

WARRANTY

HAIGH AUSTRALIA PTY LTD (ACN 005 065 298)

The materials and workmanship are guaranteed to be free of defects at time of manufacture. If a defect is detected within 24 months of date of purchase, Haigh Australia will (at its discretion) repair or replace the product free of charge. In order to prevent mildew or mould build up on either the cover or your van, the material has been manufactured to allow moisture and condensation to evaporate through the weave. Damage caused to the cover by high winds is not covered by this warranty. This warranty does not cover normal wear and tear, weathering or damage caused by improper use. The warranty is also voided if the cover is modified in any way by the purchaser. This warranty gives you specific rights and you may have other rights.

PRODUCT WARRANTY

Haigh Australia Pty Ltd (ACN 005 065 298) ("Haigh Australia") provides the following warranty in relation to its Explore Caravan Covers. 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.

Haigh Australia warrants that, subject to the exclusions and limitations below, the Explore Caravan Covers and their components ("Product") will be free from defects in materials and workmanship for a period of 2 years from date of purchase. This warranty is not transferable to a subsequent customer if the Product is sold by the original customer during the warranty period. If a defect appears in the manufacture or assembly of the Product before the end of the warranty period and Haigh Australia finds the Product to be defective in materials or workmanship, then Haigh Australia will, in its sole discretion, either:

- (a) replace or repair the Product or the defective part of the Product free of charge; or
- (b) have the Product or the defective part of the Product to be replaced or repaired by a qualified repairer free of charge.

Haigh Australia reserves the right to replace defective parts of the Product 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 CLAIMS

1. If a fault covered by warranty occurs, the customer must first contact Haigh Australia at the contact address listed below, or the retailer from which the Product was purchased.
2. Any warranty claim must be accompanied by: (a) proof of purchase; and (b) full details of the alleged defect.
3. The customer must make the Product available to Haigh Australia or its authorised repair agent for inspection and testing. If such inspection and testing finds no defect in the Product, the customer must pay Haigh Australia's usual costs of service work and testing.
4. The customer must bear the cost of the transport of the Product to and from Haigh Australia or the authorised repair agent to make the warranty claim, and all insurance of the Product.

EXCLUSIONS

The warranty will not apply where:

- (a) the Product has been repaired, altered or modified by someone other than Haigh Australia or an authorised repair agent;
- (b) the alleged defect in the Product is within acceptable industry variances;
- (c) Haigh Australia cannot establish any fault in the Product after testing and inspection;
- (d) the Product has been used other than for the purpose for which it was designed;
- (e) the defect in the Product has arisen due to the customer's failure to properly use and maintain the Product;
- (f) the Product has been subject to abnormal conditions, including environment, temperature, water, fire, humidity, pressure, stress or similar; or
- (g) the defect has arisen due to abuse, misuse, neglect or accident.

The warranty does not extend to:

- (a) damage or defects caused by normal wear and tear.

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 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.

LIMITATIONS

Haigh Australia makes no express warranties or representations other than set out in this warranty. The repair or replacement of the Product or part of the Product is the absolute limit of Haigh Australia's liability under this express warranty.

CONTACT

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