



Happy Camper Mobile RV Service: Policies

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Welcome to Happy Camper Mobile RV Service. This document outlines our company policies designed to ensure clear communication, fair practices, and quality service for all our customers. It covers important information regarding appointment scheduling and cancellations, payment terms, warranty processes, service charges, and privacy standards.

Our goal is to provide transparent and consistent guidelines so that every customer understands their responsibilities and our commitments. These policies help us maintain high service standards, protect both our customers and technicians, and facilitate smooth operations.

By utilizing our services, you agree to the terms presented here, which are intended to create a positive and professional experience for all parties involved.

Please review this document carefully and reach out if you have any questions or need further clarification.

Cancellation Policy:

To ensure fairness and respect for our time and resources, we maintain the following cancellation policy:

- Appointments must be canceled at least two (2) business days in advance.
- Cancellations made within two business days of the scheduled appointment will result in a \$120.00 cancellation fee, equal to our standard service charge.
- The cancellation fee will also apply if, upon arrival, the technician is unable to perform the scheduled service due to circumstances including, but not limited to:
 - The unit being inaccessible
 - The unit being outside the scope of our services (including trailer houses or non-RV residential structures)
 - Unsafe or unsuitable site conditions
 - Required utilities not being available
 - Unsecured pets
 - Any other condition that prevents the technician from safely or reasonably completing the service

In these situations, the appointment will be considered canceled and may also be subject to additional labor charges related to site arrival and setup.

All cancellation fees must be paid in full prior to scheduling any future appointments with our company.

This policy allows us to maintain a reliable schedule and ensures our technicians are compensated fairly for their time. We appreciate your understanding and cooperation.

Customer Definitions:

Recreational Vehicle (RV) clientele are typically classified as either residential or commercial, contingent upon their utilization and proprietorship of the RV.

Client Classification	Description	Illustrative Scenarios
Residential Clients	Private individuals or familial units who possess and employ RVs for personal recreational pursuits, leisure activities, or as temporary or permanent domiciles.	- A family utilizing their RV for vacation excursions. - A retired couple engaging in cross-country travel within their RV. - An individual establishing full-time residence within their RV.
Commercial Clients	Business entities or organizational bodies that hold ownership and utilize RVs for commercial operations.	- Entities operating RV rental services. - Businesses deploying RVs as mobile operational centers or service units. - Corporations engaged in the transportation of commodities via RV trailers.

Delinquent Payment Policy:

Payment for services rendered is due onsite at the time of service. If the customer is not available or there are other extenuating circumstances, payment will be due in full within 3 days of the invoice being sent. If payment is not received by the specified date and no prior communication has been established with Happy Camper Mobile RV Service, a non-refundable late fee of \$50.00 will be assessed.

Payments are accepted via cash, check, or credit/debit card. To avoid the application of late fees, prompt payment through our customer portal is encouraged.

Should extenuating circumstances arise, or if a payment arrangement is necessary, the customer must contact our office prior to the payment due date. Upon timely communication, late fees may be waived at the discretion of Happy Camper Mobile RV Service.

If payment remains unresolved and we have not received any communication from the customer after 90-120 days, the outstanding balance will be forwarded to a third-party collections agency. At that time, a 20% administrative fee will be added to the invoice total to cover processing and recovery costs associated with collections.

Discount Policy:

Discounts on services or parts are offered at the sole discretion of the leadership team.

Approval is required for any discount provided to a client. The leadership team will consider various factors when determining discount eligibility, which may include but are not limited to:

- Client loyalty
- Service volume
- Special promotions
- Unique circumstances

All discount requests must be submitted to the leadership team for review and approval before being applied to an invoice. Any discount applied without prior approval may be subject to review and adjustment.

Please note: Technicians do not have the option to provide discounts unless approved by the leadership team.

Estimate Disclaimer:

Please note that the estimate provided is an approximation based on the information available at the time of assessment. Actual costs may vary depending on a number of factors, including but not limited to:

- The extent of repairs required
- The availability and cost of parts
- Unforeseen complications that arise during the repair process

We service all makes and models of RVs, which means we encounter a wide variety of construction methods, components, and manufacturer changes. Due to the constant evolution and inconsistency among RV models, it is not always possible to maintain complete, up-to-date specifications for every unit we service.

While we strive to be as accurate and as transparent as possible, we cannot guarantee that the final cost will match the initial estimate exactly.

