WONDERLAND RV WARRANTY

WARRANTY

Meridian Caravans Pty Ltd Trading as Wonderland RV (ABN 78 143 515 084) ("Wonderland RV") provides the following warranty in relation to caravans it manufactures ("Caravan"). Wonderland RV may amend, replace or withdraw the warranty or warranties it offers from time to time. This warranty will apply to a purchase if it is published on the Wonderland RV website as the applicable warranty at the time of the purchase.

The benefits of this warranty are in addition to any rights and remedies imposed by 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.

Wonderland RV provides the original customer a three (3) year warranty from the date of purchase ("Warranty Period") that the Caravan's structure, and the workmanship and materials used by Wonderland RV in building the Caravan and installing its fittings, will be free from defects. Components that Wonderland RV does not manufacture, such as the chassis, axles, wheels and couplings, are covered by their own manufacturers' warranties (see Supplied Components below).

This warranty is not transferable to a subsequent customer if the Caravan is sold by the original customer ("Purchaser") during the Warranty Period.

If a defect appears in Wonderland RV's manufacture or assembly of the Caravan before the end of the Warranty Period and Wonderland RV finds the Caravan to be defective in workmanship, materials or structure, Wonderland RV will, at its option and subject to the Purchaser's rights under the Australian Consumer Law:

- repair the Caravan or the defective part of the Caravan free of charge by Wonderland RV or an authorised repairer; or
- replace the Caravan with a new caravan of the nearest current equivalent model; or
- refund the purchase price of the Caravan where required under Australian Consumer Law or otherwise agreed by Wonderland RV. For minor defects that can be remedied, Wonderland RV is entitled to a reasonable opportunity to repair the defect within a reasonable time before a refund is available. The Purchaser must accept a free repair if Wonderland RV offers one for a minor defect, and Wonderland RV may make further repairs within a reasonable time unless the defects together amount to a major failure. This does not limit the Purchaser's right to choose a refund or replacement for a major failure under Australian Consumer Law.

Wonderland RV reserves the right to replace the defective parts of the Caravan with parts and components of similar quality, grade and composition where an identical part or component is not available. Refurbished parts or goods may be used to repair the parts or goods.

Unless the Purchaser has prior written consent from Wonderland RV, under the Warranty, Wonderland RV will not reimburse the Purchaser for repairs undertaken by an unauthorised repairer.

WARRANTY PROCESS

a. When a defect is identified, the Purchaser must contact the Dealer where the Caravan was purchased from as soon as practicable (preferably within 5 days). Then, either the Dealer or Purchaser must submit the online Warranty Claim Request Form for approval. In situations where the Dealer is not contactable, the Purchaser can lodge a claim using our Warranty Claim Form or by emailing service@wonderlandrv.com.au. The warranty team at Wonderland RV will guide the customer with the claim. The claim must be approved by Wonderland RV prior to making a booking with a caravan repair centre.

b. The Purchaser must make the Caravan available to Wonderland RV or its authorised repair agent for inspection and testing. If such inspection and testing find no defect in the Caravan, the Purchaser may be liable for the usual costs of service work, evaluation and testing, as well as a call out fee.

c. The Purchaser must bear the transport costs of the Caravan to and from the authorised repair agent, and all insurance of the Caravan.

Wonderland RV will endeavour to perform repairs in an efficient and timely manner and whenever possible communicate updates to the Purchaser but, to the extent permitted by law, will not be liable for any loss or

damage caused by delays in repairs. It is at Wonderland RV's discretion to keep the caravan with the authorised repair agent or dealer for as long as it is required to repair the Caravan.

WITHOUT AFFECTING THE APPLICATION OF STATE AND FEDERAL LEGISLATION, THIS WARRANTY WILL NOT APPLY IN CERTAIN CIRCUMSTANCES, INCLUDING WHERE THE CARAVAN HAS BEEN:

- used for a purpose other than which it was designed, being recreational use;
- used for commercial purposes;
- in an accident;
- towed by an unsuitable vehicle;
- repaired, altered or modified by someone without approval from Wonderland RV or an authorised agent;
- not used and maintained in accordance with any of Wonderland RV's, or the Dealers', instructions, recommendations and specifications, such as applicable maintenance schedules (including those set out in the Owner's Manual);
- towed through water features exposing the floor of the Caravan to water damage; or
- overloaded.

