



# Offroad Grit RV — Warranty Terms & Conditions v2

**Version: 2 • Effective: 20 Sep 2025 • Replaces** all prior versions for Australian-delivered vans

## Australian Consumer Law (ACL)

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 compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if they fail to meet acceptable quality and the failure is not a major failure.

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## 1) Warranty Summary & Commencement

- **General warranty: 24 months** from **handover or first registration** (whichever occurs first) covering defects in **materials and workmanship** under **normal use**.
  - **Chassis structural warranty: 5 years** from the Warranty Start Date (conditions below).
  - **Scope (examples, non-exhaustive):** cabinetry, flooring/vinyl integrity, benchtops, 240 V and 12 V wiring and terminations, shell/body, exterior trims, windows & hatches (installation-related issues), lighting, and fit-out.
  - **Remedy:** At our option we will **repair, replace, or adjust** the affected part, or arrange an **authorised repairer** to do so.
  - **Commercial use:** Using the caravan for **hire/rental or other commercial purposes** voids this manufacturer's warranty (your ACL rights still apply).
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## 2) Transferability

The manufacturer's warranty **may be transferred once** to a private purchaser **within the original term** when the new owner provides **proof of purchase** and **service history**. Third-party component warranties remain subject to **OEM terms**.

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### 3) Service Schedule & Records (time-based; no logbook/odometer required)

Regular maintenance keeps the van safe and protects your warranty. A failure to complete scheduled maintenance **may affect a claim only where the lack of maintenance caused or contributed to the defect**. Keep **service invoices/receipts** from your chosen workshop with your Owner Pack.

**Initial check:** within **30 days of handover** (or before the first extended trip), whichever comes first.

**Every 12 months** (or more frequently after heavy off-road use or water crossings):

- Brake inspection/adjustment; bearing clean and repack as required
  - Suspension, fasteners and chassis torque checks
  - Wheel-nut torque and check of tyre wear/alignment
  - Water-ingress/seal inspection (body, windows, hatches)
  - Electrical system safety/function checks (12 V/240 V)
  - Tyres: condition, age, load-rating suitability and pressures appropriate to load/surface
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### 4) Claim Process

- **Report defects as soon as practicable** with photos and a brief description.
  - We **acknowledge within 2 business days**, provide a **resolution plan within 5 business days**, and aim to complete **minor repairs within 14 business days** (parts-dependent).
  - **How to claim (in writing):**  
**Email: [info@offroadgrit.com.au](mailto:info@offroadgrit.com.au)**  
Include: description of the issue, **service records**, and **clear photos** of the defect.
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### 5) Transport, Mobile Service & Transit

- If the defect is **ours** (or a **major failure** under the ACL) and **prevents safe towing**, we will cover **reasonable transport** to/from an **authorised repairer** or arrange **mobile service**.
  - Otherwise, **transport and insurance** to/from Offroad Grit RV or an authorised repairer are the **owner's responsibility**.
  - **Transit damage** is an **insurance matter**; we will assist you with information and photos to support your claim.
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## 6) Third-Party Components (OEM) vs Installation Faults

Many appliances and assemblies carry their **own OEM warranties**. Offroad Grit RV covers **installation-related defects** for these items during our 24-month general warranty.

**Rule of thumb: Component fault → OEM warranty. Installation fault → Offroad Grit RV.**

### Top OEM items & contact path (examples):

Component	Warranty owner	Primary contact
Suspension (Cruisemaster)	OEM warranty; 3 yrs std (+2 yrs parts if registered)	Cruisemaster Warranty; Offroad Grit RV can liaise
Chassis coatings (paint/galv/Raptor)	Excluded wear/finish; see S7 exclusions	-
Refrigerator	OEM warranty	OEM per manual
Air-conditioning unit	OEM warranty	OEM per manual
Cooktop/oven/induction	OEM warranty	OEM per manual
Hot water system/Heating	OEM warranty	OEM per manual
Solar panels & regulators	OEM warranty	OEM per manual
Battery/BMS/Inverter	OEM warranty	OEM per manual
Water pumps	OEM warranty	OEM per manual
Windows	<b>Component defect:</b> OEM. <b>Installation leaks:</b> Offroad Grit RV	OEM + Offroad Grit RV
Roof hatches	<b>Component defect:</b> OEM. <b>Installation leaks:</b> Offroad Grit RV	OEM + Offroad Grit RV
Awnings/doors	OEM warranty	OEM per manual
Antennas/TV/audio	OEM warranty	OEM per manual
Reverse camera	OEM warranty	OEM per manual
LED lights	Offroad Grit RV (installation) / OEM (component)	Offroad Grit RV / OEM
Cabinetry	Offroad Grit RV	Offroad Grit RV

User manuals and OEM warranty cards are available on our website; we update links regularly.

## 7) Chassis (5-Year Structural Warranty)

We will adjust, repair or replace chassis components found defective in materials or workmanship under **normal Australian operating conditions**, provided:

- The van (including suspension/chassis) is serviced per **Cruisemaster** and **Offroad Grit RV** guidelines;
- The van is used within the **capacity/limitations** specified by Offroad Grit RV;
- Once an issue is evident, the van is delivered—**as soon as practicable**—to Offroad Grit RV or an authorised repairer (we may cover transport per S5).

**Exclusions:** damage from driving outside intended conditions or at excessive speed; incorrect load distribution/overloading; finish/surface wear (paint/powder/galv/Raptor) including corrosion following chips; impact damage; third-party wear items (tyres, wheels, hubs, bearings, couplings, shocks, axles, springs) — see OEM; unauthorised modifications or incorrect repairs; routine maintenance (fastening/lubrication); unsuitable tow vehicle/towbar/hitch; incorrect tyre pressures.