Estimates are valid for thirty (30) days from the date issued. Any approval received after this 30-day period will require a review and possible revision of the estimate to ensure that parts pricing, material costs, labor requirements, and other applicable factors are accurately reflected at the time of scheduling.

Extended Warranties:

Happy Camper Mobile RV Service is happy to work with extended warranty providers whenever possible. However, please review the following important information regarding our extended warranty process:

- **Warranty Processing Fee:** A non-refundable warranty processing fee will apply to all extended warranty claims submitted through our office. This fee accounts for the additional administrative time and effort required to coordinate with third-party providers, submit documentation, and follow up on claim approvals. This fee is billed in addition to our standard labor and service charges, and is due at the time of service.
- **Provider Limitations:** Not all extended warranty companies are willing to authorize or reimburse claims submitted by mobile service providers. It is the customer's responsibility to confirm with their provider whether mobile services are covered under their policy prior to scheduling an appointment.
- **Coverage Determination:** Happy Camper Mobile RV Service will make every effort to document and submit all necessary and accurate information to your warranty provider. However, final claim approval, coverage amount, and authorized repairs are determined solely by your warranty company, not by Happy Camper Mobile RV Service. We cannot guarantee coverage for any repair or diagnostic until authorization is received from the provider.
- **Claim Accuracy & Compliance:** All warranty claims submitted by Happy Camper Mobile RV Service will be completed truthfully and to the best of our knowledge based on our professional findings. We will not alter, misrepresent, exaggerate, or falsify information in order to obtain claim approval.

We reserve the right to decline service or refuse claim submission for any customer who requests that false, misleading, or inaccurate information be provided to a warranty company. Submission of inaccurate or fraudulent information can jeopardize our professional relationships, damage our credibility, and may result in legal consequences or financial penalties.

- **Payment Responsibility:** In the event that a warranty claim is denied or only partially covered, the customer is responsible for all remaining charges, including the warranty processing fee.

Please note: Even if a repair is approved under an extended warranty, the customer remains fully responsible for ensuring that all balances are paid in full. Extended warranty coverage does not release the customer from financial responsibility for any portion of the bill.

It is the customer's responsibility to confirm coverage details with their warranty provider. Any unpaid balances must be settled directly with Happy Camper Mobile RV Service.

Happy Camper Mobile RV Repair Warranty Policy:

Happy Camper Mobile RV Repair offers a 90-Day labor warranty from the date of service on all repairs unless otherwise stated. In the event that the same issue arises within the warranty period, please contact Happy Camper Mobile RV Repair for potential warranty repairs.

Warranty Exclusions:

- Our warranty does not cover or reimburse for any repairs completed at other repair shops or by outside technicians. To ensure coverage, all warranty repairs must be performed by Happy Camper Mobile RV Service.
- The warranty does not apply to part failures.
- Any repairs made that do not fall under our warranty terms will incur a balance due at the time of service.
- The warranty does not cover temporary repairs. This will be explicitly noted on the invoice for customer awareness.

By signing the invoice and/or paying the invoice, you agree to the total amount due and our labor warranty policy.

Labor & Service Charge Pricing:

Our pricing is subject to change at any time without prior notice. Please visit our website for up-to-date pricing.

Labor Rate:

Our standard labor rate is \$185.00 per hour. This rate applies to all diagnostic, repair, maintenance, and installation work performed by our qualified technicians. Labor charges are calculated based on the actual time spent on the job, rounded up to the nearest quarter hour. Certain jobs may be based on a flat-rate billing guideline where the hourly labor rate does not apply.

Minimum Trip Charge:

A minimum charge equivalent to one hour of labor and the stipulated service fee will be applied to all service calls.

Service Charges:

Service charges are a separate fee from labor. We currently have a flat \$120.00 service charge for all counties that we service. This charge helps cover travel time, fuel, and operational costs. The service charge will be clearly labeled on your invoice.

Any customers outside of our traditional service area may reach out and will receive a custom service charge, if we are able to assist, based on their location.

Included Secondary Trip:

A key benefit of our service charge is the inclusion of a secondary trip, provided that the work performed during this subsequent visit pertains directly to the same original concern(s) that prompted the initial service call.

For example, if a part needs to be ordered after diagnosis, the return visit to install that part would typically be covered under the original service charge.

Please note:

- This return visit must pertain to the same concern as the original appointment.
- This return visit is not transferable to other services, future repairs, or unrelated issues.
- The inclusion of a return trip does not carry over for use on seasonal services (e.g., winterizations) or other maintenance needs (e.g., a separate roof inspection months later).
- If additional trips are required beyond the initial service visit and one included return visit for the same concern, each subsequent trip will incur an additional charge equal to one-half (0.5) of the standard service charge.

