



# Warranty Terms & Conditions

## INTRODUCTION

Congratulations on choosing the superior range of RVGard products to protect your new RV. This range of non-toxic products provide your RV with the latest in vehicle protection technology. This comprehensive warranty is a measure of the quality of these products. We trust that you will have many years of "motoring peace of mind".

## THE WARRANTY

RVGard warrants that RVGard products will provide the protection as described in the "Product Description", listed under each product, herein. Should damage occur, and providing that all of the terms and conditions of the warranty have been met, RVGard will rectify damage to the "Limit of Liability".

## REGISTERING YOUR WARRANTY

The warranty must be registered online at <https://rvgard.com.au/rvgard-warranty-registration/> in order to be valid. **Failure to register the warranty within 30 days of application will render the warranty as null and void. This is specified on the warranty card provided on installation.**

## KEEPING YOUR WARRANTY VALID

1. Maintain your van/motorhome in a clean and presentable condition.
2. Washing regularly with a pH neutral shampoo, or RVGard Envirowash.
3. RVGard must be **notified within 48 Hours** of any issues which potentially may lead to a warranty claim. Failure to report issues can result in significant rectification costs and early detection is paramount.

## APPLICABLE VEHICLES

Vehicles must be registered and sold by RVGard Accredited Dealer.

1. Platinum New: Vehicles to a maximum of twelve (12) months from the date of first registration receive a Limited Lifetime Warranty.
2. Platinum Pre Owned: Used vehicle up to five (5) years old can attract a conditional lifetime warranty, pending approval of condition report\*.
3. Gold Pre Owned: Up to five (5) years old from registration, receives five (5) years warranty

The RVGard products must be applied in accordance with the RVGard Application and Inspection Criteria.

## PERIOD OF COVER

This warranty provides Lifetime of cover, provided the Customer Obligations and General Conditions are met.

## DEFINITIONS

For the purpose of this warranty the following terms have the following meanings:

"Covered Vehicle" means the vehicle as detailed on the warranty card which the product was applied to and specified on completion of the online warranty registration.

"Online warranty registration" means the form submitted at <https://rvgard.com.au/rvgard-warranty-registration/>.

"Warranty Administrator" means Alpha Marketing Pty Ltd ABN 13 121 694 666.

## GENERAL TERMS

1. The vehicle must remain, at all times, registered for road use. Any lapse in registration will void the warranty.
2. You must receive written approval, including an Order Number, from the Warranty Administrator prior to the commencement of any repair work. Any repairs commenced prior to the issue of approval and an order number will not be covered by warranty.
3. It is the obligation of the vehicle owner to ensure that the information provided in the warranty registration is complete, correct, true and accurate. Incorrect or incomplete details may void this warranty.
4. This warranty is conditional upon due payment by the owner for the relevant RVGard treatments provided.
5. This warranty is only applicable to the Covered Vehicle and the person nominated on the warranty registration.

## EXCLUSIONS

This warranty does not cover:

1. Any claim where the owner is deemed to have been negligent, careless, indifferent, or fails to maintain the vehicle.
2. Any claim where the owner has not washed the vehicle regularly with the approved shampoo (including roofs).
3. Defects in material, workmanship, or design of the vehicle.
4. Paint chipping, grazing, peeling, scratches, and swirls marks.
5. Glasses, Wheels, Fiberglass or composite.
6. Damage resulting from accident, abuse, external damage, vehicle manufacturers' defects, and defects which would normally be covered under a dealers' or manufacturers' warranty.
7. Damage resulting from air conditioning run-off.
8. Damages or paint imperfections reported prior to application.
9. Any areas not treated with the applicable RVGard product.
10. Utility truck bed areas and the load area of commercial vehicles.
11. Any pre-existing damage or deterioration.
12. Malicious damage, acts of vandalism, war, riot, flood or hail.
13. Any consequential damage of any kind whatsoever, including your loss of time or use of the vehicle while it undergoes inspection, treatment or repairs.
14. Any expenses incurred by the owner in connection with making a claim under this warranty.
15. Failure to repair and re-treat damaged sections of the vehicle.
16. Normal wear and tear, and Exhaust systems.
17. Stains caused by burns, bleach, dyes, acids or similar substances.
18. Materials which have been ripped or torn.
19. Any claim where the owner has failed to have re-treatment of product(s) as required.
20. Although our service includes roof work, we do not offer a warranty for the horizontal roof due to maintenance difficulties. Front and rear rolls are still covered under warranty.

## YOUR OBLIGATIONS

1. Warranty must be registered within **30 days of application**.
2. In the event of protection failure or should you become aware of any damage which may result in a claim, contact the Warranty Administrator on 02 4647 7077.
3. Should a product reapplication be required, e.g. Following a motor vehicle accident, you will be liable for a reapplication fee.
4. The vehicle must be presented in a clean and tidy state in order for the claim inspection to be conducted. Should the vehicle require cleaning you may be liable for a cleaning fee.

