

Bushwakka Warranty

(Effective Date: 01/01/2020)

Bushwakka Africa offers this extensive warranty to the original purchaser of our trailers. Warranty starts from the date of collection and handover.

Limited lifetime frame warranty

Bushwakka Africa warrants the trailer main frame chassis to the original licensed owner to be free from defects in material and workmanship with the following conditions: This LIMITED LIFETIME WARRANTY does not cover the hitch, tires, wheels, axles, suspension, parking jacks, lights, wiring, paint, or any other features or options outside the scope of the trailer main frame weldment. Limited lifetime is determined by the following criteria: 5 Years on trailers, to the original owner and is non-transferrable, limited to the first accident or overloading. This warranty also does not cover:

1. Products which have been operated in excess of rated capacities.
2. Misuse, abuse or accidents.
3. Vehicles which have been altered, modified or repaired in any manner not authorized by our company.

Full one year warranty

Bushwakka Africa warrants each new product manufactured by us to be free from defects in material and workmanship for a period on one year from date of delivery to the original purchaser except as noted below.

This one year warranty covers the entire trailer against material and workmanship except as noted:

1. New products which have been operated in excess of rated capacities
2. Misuse, abuse or accidents.
3. Trailers which have been altered, modified or repaired in any manner not authorized by our company.
4. Second-hand or used trailers.
5. Wear items such as tires, battery, suspension, bearings, parking jacks.
6. Products that have not been properly maintained (by the dealer or consumer).

In no way shall the manufacturer be held liable for consequential damages such as rentals of substitute vehicles, loss of profits, downtime, or other commercial losses. This warranty does not cover shipment of trailer or parts to dealer or manufacturer, or return shipment of trailer or parts to dealer or consumer from factory.

Tire/battery electrical warranty

New vehicle tires are warranted by their respective manufacturers and are prorated. Battery is warranted by Bushwakka Africa and is prorated.

Bushwakka Africa obligation

Our obligation under this warranty is to repair or replace, at no cost to the end user, any warrantable part proven defective within the time limit of this warranty at our factory or at an authorized Bushwakka dealer.

Bushwakka Africa will handle disposition of warranties on all other purchased components such as axles, suspensions, wheels, batteries, parking jacks and other purchased parts in conjunction with their respective manufacturers, and under the terms of their respective warranty policies.

We must receive immediate notification of a defect and no allowance will be made for repairs without our prior consent or approval. Manufacturer does not pre-authorize any dealership for warranty work. The dealer must call our warranty service department to receive an authorization number. If the work performed is not pre-authorized with a claim number, it may be deemed void.

Defective parts must be returned within twenty days of receipt of replacement parts or credit may not be given for the replacement parts and an invoice may be issued.

This warranty is in lieu of all other warranties, expressed or implied by law or otherwise, and there is no warranty of merchantability or fitness of purpose. Government regulations require motor vehicle manufacturers to maintain a record of original owners of their equipment. Our warranty registration fulfils this requirement. This warranty written under the laws of South Africa, and some provisions in this warranty may be adjusted according to your local province or country's laws. Complete warranty details and changes can be read on our website www.bushwakka.co.za

WARRANTY CLAIMS

Bushwakka Africa must receive immediate notification of a defect in material or workmanship in order to expedite the warranty service. Warranty may only be claimed through an authorized Bushwakka trailer dealer. Dealer must call our warranty department for pre-authorization. Prior authorization is required before any work can be performed or the claim may be denied. It is beneficial to register for warranty on the date of the sale of the trailer as it would extend the warranty period.

Also, defective parts must be returned with 20 days of receipt of replacement parts or you will be invoiced for those parts.

Bushwakka Africa does not pre-authorize any dealership for warranty work. These procedures must be followed or the warranty will be null and void.

When directed by our warranty and service department to return components, please send them to the shipping address below:

Bushwakka Africa CC – 13 Krone Street – Worcester – 6850 – South Africa

Manufacturer reserves the right to modify, without notice, specific designs, specifications and policies (including warranty policy) as they see fit without obligation in regards to products previously sold. The manufacturer also reserves the right to discontinue any model or policy without obligation in regards to previously sold products.



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