



Website: [www.harvok.com.au](http://www.harvok.com.au) Phone: 03 6158 8858 Email: support@harvok.com.au

To seek warranty approval, we require the below Warranty Form to be completed, signed and emailed with all supporting documentation, EG: clear images & detailed description of the defect, proof of purchase. Once received, we will seek warranty approval from the Manufacturer/Supplier. We are unable to book your van in or conduct any warranty work until this approval has been confirmed, and, if applicable, all parts have been received from the supplier.

Failure to submit detailed information regarding the defect, and or supporting documentation will cause delays in the approval process. Please include all information when you email the form, should your claim be declined, we will communicate this to you in a timely manner.

**\*\*Note:** Although we do our best to get your warranty claim finalised within the shortest time-frame possible, delays can occur, warranty outcomes and repairs are subject to this. The below time-frames are a general guide in nature.

|  |   |
|--|---|
| Receipt to Harvok of complete, signed warranty form & all required documentation.  | Day0  |
| Job costed by service team.  | Within 5 business days.                                   |
| Outcome received from manufacturer post receipt or complete warranty documents, inc. any follow up items, if applicable. | 10 - 28 business days.                                    |
| Parts received from manufacturer.  | Supplier guided ETA.                                      |
| Van booked in once parts received.   | At your preferred time, subject to workshop availability. |
| Total approval process from return of complete documents to van being booked in for repairs.                             | Please allow approximately 8-16 weeks.                    |

The completed warranty form and any follow up enquiries can be sent to support@harvok.com.au

Please place your name and chassis number in the subject line of any email correspondence, or on documents you submit. If you have not received an update within 3 weeks of submitting your completed warranty claim and would like to follow up on its progress, please send an email to the address above. We will endeavour to respond within 48 hours.

We are working with our suppliers to address these issues; however, they are largely outside of our control. We thank you for your understanding and support.



*Build Better RVs*

WARRANTY FORM

|   |  |
|---|--|
| CUSTOMER DETAILS  |  |
| NAME:   |  |
| CONTACT:  |  |
| ADDRESS:  |  |
| ADDITIONAL CONTACT:   |  |
| VAN DETAILS   |  |
| CHASSIS NUMBER:   |  |
| REGO:   |  |
| VIN NUMBER:   |  |
| <p>WHAT IS THE DEFECT?</p> <p><input type="checkbox"/> please provide as much detail as possible to assist in a speedy warranty approval. If you require more space, please use the additional details sheet below.</p> |  |
| <p>WHERE DID THE DEFECT OCCUR?</p> <p>e.g., was the van in storage, free camping, heavy rain (which way was the rain coming down, etc.)</p>   |  |
| <p>IS THE DEFECT ONGOING/SPORADIC ONLY HAPPENING IN CERTAIN CIRCUMSTANCES, IF SO, WHAT ARE THEY?</p>  |  |
| CLEAR DETAILED PHOTOS OF ALL DEFECTS  | REQUIRED for ALL requests. - Attach with return email. * No request will be processed without supporting pictures. |
| OWNERSHIP DOCUMENTATION   | EG: SALES CONTRACT if not purchased from Harvok - Attach with return email.  |
| CLAIM VALIDATION  | Sign page 3, warranty declaration  |
| OTHER, EG: would you like your van serviced, or any other work completed whilst it is with us, please note.   |  |



Additional Details:

| DEFECT | DETAILS |
|--------|---------|
|        |         |
|        |         |
|        |         |
|        |         |
|        |         |
|        |         |
|        |         |

I confirm the information I have provided above is true and correct. I have read the Terms of the Manufacturer warranty agreement and confirm I am within the warranty period for any items claimed. I have not in any way contributed to or caused the defect I am claiming for. If it is found I have provided false information, contributed to, or caused the defect I am claiming under Manufacturer Warranty, I am aware I will be liable for the costs of any labour, parts, or other expenses incurred against this Warranty Claim.

| PRINTED NAME (legal van owner): | SIGNATURE: | DATE: |
|---------------------------------|------------|-------|
|                                 |            |       |