



**GEMINI**  
CARAVANS



# Manufacturer's Warranty

AND TERMS & CONDITIONS



STRUCTURAL  
CHASSIS  
WARRANTY



CHASSIS  
COMPONENTS  
WARRANTY



CARAVAN  
MANUFACTURING  
WARRANTY

GEMINI CARAVANS PTY LTD  
15 Fleet Street, Somerton VIC 3062  
ABN 86 685 157 368



# 1. MANUFACTURER'S WARRANTY CERTIFICATE

Gemini Caravans Pty Ltd warrants that your caravan is free from defects in materials and workmanship under normal use and service conditions, subject to the terms, conditions and exclusions contained within this Warranty Handbook.

## WARRANTY PERIODS

|                  |                                                                                                                                                                                                                           |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>5</b><br>YEAR | <b>STRUCTURAL CHASSIS WARRANTY</b><br><br>The structural chassis of the caravan is covered for a period of five (5) years from the date of delivery against manufacturing defects in materials and workmanship.           |
| <b>1</b><br>YEAR | <b>CHASSIS COMPONENTS WARRANTY</b><br><br>Chassis components and associated chassis parts are covered for a period of one (1) year from the date of delivery against manufacturing defects in materials and workmanship.  |
| <b>2</b><br>YEAR | <b>CARAVAN MANUFACTURING WARRANTY</b><br><br>The caravan body and manufactured components are covered for a period of two (2) years from the date of delivery against manufacturing defects in materials and workmanship. |

**By signing below, I acknowledge that I have received and read this Warranty Certificate and the associated Warranty Terms & Conditions. I understand the warranty coverage, exclusions, claim procedures and my obligations as the owner, and I accept that any warranty claim will be assessed in accordance with these terms. I further acknowledge that this warranty is provided in addition to, and does not limit, my rights and remedies under the Australian Consumer Law.**

CUSTOMER NAME: \_\_\_\_\_

CARAVAN MODEL: \_\_\_\_\_

VIN NUMBER: \_\_\_\_\_

DATE OF DELIVERY: \_\_\_\_\_

CUSTOMER SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



## 2. WARRANTY TERMS & CONDITIONS (SUMMARY)

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### WHAT IS COVERED

- Manufacturing defects.
- Defects in workmanship..
- Defects in materials supplied and installed by Gemini Caravans Pty Ltd
- Repairs or replacement of defective parts as determined by Gemini Caravans Pty Ltd.



### WARRANTY CLAIMS

Where practical, warranty repairs should be returned to our factory at 15 Fleet Street, Somerton VIC 3062.

If the caravan cannot reasonably be returned to our facility, repairs may be approved with a local repairer.

- Prior approval must be obtained before any repairs are undertaken.
- A copy of the repair invoice must be provided.
- If requested, photos and supporting evidence will need to be provided.
- We will reimburse reasonable repair costs approved in advance.

Unauthorised repairs may not be reimbursed.



### EXCLUSIONS

This warranty does not cover:

- Accident damage, collision damage, misuse, abuse or neglect.
- Improper maintenance or overloading.
- Normal wear and tear or cosmetic deterioration.
- Modifications or alterations not approved by Gemini Caravans.
- Stone chips, road debris, environmental damage or corrosion
- Damage caused by fire, flood, storms or acts of nature.
- Consumable items that normally during use.



## 3. WARRANTY TERMS & CONDITIONS



### 3.1 Warranty Coverage

Gemini Caravans Pty Ltd warrants that the caravan has been manufactured free from defects in materials and workmanship under normal use and service conditions, subject to the terms, conditions and exclusions contained within this Warranty Certificate.

The applicable warranty periods commence from the original date of delivery to the first retail purchaser:

- Structural Chassis Warranty – Five (5) Years
- Chassis Components Warranty – One (1) Year
- Caravan Manufacturing Warranty – Two (2) Years

At its discretion, Gemini Caravans Pty Ltd may repair, replace or rectify any defect determined to be covered by this warranty.



### 3.2 Owner Responsibilities

To maintain warranty coverage, the owner must:

- Operate the caravan in accordance with all manufacturer recommendations.
- Ensure the caravan is not overloaded and is operated within its specified Aggregate Trailer Mass (ATM) and load ratings.
- Carry out regular maintenance and inspections.
- Promptly address any defect, damage or maintenance issue that may cause further deterioration.
- Retain proof of purchase, service records and supporting documentation.

