

Compass Trailers 5 Year Warranty Terms.

Compass Trailers New Zealand warrants its new trailers to be free of defects in material and workmanship. **Compass Trailers 5 year warranty** relates to the steel chassis frame of our trailers. The benefits to the consumer given by the warranty are in addition to other rights and remedies of the consumer under a law in relation to the goods or services to which the warranty relates.

Warranty Period

The warranty period begins on the date the product is first sold to a retail purchaser/customer or the date on which the product is first put into service/use, whichever may occur first. The repair or replacement of parts or the performance of service under this warranty does not extend the life of this limited warranty beyond its original expiration date from purchase.

The Conditions That Must Be Met in Order to Obtain Warranty Coverage.

Warranty coverage under our Warranty is available only to customers that either purchase from **Compass Trailers New Zealand** direct or one of our **authorized agents** and once the proper registration information has been completed with **Compass Trailers New Zealand** or its authorized dealer/agent after sale has occurred and the pre-delivery inspection process is completed and documented. The warranty coverage then becomes available upon proper registration of the product by the authorized dealer/agent. Inaccurate warranty registration information may void the warranty at the sole discretion of **Compass Trailers New Zealand**. The trailer must be kept in a safe and road worthy condition as required for use on New Zealand roads at all times. **Compass Trailers New Zealand** reserves the right to make any warranty coverage contingent upon any trailer having an up to date registration and or current WOF or warrant of fitness inspection information sheet.

This limited warranty covers manufacturing defects only.

Please note that this does not include consumable items such as Light bulbs, inner-tubes, tires, wheel bearings, brake components etc. Neither does it cover product supplied by other manufacturers. In that case, only the original manufacturer's warranty applies. The liability of **Compass Trailers New Zealand** (or its appointed dealer/agents) is limited to the cost of repair and/or replacement of the product under warranty. The warranty is invalidated if the defect is caused (howsoever) by misuse, neglect, and tampering, incorrect adjustment, modification or overloading. It is invalidated if unauthorized persons carry out any alterations. This limited warranty does not cover electrical system corrosion; corrosion resulting from damage, corrosion which causes purely cosmetic damage, abuse or improper service; corrosion to accessories or instruments or Trailer being used in a saltwater environment resulting in corrosion.

The customer must provide Compass Trailers New Zealand or its authorized dealer/agents with a reasonable opportunity to repair, and reasonable access to the product for warranty service/repair. Warranty claims shall be made by delivering the product for inspection to **Compass Trailers New Zealand** or one of its authorized dealer/agent's to service/repair the product. If the purchaser/customer cannot deliver the product to **Compass Trailers** or one of its dealer/agents, written notice must be given to **Compass Trailers** or its authorized dealer/agent from whom it was purchased who will then arrange for the collection, inspection and any repair covered under the warranty, after which we will arrange delivery back to the purchaser/customer. The Purchaser/customer in that case shall pay for all related transportation charges and or travel time. If the service/repair provided is not covered by this warranty, the purchaser/customer shall also pay for all related labour and materials, and any other expenses associated with that service/repair. Purchaser/customer shall not, unless arranged or requested by **Compass Trailers**, ship the product or parts of the product directly to **Compass Trailers New Zealand**. Proof of purchase through **Compass Trailers New Zealand** or one of its approved dealer/agents, must be presented at the time the warranty service/repair is requested, in order to obtain warranty coverage.

What Is Not Covered This limited 5 year warranty does not cover the following: • Routine maintenance items, e.g. tyres, wheel bearings, brakes, lightbulbs etc. • Adjustments • Normal wear and tear • Damage caused by abuse • Abnormal use • overloading • off road use • Neglect • Damage by Accident • Submersion • un-authorized modifications • Cages and or covers • Tent and zips or attachments on camper trailers • Alteration or removal of parts • consumables.