



USED CARAVAN HOLIDAY HOME WARRANTY

Outline

Your used caravan holiday home has a three/six month warranty (period stated on your invoice) valid from the date of purchase as shown on your invoice. The warranty is not transferable.

We have thoroughly inspected your caravan holiday home before delivery to you and have rectified any defects noted at the time. You should maintain and service your caravan holiday home in line with the manufacturer's recommendations.

In the event of any warranty claim, the caravan holiday home must be inspected and repaired by Great Yarmouth Caravans unless otherwise agreed by us.

This warranty is in addition to any residual warranty cover for the caravan holiday home that may still be available from the manufacturer (subject to compliance with the manufacturer's warranty terms and conditions). We shall seek to transfer to you the benefit of any residual manufacturer's warranty but this may not always be possible if we cannot confirm that the warranty conditions have been observed. We shall always seek to obtain any such benefit in the event of a fault.

What the warranty covers

We will repair (or at our discretion, replace) any defects in parts, fittings or structural body faults, that arise within the warranty period. If original parts are unavailable, appropriate replacements will be used.

What the warranty excludes

This warranty excludes the following.

- Defects arising from normal wear and tear commensurate with the proper use of the static caravan holiday home.
- Defects caused by inappropriate use or as a result of storm, flood, frost, accident or breakdown.
- Defects caused as a result of a lack of proper maintenance/servicing (e.g. failure to winterise/drain down).
- Water ingress caused by the use of pressure washers or inappropriate cleaning machinery.
- Defects arising from any repairs carried out by the purchaser or a third party.
- Any item not fitted as part of the manufacturer's original specification.
- Any item subject to normal wear and tear, including, but not limited to: curtains, cushions, carpets, upholstery, work surfaces, glass, paintwork, tyres, tubes, batteries, gas bottles, bulbs, LEDs, fuses, entertainment systems.
- Any superficial marks to cosmetic finishes, appliances, bodywork, windows plastic trims and mouldings.
- A caravan holiday home is designed and supplied for leisure use and any defects /issues arising from use as a permanent residence are excluded.

Claims procedures

If you find a defect which you believe is covered by this warranty please contact us at the address below as soon as possible with details of the defect.

Your statutory rights

This warranty does not affect and cannot exclude any of your statutory rights as a consumer. For more information on these statutory rights contact a local authority Trading Standards Department or Citizens Advice Bureau.

Contact details

Great Yarmouth Caravans, Eurocentre, North River Road, Great Yarmouth, Norfolk NR30 1TE. Telephone: 01493 844422. E-mail: sales@qtyarmouthcaravans.co.uk. Web: www.qtyarmouthcaravans.co.uk.