Failure to comply with these requirements may affect warranty eligibility.



### 3.3 Warranty Claim Procedure

Any defect believed to be covered under warranty must be reported to Gemini Caravans Pty Ltd as soon as reasonably practicable after discovery.

A warranty claim may require:

- Proof of purchase.
- Photographs of the defect.
- Details of the caravan VIN.
- Service and maintenance records.
- Additional information reasonably requested by Gemini Caravans Pty Ltd.



## 3. WARRANTY TERMS & CONDITIONS



### 3.4 Authorised Repairs

Where practical, warranty repairs should be undertaken at Gemini Caravans Pty Ltd's manufacturing facility.

If this is not reasonably possible, Gemini Caravans Pty Ltd may authorise repairs by an approved repairer.

Written approval must be obtained before repairs commence.

Unauthorised repairs, alterations or modifications may void warranty coverage and may not be reimbursed.



### 3.5 Structural Chassis Warranty

The Structural Chassis Warranty applies solely to manufacturing defects affecting the structural integrity of the chassis.

The warranty does not apply to:

- Overloading.
- Impact damage.
- Accident damage.
- Corrosion caused by environmental conditions.
- Alterations or modifications.
- Damage resulting from misuse or neglect.
- Damage caused by operation outside intended design parameters.



### 3.6 Water Ingress & Seal Maintenance

The owner is responsible for periodically inspecting external seals, joints, mouldings, vents, hatches, doors and windows.

Water ingress resulting from lack of maintenance, impact damage, modifications, deterioration of sealants through normal use, or failure to promptly address known issues is not covered by this warranty.



## 3. WARRANTY TERMS & CONDITIONS



### 3.7 Appliances & Third-Party Components

Appliances, accessories and components supplied by third-party manufacturers may be covered by separate manufacturer warranties.

Examples include, but are not limited to:

- Refrigerators
- Air conditioners
- Hot water systems
- Cooktops and ovens
- Batteries
- Solar equipment
- Electronic systems

Claims relating to these products may be directed to the respective manufacturer in accordance with their warranty terms.



### 3.8 Exclusions

This warranty does not cover:

- Normal wear and tear.
- Cosmetic deterioration.
- Stone chips and road debris damage.
- Corrosion, oxidation or environmental damage.
- Accident, collision or impact damage.
- Misuse, abuse or neglect.
- Improper maintenance.
- Water damage resulting from owner neglect.
- Fire, flood, storm or other natural events.
- Damage arising from unauthorised modifications.
- Consumable items subject to normal wear.
- Travel, accommodation, freight, towing or consequential expenses unless otherwise approved in writing.



### 3.9 Transfer Of Ownership

This warranty applies only to the original retail purchaser and is not transferable unless otherwise agreed in writing by Gemini Caravans Pty Ltd.



### 3. WARRANTY TERMS & CONDITIONS



#### 3.10 Limitation Of Warranty

To the maximum extent permitted by law, Gemini Caravans Pty Ltd shall not be liable for indirect, incidental or consequential losses arising from the use of the caravan, including loss of enjoyment, accommodation costs, travel expenses or loss of income.

Nothing in this clause excludes rights that cannot be excluded under the Australian Consumer Law.



#### 3.10 Limitation Of Warranty

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 the goods fail to be of acceptable quality and the failure does not amount to a major failure.





### 3. Warranty Registration Form

Please complete and return within 14 days of delivery.

#### CUSTOMER DETAILS

CUSTOMER FULL NAME: \_\_\_\_\_

ADDRESS: \_\_\_\_\_ SUBURB: \_\_\_\_\_

STATE: \_\_\_\_\_ POSTCODE: \_\_\_\_\_ PHONE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

#### CARAVAN DETAILS

MODEL: \_\_\_\_\_

VIN/CHASSIS NO: \_\_\_\_\_

DATE OF DELIVERY: \_\_\_\_\_

I acknowledge that I have received and read a copy of the Manufacturer's Warranty & Terms & Conditions.

CUSTOMER SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

#### PLEASE RETURN TO:

Gemini Caravans Pty Ltd  
15 Fleet Street, Somerton VIC 3062

EMAIL ADDRESS: [info@gemini-caravans.com.au](mailto:info@gemini-caravans.com.au)  
PHONE: 0478659945



0433313947



[www.gemini-caravans.com.au](http://www.gemini-caravans.com.au)



[sales@gemini-caravans.com.au](mailto:sales@gemini-caravans.com.au)