

Important Questions for Potential-Buyers of Caravans to ask a Supplier (Dealer)

Before you consider signing a Sales Contract... and commit to any financial transaction

Firstly, and *most importantly*, use the **2-Part Buyer-Assist - "Evaluation & Comparison"** - to determine **exactly** what caravan you: **Want / Need / Can afford**, so that you *don't* get talked into buying something that does **not** ideally suit your *desired* travel plans... or is *outside* your *budget*!

History of the Supplier & Manufacturer:

- 1: How many years has *your* Business been operating?
- 2: *Approximately*, how many years has the *Manufacturer* been operating?
- 3: Does the *Manufacturer* have a professional **Quality-Assurance** program. YES / NO
- 4: Does the *Manufacturer* have a professional experienced **engineer** on-site? YES / NO
- 5: Have *any* of your caravans been subject to a compulsory or voluntary **re-call**? YES / NO

Business Practices:

- 6: Would you be willing to *complete* - and *sign* - the "**VSB1 Compliance Check-List**" supplied, *before* conducting the hand-over procedure? YES / NO
- 7: Would you be willing to *complete* - and *sign* - the "**Pre-Delivery Check-List**" supplied, *before* conducting the hand-over procedure? YES / NO
- 8: Does your **Sales Contract** comply with *all* items of the **Australian Consumer Law**? YES / NO
- 9: Is your **Sales Contract** free of any requirement for the *Consumer* (Buyer) to **declare** that the vehicle is Safe, Compliant, Fit for the Intended Purpose, of Acceptable Quality, or as Advertised or Advised, **before** they accept the vehicle? YES / NO
- 10: Do you supply a **Certified** public weigh-bridge ticket stating both the **Tare Mass** and the **Empty Ball-Loading**? YES / NO
- 11: Does the *stated* **Tare Mass** include *all standard equipment*, and *all* other items that are *stated* on the **Sales Contract**? YES / NO
- 12: In other words, does the *stated* **Tare Mass** precisely mean the *mass* of the *empty* vehicle - including empty water tanks and empty gas cylinders - in the configuration and condition as it leaves the **Supplier**... **not** the **Manufacturer**? YES / NO
- 13: Did the **Manufacturer** of the proposed vehicle conduct a comprehensive **Final Inspection**? If yes, is the **Report signed**, and **supplied** with the vehicle? YES / NO
- 14: Do you conduct a detailed **Pre-Delivery Inspection** on **each** vehicle, before it is sold? If yes, is the **Report signed**, and **supplied** with the vehicle? YES / NO
- 15: Are you **completely** familiar with the *Provisions* of the **Australian Consumer Law**, in relation to the **legal obligations** of **Suppliers**? YES / NO

- 16: Does your **Sales Contract** state that a consumer is entitled to a **refund** or **replacement without** having to take legal action? YES / NO
- 17: Does the Manufacturer have **authorised** Service and Repair agents in all **major** cities? YES / NO
- 18: Do you **Guarantee** that all information on the **Trailer Plate** - or otherwise supplied with the proposed caravan - is **true, correct** and **complete**? YES / NO
- 19: Are **all** of your Sales / Marketing personnel **fully-conversant** with the **Requirements of VSB1**, and the **Ratings** and **Masses** terms for **caravans** and **tow-vehicles**? YES / NO

Specific, Intended Caravan:

- 20: Do you **carefully** appraise **all Ratings** of the **intended** - and **advised** in writing - **tow-vehicle**, in order to **ensure** that the proposed **fully-loaded** caravan can be **safely** and **legally** towed. YES / NO
- 21: Can the **intended** tow-vehicle be **legally** loaded to its **GVM Rating** when the **proposed caravan** is **fully-loaded** to its **ATM Rating**? YES / NO
- 22: Can the caravan be **fully loaded** (in a typical and reasonable manner) - up to its **ATM Rating** - **without** exceeding the **GTM Rating** or the **Coupling Rating**? YES / NO
- 23: Has a **fully-loaded** vehicle "**Model**" been **professionally tested** under "real-world" operating conditions, to (a) **Determine** the **acceptable** lower and upper **Ball Loadings** for safe **handling** and **stability**, and to (b) Provide assurance of **acceptable reliability** and **durability**? YES / NO
- 24: Was the **Electrical System** of the proposed caravan **installed** - and **certified** - by a **Qualified Electrician**? YES / NO
- 25: Was the **Gas System** of the proposed caravan **installed** - and **certified** - by a **Qualified Gas-Fitter**? YES / NO
- 26: Is there **anything** about this caravan Model - or this particular caravan - that I should be **aware** of, that would **influence** my **decision** to **buy**, or **not** to buy? YES / NO
- 27: By how many **kg** does the Ball-Loading **vary - plus & minus** - when the **contents** of the water tanks are at their **two most-adverse** combinations of **Empty** and **Full**? + kg
- kg

Supplier Name & Signature:

Witness Name & Signature:

Date: