



Supreme & Leader Caravans – 3 Year Structural Warranty

Welcome

This warranty is designed to reduce the financial impact of unexpected and potentially expensive repair to your Caravan. Your Caravan will be covered for a further period beyond the standard warranty period. This policy shall be read in conjunction with the Supreme Caravans Warranty and Service Manual Handbook. This is provided as part of the OEM documentation for you Caravan

Benefits of the warranty

Supreme & Leader Caravans has issued an additional and concurrent 3-year Structural warranty for all new caravans manufactured from the 1st of April 2018. This is an ongoing commitment to provide customers with the satisfaction that the company is committed to back their product for an extended warranty period.

Cost of the warranty

This warranty is being issued at no additional cost to the customer

Issuing Agent

The warranty is fully backed by Supreme Caravans Pty Ltd for the manufacture of Supreme and Leader Caravans.

Significant Characteristics of this warranty

You are covered against any structural failure to the Caravan.

The structural warranty includes the rolling chassis, walls, furniture, roof, electrical and plumbing.

Terms & Conditions

The 3 year structural warranties are honoured at two locations:

Supreme Caravans Melbourne Service Centre, 37 Merola Way Campbellfield 3061 Victoria
Ph 03 9357 5660

Australian Caravan Centre – Service Centre, 2/76 Industry Drive, Tweed Heads South. New South Wales
Ph 07 5601 0138

Future repairers will be added upon meeting the standards set by Supreme Caravans Pty Ltd.

Transport to these locations will be Bourne by customer or as agreed with Supreme Caravans Pty Ltd.

Period of cover

The cover will commence from the date the Caravan is handed over to the customer. The policy will be in effect for a period of 3 calendar years.

Our obligations

Supreme Caravans will ensure that any warranty claim made against this cover will be processed within 21 days of receipt and will either accept or decline the claim.

Your obligations

The customer must ensure that the caravan is serviced regularly in accordance with the manufacturers handbook. The service intervals should not exceed 12 months or 10000km from the commencement date, whichever occurs first. An allowance of no more than 30 days or 500 kilometres beyond the stated intervals will be accepted by Supreme Caravans.

The customer has a duty of care to ensure the maintenance of the caravan and roadworthiness is up to date. Failure to do so may void the extended warranty.

Assessment and Authorisation

The assessment of any claims against the structural warranty can be conducted at an approved caravan repair facility.

Limits & Liabilities

The maximum amount payable whilst this Warranty is in force for the total of all claims, shall not exceed the Market Value of the Caravan at the time of claim, as determined by Supreme caravans

Exclusions

This Warranty does not cover:

- a) Caravans modified beyond manufacturer's specifications or used for hire or commercial purposes.
- b) Any damage due to misuse, fire, accident, theft, impact, submersion in water, neglect, abuse, infestation by animals, rodents, insects, rust, corrosion
- c) Items not installed by the original Caravan manufacturer or fitted after the sale of the Caravan.
- d) Any damage caused by towing with incorrect tyre pressure, overloading, incorrect towing equipment.
- e) All electrical and gas appliances

How to make a claim

Claim forms are available in PDF format and can be emailed by our customer service and warranty team. The email addressed for all claims are:

warranty@supremecaravans.com.au or warranty@leadercaravans.com.au

Any work conducted under the 3 year structural warranties will be honoured at two locations:
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