

## 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* requirements 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: .....