



POST PURCHASE INFORMATION

MOTORHOME PURCHASE

Thank you and congratulations on the purchase of your motorhome!

The team at Jayco Newcastle will endeavour to assist you in any way we can to make your motorhome dreams a reality.

If you have purchased a stock motorhome, we will arrange with you to take delivery as agreed. If you have ordered a motorhome from the factory, we will receive a factory confirmation approx. 6-8 weeks prior to the build commencing.

A copy of the confirmation will be forwarded to you, and we encourage you to check it against your original contract and tick off what you have selected, including colours, fridge size etc.

Feel free to visit the dealership to discuss any concerns or questions you may have regarding your order during the confirmation process.

You will be required to sign off on the Jayco confirmation and, after this point, we cannot make any changes to your factory order.

ADDITIONAL OPTIONS

Have a think about how you will use and enjoy your motorhome – there are many additional options that can be fitted to suit your RV travelling lifestyle – a bike rack, nudge bar, bull bar, external shower etc.

Factory-fitting optional features is far more cost effective than after-market additions.

Have a chat with your sales person regarding their recommendations and make your selection prior to final confirmation.

DELIVERY

On the date of delivery, please allow at least four to five hours for us to show you how your motorhome works and to finalise paperwork etc.

We prefer not to rush your hand over process - it is important that you know how to operate your motorhome, and that you are happy to take delivery of the motorhome you have ordered.

Hand overs are scheduled Monday – Friday and we are unable to accommodate weekend handovers, as we do not have our work shop team available to assist if we encounter any problems.

To ensure the best possible hand over, we ask that you arrive just prior to your appointment time and check in with reception. Our receptionist will ensure the hand over team is notified of your arrival so they can come and greet you. If you are bringing a trade-in vehicle, please arrive 30 minutes prior to your hand over time to allow us to inspect your trade and complete further paperwork.

Please note that if unforeseen circumstances occur and you need to change your already booked in handover date we must receive at least 3 working days notice prior to your booking date to be able to reschedule.

TRADE-INS

If you are trading in a caravan or motorhome, please ensure that the vehicle has been thoroughly cleaned, inside and out, including, but not limited to, the toilet and cassette, fridge, stove etc. Jayco Newcastle reserves the right to charge a cleaning fee if this has not been done. Please also check that all the appliances including the air conditioning, fridge, stove, TV etc are in working order. Please refer to the contract terms and conditions point 4.

On delivery day, please remember to bring all accessories associated with your trade, including annexes and all keys. Don't forget the current registration papers for the trade vehicle - these need to be signed over to us at the delivery of your new motorhome



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PAYMENTS

Payment in full is required prior to, or on delivery of your new or used motorhome. There are various ways you can settle the outstanding balance owing on your purchase, please see the below:

- **Cash:** A maximum of \$4,000.00 cash can be paid at the dealership. Cash payments exceeding \$4,000.00 need to be deposited directly at the Commonwealth Bank at Raymond Terrace by the purchaser.
- **Credit Card:** Credit Card/EFTPOS payments are restricted to a maximum of \$5000.00 only, per sale.
(Credit Card/EFTPOS payments exceeding \$5000.00 are permitted, but will incur an additional merchant fee, payable by the purchaser)

We do not accept AMEX Cards
- **Electronic Funds Transfer (EFT):** The transferred amount must be in Jayco Newcastle's account by the morning of your handover. Please ensure you and your bank allow ample time for this transfer to be processed. Real Time transfers are not always immediate, so please complete this at least 2 days prior to your handover date. Our bank details are as follows:

Commonwealth Bank Wagga Wagga

Bank Account Name: Caravans and Motorhomes Pty Ltd

BSB: 062-614 ACC:1035-8772

Reference: (Your last name & Stock number eg, Smith 1111)

- **Finance arranged by your financier:** If your lending company requires an invoice to be sent, they must give us adequate notice to do so, and have your loan documents signed and balanced in our bank account the day prior to your handover.
- **Finance through Jayco Financial Service:** Jayco Financial Services will liaise with us regarding the settlement process. Please ensure you send any documents they may require promptly, so that settlement can take place the day prior to your handover.

JAYCO CARAVAN COMPONENT WARRANTY

For all warranty information, please refer to your new owner's manual. The caravan components of all new Jayco motorhomes come with a nationwide, 2-year warranty. There are some circumstances where some components such as Air Command Air conditioners, Dometic Air Conditioners and Fridges, Sphere TVs and Microwaves, Smev Cook Tops and Ovens, Alko Electric Brakes and Axles and Hot Water Systems are covered by each manufacturer of these products. In this instance, Jayco Newcastle will refer you to these manufacturers.

Please be aware - a call out fee will be charged for an external service agent to attend Jayco Newcastle and service these items. Covering this cost will be your responsibility.

Alternatively, you may wish to attend the supplier-authorised warranty agents listed. The local service agents for the brands mentioned are Lakeside Gas Fridges - (02) 4958 6652. They are located at 511 Lake Road, Argenton NSW 2284.

The Jayco Newcastle Service Department conducts a high volume of service work and are often booked out 4 – 8 weeks in advance. Please keep this in mind if your motorhome requires warranty



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work to be carried out. If the work is more urgent and needs to occur at shorter notice, do not hesitate to call and discuss this with the team.

If you are experiencing location or time constraints, it may be more convenient for you to book in with another Jayco Service Agent. In this instance, please call us and we can arrange a booking with one of these agents for you.

CHASSIS MANUFACTURER WARRANTY

Renault & Iveco chassis come with a 3-year warranty.

Fiat & Mercedes chassis come with a 5-year warranty.

For all warranty information, please refer to your new owner's manual.

SERVICING

Jayco Newcastle are not an authorised service agent for Fiat, Mercedes, Renault or Iveco.

You will need to take your motorhome to the authorised dealer for any service work. For all service information, please refer to your owner's manual as this information will vary depending on the model of motorhome purchased. For easy reference, we have provided contact information for each local dealer on the page attached.

CUSTOMER APPRECIATION WEEKENDS

Purchasing your motorhome with Jayco Newcastle means you are now eligible to register for our customer appreciation weekends!

These are a great way to meet like-minded RV enthusiasts and Jayco Newcastle staff in great locations around the Hunter and beyond. Please note - that this is a gesture of goodwill, not an entitlement, and there are terms and conditions attached to the appreciation weekends. Due to popular demand and site availability we cannot always accommodate all our valued customers. Invitations are issued at the discretion of Jayco Newcastle Management. Jayco Newcastle reserves the right to charge a cost and the right to cancel the weekends at any time. Please refer to our website www.jayconewcastle.com.au to register your interest for our Customer Appreciation Weekends Away and to read associated terms and conditions.

ONGOING

Your sales person should be your first contact; however, contact may also be made through the Sales Manager or our Sales Coordinators.

We recommend you discuss all aspects of your proposed RV adventures with our specialist sales, spare parts and service teams. There are many things to learn about your new motorhome and we encourage you to call should you have any questions, concerns, or feedback you'd like support with.

For tips and tricks on how to set up and operate your motorhome and accessories, visit:

<https://www.youtube.com/user/JaycoCorporation/videos>

We hope you have many happy adventures in your new motorhome!