



Product Warranty & Consumer Guarantees

5-Year Structural, Corrosion & Workmanship Warranty • 150,000 km



At RXI, we stand behind the quality and durability of everything we build. This warranty sets out the cover that applies to RXI-manufactured products, the conditions attached to that cover, and what you need to do to make a claim. It is written to give you confidence that your fit-outs will perform day in, day out — and to make the limits of our cover clear and fair to everyone.

At a glance

Warranty term: 5 years from the date of delivery, or 150,000 km, whichever occurs first

Applies to: RXI-manufactured Canopex® Service Bodies supplied on or after 1 July 2026

Covers: Structural integrity, corrosion (perforation) and defects in factory materials and workmanship

Your statutory rights under the Australian Consumer Law are preserved in full and are not affected by this warranty.

1. Your Consumer Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Our services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with a service you are entitled to cancel your service contract with us and to a refund for the unused portion, or to compensation for its reduced value. You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, you are entitled to have problems with the service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for any unused portion.

The benefits given to you under this warranty are in addition to, and do not detract from, any other rights and remedies you may have under the Australian Consumer Law (ACL) and other applicable laws. This warranty:

- is not intended to change or exclude any statutory consumer right that cannot lawfully be changed or excluded;
- is independent of, and may be additional to, any warranty provided by a re-seller, for which that re-seller is solely responsible; and
- does not affect your rights against a re-seller, including any mandatory statutory rights you have against the re-seller under consumer laws.

2. What This Warranty Covers

RXI Group warrants to the original purchaser that each RXI-manufactured Canopex® Service Body (the “**Service Body**”) will, for the warranty period and under normal business use and operation within Australia, be free from:

- structural defects in the body and its load-bearing components;
- perforation of body panels caused by corrosion from the inside out; and
- defects in factory materials and workmanship.

During the warranty period RXI will, at its sole option, repair, replace or adjust free of charge any part of the Service Body that RXI finds to be defective in factory materials or workmanship, subject to the conditions and exclusions in this document.

Product/Item	Warranty Cover
RXI Canopex® Service Body	5 years / 150,000 km — structural, corrosion (perforation) and workmanship (this document)
RXI Shelvex® and other RXI fit-out products	As specified in the product documentation or sales order applicable at the time of sale
Westfalia and other towing products	Per the manufacturer’s warranty terms supplied with the product
Ancillary items & accessories (e.g. inverters, lights, fridges, drawers, electrical components)	Warranted by the original equipment supplier in accordance with that supplier’s terms and conditions

3. Warranty Period, Commencement & Transition

➤ Warranty period

The warranty period is five (5) years from the date of delivery of the Service Body to the original purchaser, or 150,000 kilometres, whichever occurs first.



➤ **Effective date and transition**

The 5-year warranty applies to Service Bodies sold and delivered on or after 1 July 2026. To avoid any doubt:

- Service Bodies sold and delivered **before 1 July 2026** remain covered by the 3-year warranty terms that were in force at the date of original sale (3 years / 100,000 km), and are not extended by this document.
- Service Bodies sold and delivered on or after 1 July 2026 are covered by this 5-year / 150,000 km warranty.

➤ **4. Conditions of Cover**

This warranty applies only where the Service Body alleged to be defective is found by RXI to be defective in factory materials or workmanship under normal and proper use and operation within Australia. To keep your cover valid, you must:

1. Use, operate and load the Service Body only within RXI's specified capacity, operating and design limitations;
2. Maintain the Service Body in accordance with the Product Care & Maintenance Schedule in Section 9, and keep records of that maintenance;
3. Ensure any repairs, modifications or electrical work affecting the Service Body are carried out only by RXI or an RXI-approved repairer; and
4. Report any suspected defect promptly after it becomes apparent, and stop using the Service Body where continued use could cause further damage or a safety risk.

➤ **5. Transfer of This Warranty**

This warranty is personal to the original purchaser. It is provided on the following firm conditions:

Change of ownership

This warranty is not transferable. It ends automatically if ownership of the vehicle or the Service Body is sold, assigned or otherwise transferred to any other party.

Body transfer / "body swap"

This warranty applies only while the Service Body remains on the chassis to which it was originally fitted by RXI. Removing the Service Body and re-fitting it to a different chassis (a "body swap") voids this warranty, unless the removal and re-fitment are carried out by a certified RXI branch and the body is re-certified by RXI in writing.

Nothing in this section limits any consumer guarantee that may continue to apply to the goods under the Australian Consumer Law.

➤ 6. What This Warranty Does Not Cover

This warranty does not cover failure, damage, deterioration or defects caused by, arising from, or attributable to any of the following.