This policy ensures efficient and cost-effective resolution of the issue originally reported, while maintaining fairness and clarity in how service charges are applied.

New Service Charge Scenarios:

Please be advised that a new service charge will be applied to your invoice in the following circumstances:

- **Additional Repairs Added Day Of Service:** If, during the course of the initial service visit, you request additional repairs or services that were not part of the original scope of work or the initial concern, a new service charge will be applied. This ensures that new and unrelated issues are properly accounted for.

- **Customer Error:** If a secondary trip is required due to a customer error, such as providing incorrect information leading to an unnecessary dispatch, or if the initial issue was not resolved due to customer action or inaction (e.g., not having necessary access, not providing required materials), a new service charge will be assessed.

Service Areas and Secondary Trip Policy

Our integrated secondary trip benefit for service charges applies to customers located within the counties we service: **Anoka, Chisago, Dakota, Hennepin, Isanti, Ramsey, Sherburne, Washington, and Wright.**

Customers whose service location falls outside of these counties will not have a secondary trip included in their service charge. This is due to increased travel time and operational costs associated with servicing locations beyond our standard service area. For customers outside these counties, any necessary subsequent trips will incur an additional service charge.

We strive to provide efficient and cost-effective service. If you have any questions regarding our labor or service charge policies, please do not hesitate to contact us for clarification.

Manufacturer & Dealer Warranty Policy

If a repair or service is covered under a manufacturer or dealer warranty, the customer is responsible for payment at the time services are rendered. Happy Camper Mobile RV Service will provide the necessary documentation and invoice for the customer to submit to the manufacturer for reimbursement.

Manufacturer warranties may not cover the full invoice. Items that may not be covered can include the service charge, shop supplies, diagnosis time, or other related fees. Customers are responsible for discussing coverage details with the warranty provider.

Customers must notify us prior to service if they plan to pursue a manufacturer warranty claim. If we are not notified in advance, standard payment terms will still apply.

Payment Authorization & No-Show Policy

Customers are not required to be present for the appointment as long as the unit is fully accessible to the technician. If the customer will not be present at the time of service, a valid credit/debit card must be provided and kept on file prior to the appointment. This requirement also applies to customers with a history of payment concerns or late payments.

By providing a card on file, the customer authorizes Happy Camper Mobile RV Service to charge the card for services rendered, including any applicable service charges, labor, parts, or other fees.

All payment information is stored securely through our payment processing system and is not retained in our internal records. Only authorized staff have access to process payments, and card details are never shared or displayed in full for security purposes.

For additional details, please refer to our full payment policy.

Payment Policy

Payment is due upon completion of services unless otherwise agreed to in writing by Happy Camper Mobile RV Service.

We accept the following forms of payment:

- Credit and Debit Cards
- ACH Bank Payments
- Cash
- Check

Customers who pay by **cash or check** will receive a **3% discount** on their invoice total.

Returned checks may be subject to additional fees and any associated collection costs.

Happy Camper Mobile RV Service reserves the right to withhold completed documentation, estimates, parts ordering, future scheduling, or warranty-related assistance until outstanding balances have been paid in full.

Procedure for Special Order Parts:

In the event a client elects to proceed with a repair estimate that includes a special order component, full payment for the component is required prior to order placement—regardless of whether the repair is being paid for directly or through an extended warranty or manufacturer warranty (such as Lippert, Dometic, etc.).

Once the order has been submitted, the component is non-refundable. If the client cancels the repair for any reason after the part has been ordered, ownership of the component transfers to the client, and no reimbursement will be issued. The customer is then responsible for any associated shipping and handling costs for the transfer of the part to their possession.

Privacy and Customer Rights Policy:

Happy Camper Mobile RV Repair is dedicated to safeguarding the privacy of its clientele and upholding their rights concerning the information furnished to the company.

Confidentiality of Information

All data submitted by clients shall be maintained with utmost confidentiality and used exclusively

to fulfill the requested services. Access to client information is strictly limited to authorized personnel within Happy Camper Mobile RV Service who require this data to perform service-related tasks, including scheduling, service delivery, billing, and warranty processing.

We do not share client information with third parties except when necessary to complete services (such as ordering parts from manufacturers or coordinating with warranty providers), or when required by law.

