs associated with removing and refitting these items for repair under their respective warranties.

Additionally, the warranty policy excludes the following:

- Defects resulting from negligence, overloading, accidents, or other causes beyond Pod Camper Sales' control.
- Defects caused by the installation of accessories after the camper trailer's dispatch from Pod Camper Sales.
- Defects resulting from the use of towing equipment not designed for the camper trailer.

- Any consequential damages arising from usage after a fault has been recognized.
- Any costs incurred before or during repairs under this warranty, such as accommodation or relocation expenses, loss of earnings, rents, or any other expenses.
- Camper trailers used commercially or for rental purposes.
- Defects or consequential damage from unauthorized tampering or interference with equipment.

The responsibility for freight, transport, and insurance rests with the customer/buyer/owner, as do the costs of dispatching service staff to on-site locations.

Should any work covered by this warranty be necessary, the customer/buyer/owner must promptly contact the original point of purchase or the nearest Pod Camper Sales dealership or approved service agent (as outlined in 'Filing a claim during the warranty period'). It is crucial to note that this warranty is only valid when repairs are carried out by an authorized agent as approved by Pod Camper Sales.

In the event of a defect in material or workmanship covered by this warranty, Pod Camper Sales, at its discretion, will:

- Correct the defective work or replace the defective parts at a Pod Camper Sales factory, branch, or dealer designated by Pod Camper Sales.
- Reimburse the First Purchaser with a sum not exceeding Pod Camper Sales' charge for such work or part.
- Provide for the repair of defective parts by an authorized Pod Camper Sales service facility.
- Supply a replacement part to the First Purchaser, who will install it at their own expense.

Under no circumstances will Pod Camper Sales reimburse the customer/buyer/owner for any repairs without prior approval.

This warranty policy by Pod Camper Sales complements any rights provided under the Trade Practices Act 1974, as amended, and/or any Federal or State legislation.