



Goldstar RV Pty Ltd Warranty Policy

Congratulations on your new Goldstar RV caravan! This warranty policy outlines your rights, responsibilities, and the conditions required to maintain your warranty for its entire duration. Please read this policy in full before using your caravan.

Your primary contact for any warranty or service-related queries is listed on a sticker located on the front of your welcome pack. For efficient service, please direct all inquiries to the contacts listed on your sticker, rather than to your original salesperson.

Owner Responsibilities to Maintain Warranty

Failure to comply with the following responsibilities may void your warranty:

1. **Wheel Nuts:** Ensure wheel nuts are checked and torqued according to the specified settings in the maintenance schedule. For safety, we recommend checking wheel nuts before each trip.
2. **Regular Servicing:** Your caravan must be serviced at specified intervals, and evidence of each service must be provided to retain warranty coverage.
 - **Standard Semi Off-Road Caravan:** Service every 10,000 km or every 12 months, whichever comes first.
 - **Multi-Terrain Caravan:** Service every 10,000 km or every 12 months, whichever comes first.
3. **Initial Checks:** Specific components listed in your maintenance schedule must be checked by a qualified person within the first 1,000 km of use.
4. **Intended Purpose:** Use the caravan only for its designed purpose.
5. **Prompt Reporting:** Report issues as soon as they arise to prevent additional damage, as delays may increase repair costs not covered by warranty.

Warranty Coverage

Goldstar RV Pty Ltd offers a 12-month limited warranty from the date of first purchase, covering defects in original materials or manufacturing. The warranty applies only to the original purchaser and is non-transferable. The "date of first purchase" is defined as the date the customer takes delivery of the caravan, with all accounts finalized.

Goldstar RV Pty Ltd will cover the cost of parts and labour for repairs under warranty, provided the customer adheres to the conditions of this policy.

Important Note:

Warranty claims must receive prior written consent from Goldstar RV Pty Ltd. Unauthorized repairs may void your warranty and forfeit any potential compensation.



Making a Warranty Claim

Before any warranty work is performed:

- Contact Goldstar RV Pty Ltd with a detailed description of the issue, including photos, via email to the designated service department.
- Goldstar RV will review the claim and advise on the appropriate course of action.
- Goldstar RV will designate an approved location for the repair. In some cases, Goldstar RV may request a quote for the repairs, requiring written approval before work proceeds.
- Goldstar RV reserves the right to determine the most suitable location/workshop for warranty works to be carried out.
- Where an on-site repair is requested and such a service is available, a service call out fee may be charged. The service call-out fee is not covered by this warranty.

Warranty Exclusions

This warranty does not cover or may be voided if any of the following conditions apply:

1. **Improper Use:** Any caravan used beyond its intended purpose, for commercial use, or as a rental.
2. **Negligence or Damage:** Any defects resulting from negligence, overloading, accidents, or external causes beyond Goldstar RV Pty Ltd's control. Damage to the RV caused by the deterioration of external sealants due to a lack of maintenance will not be covered by this warranty.
3. **Modifications:** Damage from modifications or accessory installations made after leaving Goldstar RV Pty Ltd premises.
4. **Non-standard Towing Equipment:** Issues arising from towing equipment that does not match the caravan's design specifications.
5. **Towing Vehicle:** Where the caravan has been towed by a vehicle other than a standard passenger vehicle.
6. **Permanent Living:** Caravans are intended for intermittent recreational use, not permanent residency. Use for permanent living accelerates wear and tear, voiding the warranty.
7. **Environmental Exposure:** Damage from extreme conditions, such as water crossings at or above body floor level.
8. **Failure to Report Issues:** Continued use of the caravan after a known fault has been identified, resulting in further damage.
9. **Transportation Costs:** All costs associated with transport, insurance, or dispatch of service personnel are the owner's responsibility.
10. **Accommodation:** Any accommodation or relocation expenses, loss of earnings, rent or any cost incurred before or while repairs under this warranty take place.



11. **Condensation:** Condensation forming within the interior of the RV is not a manufacturing defect, not subject to this warranty and suggested solutions to lessen condensation are not subject to warranty repairs and considerations.

Specific Non-Warranty Items

The following items and issues are not covered by this warranty:

1. **Wear and Tear:** Fading of fabrics, awnings, and minor wear on high-use components.
2. **Fabric and Canvas:** Tears, punctures, shrinkage, or fading of fabrics, including but not limited to canvas, canopies, window blinds, vinyl, and cushions.
3. **Original Equipment Items:** Any components provided by the original manufacturer are subject only to their warranties.

Additional Notes and Recommendations

- **Unapproved repairs:** Under no circumstances will Goldstar RV Pty Ltd reimburse the customer/buyer/owner for any repairs without prior approval having been issued.
- **Gas Venting and Dust Ingress:** Caravans have specific ventilation requirements that may allow dust or water to enter during use.
- **Safe Towing:** Travel at speeds appropriate for road conditions, especially on uneven surfaces. Avoid heavy impacts or sudden stops.
- **Awning Use:** Only deploy awnings in favourable weather to prevent damage.
- **Roadside Assistance:** Goldstar RV Pty Ltd does not cover breakdown transportation costs; we recommend purchasing roadside assistance for added security.
- **Prompt reporting:** Prompt reporting of problems with your RV is essential. Delays in reporting problems which are subsequently found to have aggravated or caused further damage to the RV may result in additional costs and expenses for the owner which may not be recoverable under this warranty.
- **Multi Terrain caravan:** These units are not extreme off road capable caravans and extreme care should be taken when these units are used on none sealed roads and the manner and speed used must reflect the conditions encountered.
- **Replacement parts:** Goldstar RV has no obligation to install the same part originally supplied to and may use refurbished parts as a replacement if suitable. All parts must be returned to Goldstar RV Pty Ltd or an authorized service agent before replacement parts are dispatched to the owner or the service agent.
- **Bringing your caravan to a repairer:** As RVs are designed for towing, you are responsible for towing your RV to a repairer.



This warranty policy is designed to ensure your caravan remains in optimal condition while supporting you with any manufacturing issues within the scope outlined. Thank you for choosing Goldstar RV, and we look forward to supporting you throughout your journey!