

From: [REDACTED]
To: [MG Consumer Law](#)
Subject: Consultation paper consumer policy and currency unit
Date: Thursday, 10 February 2022 8:44:12 PM
Attachments: [Deal No NER6101.msg](#)
[RE Deal No NER6101.msg](#)
[Contract New Age.pdf](#)

Good morning,

I have pondered over this for too long and realise that tomorrow is last day for submissions so here is mine, somewhat rushed and brief.

3rd February I placed an order for a new caravan as detailed in the attached contract.

Advised salesperson that if the unit could not be delivered by May of that year we would not place the order, advised by salesperson that the unit would most likely be delivered with 8 weeks but let's say May to be on the safe side.

Delivery did not happen by the proposed date and we assumed the virus would be holding it up but following many phone calls we were assured that manufacturing was moving along nicely and delivery should only be about two weeks away but they would advise me of the chassis number as soon as production commenced (delivery would occur two weeks after that).

We kept making calls but to no avail and on Friday 5th June we received a phone call from Adam O'Sullivan (General Manager) advising us that our van would be many weeks away yet as the build had not yet commenced and therefore no chassis number was available.

On the following Tuesday I emailed the company cancelling the order (copy attached) - I felt it fair to assume that the factory did not operate over the Queen's birthday weekend and that construction would not yet have commenced.

Later that evening I received an email from Adam O'Sullivan (copy attached) explaining their entitlement to retain the \$5,500 deposit paid by us.

I did make an approach to consumer affairs regarding the matter of my deposit but was advised that because of the virus and the extreme back log of residential rent claims my case would most likely sit in a queue for many months.

I am quite happy for my case to be read broadly or published if you see fit to do so.

Cheers,

Trevor Madin

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