

Role of your Dealer

Sunliner Recreational Vehicles (RVs) are sold via a dealership network. Sunliner believes this method delivers the best possible, localised and personalised experience for Sunliner customers.

Sunliner dealers are independently owned and operated businesses. Sunliner works closely with its dealership network to ensure that the high expectations that it insists upon for its customers are being delivered upon, using a detailed Sunliner policy and procedure system.

Your selling Sunliner dealer is your primary contact in supporting you in your new RV journey. They are your "home base" and are only a phone call away to assist with your service, warranty and "how to" questions for the life of your RV.

Your Sunliner Dealer will;

- Be prompt, informed and courteous in responding to all Sunliner product enquiries.
- Be knowledgeable about the Sunliner range of products.
- Provide accurate and complete contract documentation during purchase.
- Be proactive in communicating with customers regularly during the period between vehicle order and delivery.
- Provide a detailed hand over of the vehicle, taking the time to answer all questions.
- Be available to answer operational questions during the first period of ownership.
- Be proactive in contacting new Sunliner owners within the first week of ownership to ensure the vehicle is meeting the owner's expectations.
- Contact new Sunliner motorhome owners after three months of ownership to assist in organising the first motorhome service.
- Remain in regular contact with the new motorhome owner over the course of their motorhome ownership.