➤ Normal Wear and Tear

- Scratches, dents, stone chips and surface damage
- Fading, weathering or cosmetic deterioration
- Wear of moving components through normal use

➤ Misuse and Damage

- Vehicle accidents, collisions or rollovers
- Overloading beyond manufacturer or RXI specifications
- Off-road use beyond intended design parameters
- Abuse, neglect or improper operation
- Damage caused by unsecured or improperly secured loads

➤ Third-Party Modifications and Repairs

- Alterations, repairs or modifications by anyone other than RXI or an RXI-approved repairer
- Installation of aftermarket parts, fittings, attachments, decals, body wraps or accessories affecting RXI equipment
- Electrical modifications not completed by RXI

➤ Environmental Factors

- Corrosion caused by chemical exposure
- Saltwater, coastal or mining environments beyond normal expectations
- Fire, flood, hail, storm or other natural events

➤ Maintenance-Related

- Failure to maintain the product in accordance with RXI guidelines
- Lack of lubrication, adjustment or routine inspection
- Damage resulting from continued use after a fault has become apparent

➤ Vehicle and Manufacturer Items

- Chassis, drivetrain, engine, suspension or other vehicle components covered by the OEM warranty
- Vehicle electrical systems not installed or modified by RXI

➤ Costs Not Covered

- The cost of removal, re-installation, recovery, towing or transport of the vehicle or Service Body
- Consequential or indirect losses, including loss of income, vehicle downtime, hire-vehicle costs and any other indirect cost



7. Non-Genuine Parts & Accessories

Technical alterations to the original state of your Service Body can affect its safety and performance. Such alterations include, but are not limited to, the use of unsuitable parts, fittings, attachments, decals, body wraps and accessories.

RXI Group assumes no responsibility for any death, injury, loss or expense that may result from the installation or use of add-on, non-genuine or unapproved parts or accessories.

8. How to Make a Warranty Claim

If you believe your RXI Service Body has a defect covered by this warranty, follow these steps:

1. Report it promptly. Notify RXI as soon as the issue becomes apparent. Items considered defective or incorrect should be reported within 14 days of the defect being discovered.
2. Complete the Warranty Claim Form. Fill in the claim form (Appendix A, also available by scanning the QR code on your Service Body or at rxi.com.au/warranties).
3. Provide proof and identification. Include your original invoice or sales order number, and the body identification number located on the Service Body.
4. Inspection & assessment. RXI's technical team will assess the issue. If the product is found to have a defect covered by this warranty, RXI will arrange repair, replacement or adjustment.
5. Resolution. We aim to resolve valid warranty claims promptly to minimise downtime for your vehicles.

What happens on a repair or replacement

- Where a failure is not a major failure under the Australian Consumer Law, this warranty covers only the cost of repair or replacement of the product or part, the decision on which remains solely at RXI's discretion.
- Warranty work is carried out at an authorised RXI Service Centre. The cost of removal, re-installation and transport to and from that centre is not covered (see Section 6).
- Goods presented for repair may be replaced by refurbished goods of the same type rather than repaired, and refurbished parts may be used to carry out repairs.
- RXI reserves the right to inspect and assess all warranty claims before approving any repair or replacement.

9. Product Care & Maintenance Schedule

➤ 1,500 km / first service

- Inspect chassis mount bolts for movement from the marked pen lines; check overall tightness and security of the bolts.
- Conduct a light test to ensure all tail lights are working, including the number-plate light.
- Inspect underbody wiring for security and confirm all electrical equipment is operational.

➤ 10,000 km

- Inspect chassis mount bolts for movement from the marked pen lines; check overall tightness and security.
- Inspect underbody wiring for security and confirm all electrical equipment is operational.
- Lubricate the service-body door locks and any underbody accessories; remove the rear access panel and use a spray lubricant.
- Inspect roof accessories for movement.
- Inspect underbody accessories, including mudguards, to ensure all bolts are tight.

➤ Yearly

- Inspect chassis mount bolts for movement from the marked pen lines; check overall tightness and security.
- Inspect underbody wiring for security and confirm all electrical equipment is operational.
- Lubricate the service-body door locks and any underbody accessories; remove the rear access panel and use a spray lubricant.
- Inspect roof accessories for movement.
- Inspect underbody accessories, including mudguards, to ensure all bolts are tight.

➤ 10. Contact RXI

For warranty enquiries or to lodge a claim, contact our customer service team:

RXI Group Pty Ltd

Manufacturing Facility: 56 Kenilworth St, Morgan Park, QLD 4370

Phone: 1800 889 199 Email: warranty@rxi.com.au

Web: rxi.com.au/warranties

Branches: VIC • NSW • QLD • SA • WA

This warranty is in addition to the rights and remedies available to consumers under the Australian Consumer Law contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth) and is given in lieu of all other express or implied warranties, except those that cannot be excluded by law.

APPENDIX A

Warranty Claim Form

Complete this form and submit it to RXI with a copy of your original invoice or sales order. Field technicians can access this form by scanning the QR code on the Service Body.

Claimant & Vehicle Details

Company / Owner Name _____

Contact Person _____

Phone _____

Email _____

Vehicle make / Model _____

Registration / Fleet No. _____

VIN _____

Body Identification No. _____

Sales Order / Invoice No. _____

Date of Delivery _____

Current Odometer (km) _____

Defect Details

Date Defect Noticed _____

Branch / Dealer of Sale _____

Description of the defect or fault(attach photos where possible):

Maintenance & Usage Declaration

- Has the Service Body been maintained per the RXI Product Care & Maintenance Schedule? Yes / No
- Is the Service Body still on its original chassis? Yes / No
- Has the Service Body, or the vehicle, changed ownership since purchase? Yes / No
- Have any modifications, repairs or electrical work been carried out by anyone other than RXI? Yes / No



Claimant Signature

Date

RXI office use only

Claim no.: _____ Received by: _____ Date: _____

Assessment outcome: Approved / Declined / Further inspection required

Action: Repair / Replace / Adjust / Refer Authorised by: _____

Document control: RXI Group Product Warranty & Consumer Guarantees — Version 2.0 — Effective 1 July 2026. Supersedes the 3-year warranty statement and the D0707 RXI Warranty Statement.