

Bushwakka Africa – Warranty Policy

Bushwakka Africa is committed to delivering high-quality adventure trailers and products. This **warranty** applies to the **original purchaser** and is effective from the date of **warranty registration** (equivalent to the date of trailer registration).

1. Limited Lifetime Chassis Warranty

Bushwakka Africa **warrants the main frame 3CR12 chassis** of the trailer to the **original licensed owner**, ensuring it is free from **defects in material and workmanship**, under the following conditions:

1.1. Exclusions

This **Limited Lifetime Warranty** does not cover:

- **Hitch, tires, wheels, axles, suspension, parking jacks, lights, wiring, paint, or any other features** outside the trailer's mainframe weldment.
- **Products operated beyond rated capacities.**
- **Misuse, abuse, or accidents.**
- **Trailers altered, modified, or repaired** in any unauthorized manner.

1.2. Warranty Duration & Limitations

- The **Limited Lifetime Warranty** applies for **5 years** from the purchase date.
 - It is **non-transferable** and **void after the first accident, overloading, misuse, or abuse.**
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2. Full One-Year Warranty

Bushwakka Africa guarantees that each **new product** is **free from defects in material and workmanship** for a **period of one year** from the date of delivery to the **original purchaser**, with the following exceptions:

2.1. Exclusions

This **Full One-Year Warranty** does not cover:

- **Products operated beyond rated capacities.**
- **Misuse, abuse, or accidents.**
- **Trailers altered, modified, or repaired** without Bushwakka Africa's authorization.
- **Second-hand or used trailers.**
- **Wear items**, including but not limited to:
 - **Tyres, batteries, suspension, bearings, parking jacks, geysers, paint, or canvas products.**
- **Products not properly maintained** (trailers must be serviced **every 10,000 km or once a year**, whichever comes first—this remains the responsibility of the registered owner).

2.2. Liability Limitations

Bushwakka Africa is **not liable for consequential damages**, including but not limited to:

- Rental of substitute vehicles.
- Loss of profits.
- Downtime or other commercial losses.
- Shipment costs of trailers or parts to/from the manufacturer or dealer.

3. Supplier/Vendor Warranties

- Bushwakka Africa's **customer warranty is subject to supplier warranty terms and conditions.**
- **Bushwakka Africa cannot be held liable** for replacement costs if **supplier warranties do not cover** the specific items.

4. Bushwakka Africa's Warranty Obligations

Bushwakka Africa is responsible for:

- **Repairing or replacing warrantable parts** found defective within the warranty period.
- **Handling warranties on purchased components** (axles, suspensions, wheels, batteries, parking jacks, etc.) in conjunction with their respective manufacturers.
- **Ensuring pre-authorization for all warranty work** (warranty claims **without pre-approval are void**).

4.1. Warranty Claim Process

- **Immediate notification** of defects is required.
- **No allowance for repairs will be made without prior consent from Bushwakka Africa HQ.**
- **Defective parts must be reported and returned within 20 days** of receiving replacement parts.
- **Warranty work must be pre-approved**—dealerships are **not** pre-authorized for repairs unless officially stated by Bushwakka Africa HQ.

5. Warranty Registration & Legal Compliance


- Warranty **must be registered at the time of trailer sale** to ensure full coverage.
- This **warranty is governed by South African law** and may be adjusted according to provincial or international laws (for exports).
- Full warranty details, updates, and changes can be viewed at www.bushwakka.africa.

6. Warranty Claims & Returns

All warranty claims must be submitted to Bushwakka Africa HQ.

6.1. Returns Address:

 **Bushwakka Africa Pty Ltd**
13 Krone Street, Worcester, 6850 – South Africa

 **Email:** info@bushwakka.africa

When directed to return components, they must be **sent to the above address or an alternative location** provided by **Bushwakka Africa HQ**.

7. Manufacturer's Rights

- Bushwakka Africa **reserves the right to modify** product designs, specifications, and policies **without notice** and **without obligation** to previously sold models.
- Bushwakka Africa **may discontinue or update models and warranty policies** at any time.