

On 14th November 2018, I purchased my first Caravan from Watson's Caravans in Coffs Harbour NSW.

I bought the new Jayco freedom and set out to use it over Christmas period in 2018.

My husband had an accident in 2019 so it remained under cover and in 2020 due to Covid I only used the Van over Easter & June Long weekend that year.

In 2021 I took the Van away for 2 weeks over Easter and we received some rain in that time, as soon as it rained water came pouring through the Air Conditioning vent in the ceiling, streaming down the walls, over the dining table, kitchen sink & through the stove.

The only thing that remained dry was my bed, there was water running down the bedroom walls and all the cupboards had up to 10cms of water through them, you would have been forgiven for thinking the kitchen area was the ensuite due to the pouring water. Photos are attached.

Once I came home I contacted Watson's Caravans in Coffs Harbour to tell them what had happened and sent through the photos, stating that my Van was a lemon and asked for my money back.

Watson's advised me that they would fix the Van, this was July 2021. This was the first time they took it to make repairs.

When the Van was returned to me, the quality of workmanship on the repairs was very poor, there were screw holes in places that there should not be holes and most of the holes that were plugged up weren't done correctly.

My next issue was when the element in the fridge went, Watsons repaired this in November 2021. To date the light for the controls does not work.

We have just recently taken the Van out over the Christmas break for 2 weeks and when we went to set up the Van after it being in storage the Van was full of black mould inside cupboards and on walls etc. We also received some rain and it again leaked as before. Refer to photos.

My Van was booked in to be repaired on 28th January with Watson's for a third time but due to the fact my Husband was very ill with pancreatic & liver Cancer and I was responsible for keeping our Business running and care for him I asked Watsons if they could make arrangements to pick up my Van.

On Monday 31st January I rang Chris, one of the owners and asked for my money back or a replacement Van but was told they do not under no circumstances refund or replace, he advised me that once they repair a Van they never have any further issues, but that is not the case with my Van.

I was advised to on sell the Van to someone else but I could never do that.

Chris told me 'we all have personal problems & Im no different to anyone else'

Unfortunately during this whole process my Husband has since passed & only enjoyed the Van once over the Christmas in 2018. We've had this Van now for just over 3 years and due to the poor quality of the product we have not been able to enjoy any time away in it as we had planned.

Yours Sincerely

Cheryl Yager