CHOKKA BLOCK

WARRANTY, FITMENT, RETURNS & LIABILITY POLICY

1. PRODUCT-ONLY VOLUNTARY REMEDIES

Our voluntary customer remedies relate solely to the CHOKKA BLOCK alignment guide blocks supplied. We offer a voluntary return/refund or discounted product redesign only for genuine non-fitment, as described below. We do not offer any additional voluntary warranty, reimbursement or compensation for caravan roofs, clamps, seals, brackets, struts, fittings, vehicles or other property.

2. GENUINE NON-FITMENT REFUND

Where the supplied blocks genuinely do not fit when correctly positioned directly above the roof clamps, please provide your order details, caravan model, clear photographic evidence and video demonstrating the fitment issue. For this voluntary offer, contact us for return authorisation and return the blocks undamaged. A full refund of the returned blocks' purchase price will be processed within 10 business days after receipt and inspection. Statutory rights and any applicable shipping entitlements remain unaffected.

3. OPTIONAL REDESIGNED BLOCKS

Alternatively, supply the required width, depth and height measurements, along with photographs of the installation area. Where a redesign is feasible and a quote is accepted, a 15% discount applies to the quoted price for redesigned CHOKKA BLOCK products.

4. EXCLUSIONS FROM VOLUNTARY RETURNS

No voluntary refund applies for change of mind, misuse, incorrect positioning or installation, customer damage, alterations, or where the blocks fit and perform as intended. Voluntary returns are not accepted for products purchased to copy, reverse-engineer, modify or reproduce the design and then return the blocks. These exclusions do not override Australian Consumer Law.

5. INSTALLATION & PROPERTY DAMAGE

Customers are responsible for installation method, secure placement, correct roof-clamp positioning, clearance checks and safe operation. Do not force the roof or travel with unsecured blocks. To the extent permitted by law, CHOKKA BLOCK does not voluntarily accept liability for damage to any caravan or other property caused by incorrect installation, misuse, insecure placement, modifications or failure to check clearance. Use is at the customer's risk to that extent.

6. AUSTRALIAN CONSUMER LAW

Nothing in this policy excludes or limits rights or remedies that cannot lawfully be excluded under Australian Consumer Law. These may include a repair, replacement or refund for product failures and compensation for reasonably foreseeable loss or damage caused by a failure to meet consumer guarantees. Evidence requests and the voluntary return conditions above do not prevent statutory claims.

Contact: Kurt Carpenter | 0451 101 624