

Camper - Revamper



Terms and Conditions

Please read these terms and conditions carefully before you submit your order to us. These conditions tell you who we are, how products will be provided to you, how you and we may change or end the contract, what to do if there is a problem and other important information.

1. Definition of Terms

'Customer' is the person purchasing a conversion on their own van.

'Quote acceptance' is the contract agreed between Camper Revampers and the customer when providing conversion services. It seeks to acknowledge all terms laid out hereafter and agree to the commencement of work. This contract is entered on acceptance of our quote via Sage which will be emailed to you.

'Payment Schedule' is a schedule of payments laid out by Camper Revampers over the duration of the conversion project which is agreed by the customer prior to work beginning when a book in inspection will also take place to make note of any marks, damage to vehicle pre drop off.

'Hand back Inspection' refers to the inspection carried out by Camper Revampers when the conversion/pop top/other work has been completed and prior to signing the vehicle back over to the customer.

2. Conditions

2.1 All contracts are made with Camper Revampers

2.2 Deposits for full conversions/poptops are £1000 unless otherwise specified/agreed. Deposits are a commitment to buy and are therefore non-returnable.

2.3 We make every effort to ensure all products are of the best quality and where possible we aim to give customers photographic updates; however occasionally faulty items are supplied in error. Any faulty items must be reported as soon as possible. Customers will need to be prepared to return the van to Camper Revampers for any repairs to be carried out. We make every effort to carry out repairs promptly.

3. Conversion Services/ Pop Tops

Pricing

3.1 Prices are not fixed and not guaranteed, due to the nature of vehicles and custom work, complexities may only appear once work starts. Therefore, making fixed price work impossible although we do our best to give a price as accurate as possible.

3.2 Prices of new parts are based on catalogue prices available to us at the time of costing and as such are subject to change without notice.

3.3 If a specific part is not available and is needed for the continuation of the project a suitable alternative may be purchased sometimes at extra cost.

3.4 Any significant changes to the pricing of a project will be notified to the customer and agreed by both Camper Revampers and the customer before any further work will continue.

Payment schedules

3.5 Are binding once the quote has been accepted.

3.6 Deposit is non-refundable and is a commitment to the contract.

3.7 Camper Revampers will not give credit to any customer and all work is paid for in advance.

3.8 If a project is cancelled by the customer during the term of the contract no refund on any monies already paid will be given.

3.9 If a project is cancelled by Camper Revampers as a result of unforeseen circumstances or un-reconcilable differences between Camper Revampers and the customer, no refund will be given on any monies already paid.

3.10 Any deviation from the agreement without written agreement from Camper Revampers will be treated as non-payment.

3.11 Camper Revampers reserves the right to recover any monies owed to us by way of the sale of the customer's vehicle or via legal action.

Payment

3.12 Camper Revampers accepts payment by way of Cash or Bank Transfer

3.13 Cleared funds must be received by Camper Revampers on or before the dates laid out in the payment agreement.

Insurance

3.14 Camper Revampers is a fully insured business to offer van conversion/pop top services and other conversion work.

3.15 Customers must maintain their own insurance policy for the duration of their vehicle being under Camper Revampers control.

3.16 Camper Revampers will not be liable for any loss of property or vehicle costs in the event of theft or damage.

3.17 Although we are insured, customers vehicles are left with us at their own risk.

Contract Acceptance

3.18 Conversion/poptop contracts must be agreed a minimum of 2 weeks in advance of project start date.

3.19 Conversion/pop top bookings can only be confirmed on receipt of £1000, non-refundable deposit.

3.20 Deposits are treated as a commitment to the contract.

3.21 Cancellations during the project will receive no refund of the funds already paid including the £1000 initial deposit.

3.22 Removal of a vehicle from our premises will mean the project is cancelled and any place in our queue for work has been lost.

3.23 Cancellation will mean the vehicle must be immediately removed from our premises at the customers cost after the settlement of any monies owed. The vehicle will be removed from our workshop and stored outside.

3.24 All invoices must be paid immediately upon presentation as per the payment schedule agreed. Failure to do so will risk the project being terminated by Camper Revampers.

Project Duration and Leadtime

3.25 Camper Revampers will provide the customer with a estimation of time to complete the project and approximate start period.

3.26 Camper Revampers will not be held responsible for any overrun or extensions applied to this schedule as a result of other work, extra work or extended lead times for parts or any external factors.

3.27 Any extra work will be advised by Camper Revampers and amendments made to the schedule will be given.

3.28 Camper Revampers provides an estimated start date for the build slot, however timings cannot be guaranteed and are likely to change due to external factors and the nature of custom work.

Warranties

3.29 Camper Revampers offers 5 year warranty on West Dubs pop tops for T5/T6. 2 year warranty for T4, Caddy/Transit Westdubs Pop Top. 2 Year electrical warranty. 2 year warranty on full conversions.

This excludes natural wood worktops which require regular maintenance after installation and any damage caused by freezing. All pipe work should be drained down when not in use in cold climates.

3.30 Camper Revampers will not be liable for any mechanical issues to the vehicle.

3.31 The Warranty is not applicable to vehicles that have had a part refit, or a few items replaced.

3.32 The Warranty does not include damage caused by misuse or poor maintenance.

3.33 The Warranty also does not include second hand or used items.

3.34 Camper Revampers reserves the right to investigate the circumstances of the conversion defects, as some defects occur as a result of poor, maintenance, care and/or storage of the vehicle or excessive use or abuse of the vehicle, and to also use their discretion in granting work under warranty.

Sign Over

3.35 Once the vehicle is finished Camper Revampers will carry out a pre-handback Inspection to make sure everything is upto standard

Additions

3.36 Camper Revampers accepts no responsibility and cannot be held liable for any extra work resulting from the discovery of previous poor repairs or age/rust related damage to the vehicle. All discoveries will be notified to the customer and priced accordingly. It is then up to the customer to decide the course of action with the vehicle.

Confidentiality

3.37 The customer gives permission for the use of any photographs, footage, images or build plan details obtained of the van conversion to be used as the Camper Revampers sees fit during the time of this contract and in the future.