



Camco Industries Ltd Warranty Policy

Camco Industries Limited (Camco) has recently introduced a limited lifetime warranty. This applies to any purchase after 01/06/2020.

Camco provides a limited Lifetime Warranty on all Camco manufactured products. This limited Lifetime Warranty is effective for as long as the original retail purchaser owns the product and it remains installed in the original vehicle. All OEM products offered by Camco are subject to the OEM product warranty terms and conditions. All warranty dates start from the initial date of purchase, warranty dates are not extended when items are replaced/repaired under warranty by Camco. This warranty terminates when the original retail purchaser sells or otherwise transfers the product to any other person and or vehicle. Camco's warranty is void when the product is used in competition, mining, or subject to extraordinary use (including, but not limited to), consistent off-road use (activity of driving a vehicle on a unsurfaced road, path or track, made from materials such as sand, gravel, mud, snow, riverbeds, rocks and other natural/rough terrain).

This warranty does not cover any loss/damage caused by normal wear and tear (including, but not limited to, scratches, paint chips, dents, tears, or aesthetic oxidation of surfaces, or natural breakdown of colours and materials over extended time and use), accidents, unlawful vehicle operation, or modifications or repairs not performed or authorized by Camco. The vehicle that Camco's products are fitted to must be compliant/road legal for the Camco warranty to be valid. Items that are not covered under warranty due to normal wear and tear are parts such as (including, but not limited to, hardware, gas struts, seals/gaskets, lights & electrical components.)

In addition, this warranty does not cover any loss/damage resulting from conditions beyond Camco's control including, but not limited to, theft, misuse, overloading, or failure to assemble, mount or use the product in accordance with Camco's written instructions or guidelines included with the product or made available to the original purchaser.

The following items must be maintained on a regular basis. More frequent maintenance is required in off-road conditions & high dust contaminated areas. Including the below list but not limited to:

- Check mounting points are remaining tight
- Lubricate all moving parts, drawer slides, locks, hinges.
- No abrasive compounds to be used for polishing painted/raw surfaces.
- Ensure all electrical plugs are secure & tight.

Camco's Warranty Process: All defects must be reported to Camco immediately upon discovery. (0800 663 500 or Support@rolaworx.com) Your vehicle / product must readily be made available to Camco or Camco's repair agent as soon as possible for inspection/repairs. Camco are not responsible for any consequential losses or business interruption associated with the loss/damage to the products supplied by Camco (Including, but not limited to, Vehicle/product down-time, hire or loss of use, staff down-time, travel cost associated with repairs/inspection, freight/delivery expenses) If the vehicle that the supplied Camco product is fitted to is involved in an accident / collision or the product is damaged during the course of the product lifetime then the vehicle must undergo a safety inspection by Camco or an appointed inspector from Camco to ensure that the vehicle is safe to operate, failure to do so voids all warranty and liability from Camco.

Subject to Camco 's inspection and confirmation of the product failure liability of the product, Camco will remedy defects in materials and/or workmanship by repairing or replacing, at Camco's option, the defective product without charge for parts or labour, subject to the limitations and exclusions described in this warranty. Camco may elect, at its option, not to repair or replace a defective product, in which case Camco will issue to the original purchaser, at Camco's option, either a refund or a credit to be used toward the purchase of new Camco products, this value will be proportionate to the period the product has been used. The refund/credit amount is calculated on depreciation of the goods sold. This is based on the following depreciation method. Total product value at time of sale less 30% per year (based off IRD depreciation rates, Vehicle class NA 30%). (see below method of calculation)

See method of calculation below (all prices exclude GST)

Initial Sale Value	Value after 1 Year	Value after 2 Years	Value after 3 Years	Value after 4 Years	Value after 5 Years
\$15,000.00	\$10,500.00	\$7,350.00	\$5,145.00	\$3,601.50	\$2,521.05
Rate of depreciation	30.00%	30.00%	30.00%	30.00%	30.00%