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## WARRANTY POLICY

Thank you for purchasing products from Ranger RV Supplies. We understand that sometimes things don't go as planned and errors can occur, same can be said for manufacturing, not every product will be 100% identical. We take pride in the quality of our products and that is why we gladly provide a warranty on all products for a period of 12 months from the date of purchase.

This warranty will cover you for any genuine manufacturer defect however will not cover damages that have arisen by poor treatment/mishandling, misuse or incorrect installation.

If the product is damaged due to any of the above stated factors your warranty will void. It is your responsibility to look after and treat the products with care.

### **PLEASE NOTE THE KEY POINTS FOR OUR WARRANTY:**

- Warranty period 12 months from the date of purchase
- Warranty covers genuine manufacturers defects only, which will ultimately be determined by Ranger RV Supplies
- Must exercise diligent care and follow relevant advice to ensure proper care, use and installation
- Must supply caravan proof of purchase when making a claim
- Must not attempt to repair/alter the product in any way including changing genuine Ranger parts or your warranty will void

### **WARRANTY DOES NOT COVER:**

- Damage caused by poor treatment, misuse, mishandling, negligence or incorrect installation
- If your van was purchased more than 12 months ago
- If there is no proof of purchase
- If you're not the original owner of the caravan
- Normal wear and tear
- Damage from elements outside of our control, such as environmental conditions etc

**Ranger RV Supplies  
8 Connection Drive,  
Campbellfield VIC 3061**

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#### **RANGER WINDOW AND HATCH USER GUIDELINES**

- All latches must be locked and secured whilst travelling
- All blind's and flyscreen's must be retracted (magnets not touching) whilst travelling and during storage
- No chemicals should be applied to blinds and flyscreen's. We suggest using a compressed air tin to remove dust or gently use a lightly damp microfiber cloth to wipe the surface
- Strictly no chemicals should be used to clean any Ranger products. Chemicals can reduce the life of the products
- Ranger products should be closed during rain and wind to avoid damage
- Use even force with both hands to gently operate the blind and flyscreen
- Please note that the Ranger hatches are designed to provide permanent ventilation to comply with gas regulations

Failing to apply the above guidelines will void your warranty.

If the above warranty terms and conditions are ambiguous or if the necessary information has not been provided to you during your caravan hand over process, please do not hesitate to contact us for further assistance/clarification.