## MAKING A CLAIM

1. Once you become aware of damage that may result in a claim, return the vehicle to an authorised RVGard Inspection Centre, within 30 days. Contact the Warranty Administrator on 02 4647 7077 for your nearest RVGard Inspection Centre.
2. The RVGard inspector will contact the Warranty Administrator on your behalf to process your claim.
3. In the event of a claim, the owner will provide the Warranty Administrator with all information and documentation supporting the claim as may be reasonably required.

## LIMIT OF LIABILITY

There is no limit to the number of claims made under this warranty however, the total liability to the Warranty Administrator for all claims is limited to the current market value of the RVgard product or up to the total value of \$3000.00. The warranty administrator is not liable to you for any loss or costs you may incur for making a claim. These costs include, but are not limited to, the loss of income, time or transport.

## THIS WARRANTY IS NOT TRANSFERABLE

### PLATINUM RV PAINTGARD & CERAMIC PAINTGARD

#### Product Description

RVGard Platinum PaintGard and Ceramic PaintGard have been formulated to provide lasting protection to the vehicles exterior painted surfaces, against environmental induced discolouration, loss of gloss (oxidation), fading, damage caused by acid rain, bird and bat droppings, tree sap and industrial fallout.

#### Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RVGard Platinum PaintGard or Ceramic PaintGard on any part of the vehicle external paint surfaces which have been damaged, replaced or repaired. Such re-treatment must take place within sixty (60) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. The covered vehicle **must be washed regularly (every 4-6 weeks)** with RVGard Premium Shampoo or pH neutral car shampoo. RVGard Enviro Wash and Surface Rejuvenator must be used prior to any claims lodged.

#### Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the painted surfaces by events not covered under "Product Description".
2. Damage caused to areas due to neglect or abnormal chemicals and harsh detergents.
3. Damage to painted surfaces caused by fire, stones, collision, surface rust, petrol spillage, rail dust or physical damage.
4. Any modification or damage to the composition of the vehicles painted surface, including paint overspray.
5. Paint chipping, grazing and peeling.
6. Scratches and swirl marks in painted surfaces.

## LEATHER AND VINYL GARD

### Product Description

RVGard Leather and VinylGard has been formulated to provide lasting protection against permanent staining of the leather and vinyl treated materials within the Covered Vehicle caused by foodstuffs and drinks such as water, coffee, soda and milk. It also protects against cracking and splitting or discolouration of treated leather and vinyl materials, caused by sunlight and heat.

## INSPECTIONS

Submit annual inspection photos to [info@rvgard.com.au](mailto:info@rvgard.com.au), quoting your warranty number. See "Customer Obligations Specific to this Product".

### Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RVGard Leather and VinylGard on any part of the vehicle's leather or vinyl which have been damaged, replaced or repaired. Such re-treatment must take place within thirty (30) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. The leather and vinyl surfaces of the covered vehicle must be cleaned regularly (fortnightly at least).

### Exclusions Specific to this Product

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the leather and vinyl surfaces by events not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach dyes, inks, crayons, acids, or similar substances.
4. Materials which have been ripped or torn.

## CARPET AND FABRIC GARD

### Product Description

RV Gard Carpet and FabricGard has been formulated to provide lasting protection against staining of carpet, fabric and velour, caused by foodstuffs and drinks such as water, coffee, soda and milk.

### Customer Obligations Specific to this Product

In addition to the general customer obligations detailed under "Your Obligations" the following are your further obligations specific to this product.

1. The Covered Vehicle must be re-treated with RV Gard Carpet and FabricGard on any part of the vehicles interior which have been damaged, replaced or repaired. Such re-treatment must take place within thirty (30) days of the completion of the repair or replacement, at the owners expense. Contact RVGard on 02 4647 7077 should the additional product be required.
2. Spills are to be wiped up as soon as possible to minimise damage.
3. Carpet and fabrics of the Covered Vehicle must be cleaned and vacuumed regularly (fortnightly at least).

### **Exclusions Specific to this Product**

In addition to the general exclusions detailed under "Exclusions", the following are exclusions to this warranty which are specific to this product.

1. Any damage to the carpet or fabric surfaces by events not covered under "Product Description".
2. Abnormal wear and tear.
3. Stains caused by burns, bleach dyes, inks, crayons, acids, or similar substances.
4. Materials which have been ripped or torn.
5. Headlining's are not covered, as they cannot be treated.

### **Important Information**

Maintenance products can be purchased in our online shop at [www.rvgard.com.au](http://www.rvgard.com.au).

For advice and support please call 02 4647 7077 or email [info@rvgard.com.au](mailto:info@rvgard.com.au)

The dealership which provided our products shall also be a first point of contact for any claim issues.

**Alpha Marketing Pty Ltd, T/A RVGard**  
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