

Terms and Conditions 25/26.



Payment:

Payment is strictly due on completion of the work carried out, unless prior arrangement has been made.

Late payment charges will apply. 10% of your outstanding balance will be added onto your invoice if not paid after 7 days of the date issued on your invoice.

Payment can be made by either cash or bank transfer to the details provided on your invoice. We do not accept cheques, postal notes or payment over the phone.

No-fee Consultation for damp repairs:

Prior to work being carried out, a full visual inspection will be carried out internally and externally with notes of any damage, stains etc. This will be recorded on our records and photographed if necessary to ensure the protection of the owner and the engineer. We will then email you a copy of the estimate put in place by H&T Caravan Damp Specialists before booking you in for the work to commence.

We will not be responsible for any work that has been carried out by another contractor or the customer.

When your caravan/motor home has been booked into our workshop, payment must be settled before the release of your vehicle along with the warranty documentation.

Damp Repairs/vehicles being left in the workshop/unit:

Damp repairs are done at our workshop in Corfe Mullen - address will be given once booking has been confirmed. Inspection of vehicles by the owner can take place by appointment only through our office. When requested, pictures can also be sent of the work being carried out. H&T Caravan Damp Repair Specialists will not take responsibility for lost or stolen items that have been left within the vehicle. The vehicle is kept in a secure locked up unit overnight. This is left at the owners own risk, and H&T Caravan Damp Repair Specialists cannot be held liable for any damage, lost or stolen items or the vehicle itself being stolen.

Warranty for damp repairs:

With all damp repairs completed by H&T Caravan Damp Repair Specialists, we provide a warranty certificate on completion and settled invoice. This is to only be used with H&T Caravan Damp Repair Specialists and for the work that has been detailed on the warranty certificate.

We cannot accept our warranty if another contractor or customer has added or made changes to the work completed by H&T Caravan Damp Repair Specialists. Photographs of the vehicle will be taken before and after the work has been completed to protect the customer and our engineers.

Furthermore, when applying to use your warranty, please bring the certificate in with you to show our engineers and inform our office staff of your certificate.

The certificate is only valid for 1 year as stated on the warranty certificate from the date of when the certificate has been issued (date on certificate).

Consultation for repairs:

Prior to work being carried out, a full visual inspection will be carried out internally and externally with notes of any damage, stains etc. This will be recorded on our records and photographed if necessary to ensure the protection of the owner and the engineer. You will be charged a £85 fee for the first half an hour and £45 every half an hour after. This does not include the price of parts or fitting. If the engineer is unable to carry out the repair as parts are needed etc, then another booking will need to be made to have this repair carried out. There will be a separate charge for the second booking.

We will not be responsible for any work that has been carried out by another contractor or the customer.

Special order parts are non-refundable and will include carriage costs as appropriate. You may be requested to pay for costly parts/appliances in advance.

We ask that customers refrain from carrying out work on their vehicle at the same time as our engineers.

All types of servicing:

Where, during a service, a fault is found which is beyond the normal service schedule, the owners permission to repair or replace will be obtained before such work is carried out. An excess charge for the time and parts will be made.

All parts used will be of genuine manufacturers specification, if applicable to, suppliers may use non OEM parts which may only be available i.e discontinued OEM parts.

On the day of your service -

Please ensure the engineer is able to gain access to the caravan/motorhome and all keys are available for security devices etc.

It is **YOUR** responsibility to ensure that the caravan/motorhome/trailer, if servicing at a storage compound, the storage company is aware that we will be carrying out a service on your vehicle on the said date and time, otherwise the booked service charge, plus a call out fee will be applied, if we are unable to carry out the work.

It is the owners responsibility to ensure that access is available at the time and date agreed for servicing and that there is sufficient clearance of a minimum of 1 metre around the motorhome/caravan/trailer to access the wheels and external equipment and that the interior of the vehicle is clear of obstructions to gain access to the internal equipment to service. Lockers should be relatively empty to enable damp survey access. A charge of a non cleared vehicle will be charged at our half hourly rate.

The toilet cassette **MUST** be empty and cleaned, as the toilet cannot be inspected.

All wheels will be torqued to the correct setting.

On completion of work, all appliances will be turned off from the source.

We ask that customers refrain from carrying out work on their vehicle at the same time as our engineers.

Damages:

We will not accept any responsibility for any damages caused by items left in the caravan, motorhome, campervan or trailer. These should be removed before the service/repair begins and stored in a suitable area.

Personnel items left in the caravan, motorhome, campervan or trailer are left at the owners own risk. H&T Caravan Damp Repair Specialists will not be held responsible for damages or theft of any items left in any vehicle.

We will do our very best to note any damages to any vehicle before any work is carried out and a note will be made of this.

We will contact you if there are any damages made by us on the service or repair and will be noted and rectified as soon as possible.

We ask that customers refrain from carrying out work on their vehicle at the same time as our engineers.

By accepting your appointment date and time you have agreed to comply with the terms and conditions above.