TO THE EXTENT PERMITTED BY LAW, THE WARRANTY WILL ALSO NOT EXTEND TO:

- wear and tear when the caravan has been used for permanent living purposes;
- tears, punctures, and fading to fabric items, the aesthetics of galvanising, coating and protectant treatments used; hard impact or stone damage to the caravan;
- use of the caravan in abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress, storm, or similar or other acts of Nature;
- mattresses, window screenings and cushion covers, which are not warranted against tears, fading, soiling and shrinkage;
- defects arising due to abuse, misuse, neglect, excessive speed, failure to lower tyre pressure or accidental damage or other causes beyond the direct control of Wonderland RV;
- any rectification 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 continued usage or towing after a defect has, or should have, become apparent to the Purchaser; or
- any accommodation or re-location expenses including fuel/freight, loss of earnings, or other costs incurred before or whilst repairs under this warranty are being effected.

OFF ROAD POLICY

Wonderland RV 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.

We strongly recommend towing at safe speeds according to travel conditions, the lowering of tyre pressure as required and driving with extra care and attention on uneven surfaces avoiding hard impact or heavy landings. Wonderland RV caravans are not designed or intended for use on four-wheel drive only tracks.

The following items for off-road caravans are not covered under Wonderland RV warranty:

- impact or stone damage to body, chassis or running gear;
- soiling of fabrics and internal fitments from dust and other airborne substances;
- water damage due to water crossings;
- movement or damage caused by dislodgment of appliances and fittings resulting from hard impact or heavy landings on severely rutted roads or tracks;
- general damage arising from misuse; or
- maintenance items, which are the responsibility of the Purchaser.

SUPPLIED COMPONENTS

Wonderland RV caravans include equipment and fittings, such as cooking appliances, tyres and toilets, which are subject to separate warranties by their manufacturer and are not covered by Wonderland RV's Warranty. Wonderland RV has a specific process in place to assist you with third party supplied components and their warranty (see below).

Components that Wonderland RV does not manufacture are not covered by this warranty, although Wonderland RV remains responsible for the workmanship in fitting them to the Caravan. Instead, they are separately warranted by their individual manufacturer's warranty against manufacturing defects. Wonderland RV will endeavour to bring the third-party manufacturer in contact with you to resolve any repair and/or warranty in a timely manner. Please note that the length of warranty periods provided for the supplied components and their terms may vary depending on the item. The separately warranted components may include, but are not limited to fridges, air-conditioners, fans, heaters, entertainment systems, sway control units, hot water systems, awnings, axles, chassis, wheels and couplings.

MAINTENANCE ITEMS

This warranty does not apply to maintenance items which are the responsibility of the Purchaser. The maintenance items include but are not limited to:

- suspension servicing;
- batteries;
- wheel bearing servicing and brakes;
- wheel alignment;
- checking tyre pressures;
- break-away battery;
- hot water elements;
- pressure limiting valves;
- aircon filters;
- dust reduction system filters;
- washing machine filters;
- cupboard catches;
- corner stabilisers;
- toilet systems;
- general greasing and tightening of components;
- rust-proofing, painting and maintenance of painted surfaces and exposed surfaces;
- regular cleaning and washing of the caravan especially when exposed to coastal and other harsh environmental conditions; and
- others stipulated in the owner's manual.

LIMITATIONS

Wonderland RV makes no express warranties or representations other than set out in this warranty. Wonderland RV does not authorise any dealer, agent or representative to assume for it any responsibility or obligation, whether expressed or implied, verbally or in writing, except to refer to this Warranty.

TRANSIT

Wonderland RV is not liable for any loss, theft, or damage to any goods in transit.

CONTACT US

For warranty enquiries and claims, contact the Wonderland RV warranty team:
Meridian Caravans Pty Ltd trading as Wonderland RV
Email: service@wonderlandrv.com.au
Phone: (03) 8692 0032
Address: 46 Lara Way, Campbellfield, Victoria 3061