



BERG Off-Road (Pty) Ltd  
Company Registration: 2023/670879/07  
15 Rooibok Avenue, Koedoespoort Industrial, Pretoria, Gauteng, South Africa  
VAT No: 4560315428

## Customer Experience Guide

### 1. Welcome

Welcome to Berg Off-Road.

We're proud to have you on this journey with us. Our goal is to deliver not only a high-quality product, but also a seamless, transparent, and professional experience from start to finish.

This guide has been created to help you understand our processes, timelines, and how we work with you every step of the way.

### 2. Our Commitment to You

At Berg Off-Road, we are committed to:

- Clear and consistent communication
- High-quality craftsmanship
- Transparent processes and timelines
- Professional and reliable service
- Ongoing support before, during, and after delivery

### 3. Your Journey with Us

#### Step 1: Quotation & Design

- You will receive a preliminary quotation based on your requirements.
- Any changes/amendments/additions to your quotation to be communicated to the customer relations team.
- A refundable **Holding Deposit** is required to secure your production slot.
- Design discussions and revisions take place during this stage.
- Quoted price is locked in once Production Deposit is paid and Purchase Agreement signed.
- Once the final quote has been accepted and a purchase agreement is signed, the holding deposit becomes non-refundable, and a production deposit becomes payable.



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### **Step 2: Production Planning**

- Upon receipt of your **Production Deposit**, your project is added to our **Production Schedule**.
- Final design approval is confirmed.
- A provisional timeline will be shared with you.
- Specifications, finishes, and add-ons are locked in.

### **Step 3: Manufacturing**

- Your unit enters production, and no further changes to the specification can be made.
- Progress updates will be shared at key milestones

### **Step 4: Quality Control**

- Each unit undergoes a detailed quality check, including a water test and dust test.
- We ensure everything meets our standards before handover.

### **Step 5: Handover & Delivery**

- Final balance payment is required prior to delivery/collection.
- A handover session will be arranged to walk you through your unit.
- You'll receive guidance on usage, care, and maintenance.

## **4. Communication Guidelines**

To ensure efficient service:

- All official communication will be via email or your assigned contact person
- We aim to respond within **24-48 business hours**
- Updates will be shared at key project milestones

For urgent matters, please contact us directly via phone.



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## **6. Timelines**

While we strive to meet all deadlines, timelines may be influenced by:

- Staff absences
- Supplier delays and material availability
- Machine breakdowns
- Electricity breaks
- Many other external factors beyond our control

We will always try to communicate any delays proactively, but it's safe to assume that there will be a few weeks' delay on the initial communicated delivery date.

## **7. After-Sales Support**

Our relationship doesn't end at delivery.

We offer:

- Product guidance and support
- Assistance with any queries post-handover
- Warranty support (as per your agreement)
- Maintenance and repairs (your caravan should be serviced every 2 years or 10,000km)
- Online shop for accessories and extras

If you experience any issues, please contact us and we will assist promptly.

## **9. Customer Responsibilities**

To ensure a smooth experience, we ask that you:

- Review and approve documents carefully
- Communicate changes promptly
- Meet payment deadlines
- Be available for approvals when required



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## **10. Contact Us**

We're here to help.

### **Berg Off-Road**

Customer Relations Team

Email: [chantel@bergoffroad.com](mailto:chantel@bergoffroad.com)

Phone: 062 276 7315

## **11. Final Note**

Thank you for choosing Berg Off-Road.

We value your trust and look forward to delivering an exceptional product and experience that exceeds your expectations.