

# **BUNDUTOP Roof top Tents – TERMS of Sale and Handover guide**

When Using your Roof top tent - You must always:

**1. Ensure you follow correct Opening and closing procedures EVERY time to avoid damage.**

## **2. Opening Procedure (to be Demonstrated)**

- Unlock and open latches, 1,2,3,4
- Lift tent 1" Max and complete a lap of vehicle to check that all sides have lifted and latches are unlocked
- Press up button in 'pulses' checking canvas wall tension and stopping the lift as tension on walls becomes evident.

## **3. Closing Procedure (to be Demonstrated).**

- Push down button to lower tent approx 20cm – STOP
- With tent lowered 20cm, check that wall battens have 'popped' inwards. Complete a lap of the vehicle ensuring that all battens are popped in.
- Push button and continue lowering tent until 5mm from closed. 'Pulse' it down a few more touches until the seal – Then use the overcentre latch pressure to close the tent. You should be feeling 1 or 2 finger tension. If you are not, check that your pillows and or bedding are spread evenly and centered in the tent.

## **4. Emergency opening and closing using Over Ride Terminals (to be Demonstrated)**

- Buttons not operating – Use the Supplied Override Anderson Plug. And follow the same above procedure (repeat the above opening and closing procedure ensuring that correct tent lift height and canvas tension is achieved)
- Demonstrate Push button re-set fuse.
- Lift roof , reach in and Pull out winch free spool, propping and string replacement.

## **5. Care and Maintenance (to be discussed)**

- Discuss Condensation issues present in all tents and in particular – the importance of airflow and opening tent , airing mattress after camping.
- periodically checking of nuts – (Should be flush on all bearing joints)

- Use of Inner wear patches when point of contact is discovered. (Cut patch from supplied bag and glue on using clear contact adhesive.

### **Warranty, shipping and Returns Policy for Bundutec Products (to be read and Signed)**

All Bundutec Products carry a 12 Month Manufacturers warranty. (The equipment is manufactured in South Africa) For detailed warranty information – Please read the Included Bundutec brochure inside your purchased Tent or Awnings packaging. For RTT – the warranty document is enclosed in the operation booklet inside the tent.

### **Tough touring Support**

Tough Touring does not accept liability for the repair or failure of any Bundutec product – All Support / repair and warranty requests are handled directly by bundutec Australia – They can be contacted in writing only at [www.bundutec.com.au/support/](http://www.bundutec.com.au/support/)

(Note that Phone calls to them are not answered directly, as their website only lists the numbers of local dealers. )

Tough Touring (Like all retailers) relies on the Manufacturer to warrant /replace or repair any faulty product. The Bundutec Support process begins at their provided [www.bundutec/support.com.au](http://www.bundutec/support.com.au) web page.

### **Bundutec Australia's Support process is all online – their process explained**

On registering a warranty or repair enquiry via the Bundutec / Support page , The closest Bundutec Dealer is contacted by Bundutec OZ to carry out an inspection of the tent.

All inspections of Tents by Tough Touring, Regardless of warranty or Liability are charged out as \$180 Inspection fee. This Inspection fee is payable by the customer to Tough Touring Australia at the completion of inspection.

On completion of the Inspection, an inspection report is compiled as a 'quote/job sheet' and a copy is handed to you (the customer )and a copy is sent to Bundutec OZ (the Supplier) diagnosing found issue(s) – The Report will list your tents serial number (build date) and any recommended repairs required, or carried out – The likely cause of fault and any other information pertaining to the issue.

For minor repairs that can be carried out during the allocated 1 hour slot to all inspections, they will be repaired on the spot where parts are available, and are part of the inspection fee. Additional replacement parts required are also billed.

For Repairs requiring more time and parts than can be dealt with in the 1 hour allocated time slot – a second appointment time can be made with Tough Touring to carry out the repairs.

Bundutec OZ is responsible for determination on an appropriate course of action to compensate you (the Customer) for any costs borne by you to fix the issue - as well as any compensation for the Inspection fee or costs for subsequent parts and time billed for repairs carried out.

### **Direct Phone call support to Tough Touring**

You can call Tough Touring and 'Phone in' support requests directly to Tough Touring If you wish to skip the Bundutec Warranty and Support process – any appointment made will be an Initial 1 hour time slot. You will be charged the inspection fee of \$180 and any additional time past 1 hour for repairs carried out if you direct us to complete repairs on the spot.

The Inspection / repair slot time fee of \$180 is payable on completion REGARDLESS of LIABILITY – you can of course seek compensation directly from Bunduct Oz for this if any repairs or manufacturing fault is evident – Tough Touring does not operate as an intermediary on your behalf – and any claims of this sort are your responsibility to follow up.

### **To be clear**

Tough Touring Takes no responsibility for financial compensation, replacement, tent removal, repair, accessory removal or replacement or re-installing warrant repaired tents, accessories or storage of same to any tent damaged or faulty regardless of cause of issue being warranty related or user error. All repairs carried out are payable service charges by you (the customer).

Removal of your Bundutec Product yourself and return to dealer is handled with the same process as above, Tough Touring has limited storage space and may or may not be able to accept your tent – please call us ahead to ensure we have a bay available for storage.

### **Shipping and Delivery times**

Tough Touring Orders the Bundutec Tents up to 4 months ahead of their arrival time, to allow customers to hopefully avoid lengthy waits on orders, however we have no control over shipping landing dates – and its difficult to predict actual numbers of tents required 4 months in advance. We will advise at time of sale the expected delivery dates, however these can change without notice .

Tough Touring aims to keep at least a few of each color of all tents Bundutec Builds in stock at all times, but fluctuations in sales sometimes means lines will sell out.

### **Care and Maintenance Document**

Tough Touring has provided a detailed care document on how to get the most out of your bundutec roof top tent and how to prevent issues / and how to get around them and keep travelling should they occur. The tent itself is a fantastic product, providing excellent class leading comfort in even poor weather, but it is still a tent. The tent is designed to never be unable to be used, with provision for non-powered lift, as well as emergency power operation in the instance of electrical components failure.

Please read our included Care and Maintenance document. It pays to know and understand your touring equipment. A good understanding of the workings of your tent will avoid failure - and arm you with the knowledge to keep going in the event of any breakdowns – minor or major.

**Acceptance and understanding of terms of sale.**

I have been shown the above Opening and Closing Procedure by the Dealer 'Tough Touring Australia' and I have read and I understand that the warranty and support terms and process go directly through Bundotec OZ Pty Ltd, Not Tough touring Australia.

Customer Name \_\_\_\_\_

Customer Signature \_\_\_\_\_

Date \_\_\_\_\_