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## 8) Suspension

- **Cruisemaster** components: **3-year OEM warranty** (+ **2-year parts-only** extension if registered within 3 months of collection). See Cruisemaster policy.
  - If a fault is due to **Offroad Grit RV installation** within **24 months**, we will repair/resolve free of charge. Otherwise, owner covers costs.
  - Owner is responsible for correct brake controller and breakaway setup, and for following the **Cruisemaster service schedule**.
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## 9) Body & Exterior (24 months)

**Covered (installation/manufacture faults):**

- **Flooring** (installation faults, separation from chassis, water damage from manufacturing/component failure)
- **Roof & walls** (manufacturing or installation defects; excludes contamination/fallout)
- **Windows & hatches** (installation-related water ingress or detachment; not misuse)
- **Seals & silicones** (failure from poor installation or defective components)
- **Exterior lights** (failure or water ingress due to installation/manufacture faults)
- **Doors & exterior hatches** (locking/sealing/function issues from installation error/component failure)
- **Water leaks** from manufacturing installation faults or component failure (not operator error)

**Exclusions:** rock/stone strike, debris, misuse, window breakage from impact, sealant damage from solvents/misuse, warping due to stress/overloading/jumping, weather/natural disaster damage (hail, cyclone, fire, flood), wear-and-tear or accident damage to external lights.

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## 10) Interior, Plumbing & Electrics (24 months)

**Covered:** general plumbing (installation leaks), gas plumbing (installation leaks), seating (foam/stitching), cabinetry (carcass/doors/benchtops/overheads/bed base), vinyl adhesion/fit, drawers & runners, 12 V lights/switches/wiring, 240 V power points/inlets/outlets/AC connections, taps/sinks (installation leaks), bed struts, hoses/pipes, shower module (manufacture faults).

**Exclusions:** cabinetry damage from misuse/overloading/unlatched transit, damage from excessive force/heat/slamming, misalignment from road travel, cosmetic chipping on tapware, loose screws/buttons/fittings from general use, internal blinds (OEM support only), vinyl damage from spills/abrasives post-handover, cosmetic scratches to mirrors/splashbacks/gloss after handover, misuse of handles/upholstery/map pockets/head bumpers.

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## 11) Additional Terms

11.1 **Unauthorised repairs:** Repairs must be **authorised** by Offroad Grit RV. We will not reimburse unauthorised work.

11.2 **No defect found:** If inspection finds **no defect**, evaluation costs may be charged to the owner.

11.3 **Misuse/overloading:** See **S12** and **S13**; such use may void coverage for related defects.

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## 12) Off-Road Use & Operating Conditions

- The van is designed for **Australian off-highway travel** appropriate to its specification. Do not operate in terrain **unsuitable for a legally modified 4WD**.
  - **Wading depth limit: 790 mm** (bottom of entry door vent).
  - **Speed & tyre guidance:** Drive at a **safe speed for conditions** (slow down on corrugations, sand and rough tracks). Maintain **tyre pressures** appropriate to **load and surface** within the tyre manufacturer's recommendations. Exceeding safe speeds or running **incorrect pressures** increases the risk of damage that may **not** be covered.
  - Tow **within ATM** and maintain correct **ball weight** and **load distribution**.
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## 13) General Exclusions (summary)

- Impact/accident, theft, fire, weather events; cosmetic deterioration (chips/scratches/discolouration)
  - Corrosion arising from chips or unprotected surfaces; cleaning/solvent damage
  - Wear & tear and routine maintenance items (fasteners, lubrication, adjustments)
  - Damage from unsuitable tow vehicle/towbar/hitch; incorrect tyre load/pressure
  - Unauthorised modifications/repairs; aftermarket additions without our approval
  - Damage arising from **commercial/hire** use
  - **XPS fuel exposure** exclusion (see Amendment)
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## 14) Owner Responsibilities

- Maintain the van per **Service Schedule (S3)** and retain **service receipts**.
  - Use the van within its rated capacities and intended purpose.
  - Present the van to Offroad Grit RV or an authorised repairer when requested for inspection/repair.
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## 15) Liability Limit & Consequential Loss

To the extent permitted by law, Offroad Grit RV's liability is limited to **repair, replacement or adjustment** of defective parts. To the extent permitted by law, we are **not liable for incidental or consequential loss**. **Nothing in this document limits your rights under the ACL.**

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## 16) How to Make a Warranty Claim (summary)

Contact **info@offroadgrit.com.au** with:

- Description of the issue and when it occurs
  - Photos/video
  - Proof of purchase/registration and relevant **service records**
- We will acknowledge within **2 business days** and provide a plan within **5 business days**.
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## 17) Amendment — XPS Core & Fuels (effective 18 June 2025)

Damage to the **XPS core** resulting from contact with or exposure to **petrol, diesel, oils or other hydrocarbons** is expressly **excluded** from warranty coverage (subject to non-excludable rights under the ACL).

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## 18) Definitions (plain English)

- **Normal use:** Use a reasonable person would consider appropriate for a van of this type, following the owner manual and Service Schedule.
  - **Modification:** Any addition/alteration not fitted or authorised by Offroad Grit RV.
  - **OEM:** Original Equipment Manufacturer (third-party brand components).
  - **Installation fault:** A defect arising from how a component was installed or integrated into the van.
  - **Major failure:** As defined by the ACL.
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## 19) Governing Law

This warranty is governed by the laws of **Queensland, Australia**.

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*Keep this with your Owner Pack and **service receipts**.*