Our commitment is to protect your privacy and ensure that your information is handled responsibly and securely.

Account Authorization & Information Release

Happy Camper Mobile RV Service will not release account information to any individual or entity that is not authorized on the account without the account holder's permission.

This includes, but is not limited to billing information, contact information, scheduled services, quotes and invoices, payment details, and warranty communications.

The account owner may designate authorized users on the account. Authorized users may request service, schedule appointments, communicate regarding repairs, and make payments on behalf of the account holder.

For the protection of all parties, we reserve the right to verify authorization before discussing or releasing any account information.

Client's Entitlement to Data Eradication

Clients reserve the right to request the deletion of any information provided upon the successful completion of services and full settlement of payment.

Acceptance of Policy

Engagement in our services signifies the client's explicit consent to adhere to the stipulations delineated within this Privacy and Customer Rights Policy.

Rescheduling Policy

We understand that plans can change. If you need to reschedule your appointment, please notify us at least two business days in advance.

Rescheduling with less than two business days' notice may incur a \$50.00 rescheduling fee, which will be added to your appointment invoice.

Customers do not need to be present for the appointment as long as the unit is fully accessible to the technician.

All rescheduling requests are handled on a case-by-case basis, but we appreciate advance notice to help us maintain timely service for all clients.

Thank you for helping us provide efficient and reliable mobile service.

Right of Service Refusal Policy:

Happy Camper Mobile RV Service maintains the prerogative to decline service to any individual. This right extends to, but is not confined to, situations involving offensive or intemperate language, menacing conduct, or circumstances deemed hazardous. This policy is instituted to ensure the protection and welfare of all service technicians and staff personnel.

Site Accessibility and Work Area Requirements

To ensure the safety of our technicians and allow repairs to be completed efficiently, customers are responsible for providing a suitable work area prior to the scheduled appointment.

- For any service involving the exterior of the RV, a minimum of 5 feet of clear working space must be available around the unit. This clearance requirement also applies with any slide-outs fully extended, ensuring our technicians have safe and adequate access to perform the requested service.
- The RV must be positioned on a reasonably level, stable surface. Units located in high grass, heavily obstructed areas, muddy conditions, or other unsuitable work environments may require rescheduling.
- The RV should be positioned at least 10 feet away from property lines, fences, structures, or other obstacles that could limit technician access.
- The work area must be cleared of vehicles, equipment, debris, and other obstructions before the technician arrives.
- If parking is limited, Happy Camper Mobile RV Service may need to temporarily block driveways, alleyways, or access routes while performing service. Customers are responsible for notifying any individuals who may be affected by these temporary access restrictions.
- If relocation of the RV is required to provide safe and adequate access, Happy Camper Mobile RV Service may be able to move the unit when feasible; however, additional fees may apply.
- If a technician arrives and the site conditions prevent work from being safely or reasonably completed, the appointment may be rescheduled. Such visits will be considered a service trip and applicable trip charges may still apply.

Please note that not every circumstance can be specifically outlined within this policy. Happy Camper Mobile RV Service reserves the right to determine whether site conditions, accessibility,

safety concerns, or other common-sense factors warrant additional charges, technician consultation, relocation of the unit, or rescheduling of the appointment.

Warranty Parts & Deposit Policy:

If parts are required to complete a repair under an extended warranty claim, please note the following:

- **Customer Deposit Required:** A deposit for the cost of the parts may be required prior to the order being placed. This ensures timely processing and availability of the parts needed for your repair. An additional non-refundable fee may be assessed on the cost of the part if paid by card.
- **Reimbursement Process:** Once the warranty provider has approved the claim and payment has been received by Happy Camper Mobile RV Service, the deposit will be reimbursed to the customer in full via check.
- **Processing Timeline:** The timeline for reimbursement is dependent on when payment is issued by the warranty company. We will notify you as soon as reimbursement has been processed.

Weather Policy:

Completion of certain repairs may be impeded by specific weather conditions. The decision as to whether a repair can be executed under prevailing weather conditions rests solely with the assigned technician. Such conditions include, but are not limited to, snow, rain, extreme heat, or extreme cold.

This determination may be made at any time prior to or during the visit to ensure the safety of our technicians and the quality of the repair. Please note that you may receive notification of weather-related delays or rescheduling at any time, including on the day of the appointment. No fees or additional service charges will be incurred for cancellations or rescheduling made by Happy Camper Mobile RV Service specifically due to weather-related causes.