

TERMS OF TRADING

(ALL OF WHICH ARE WITHOUT PREJUDICE TO THE CUSTOMER'S STATUTORY RIGHTS)

PART 1 - SALE OF NEW CARAVAN

1. All new caravans are sold by Eglinton Caravans ("the Company") with the benefit of the full manufacturer's warranty on the caravan.
2. The manufacturer's warranty covers the basic caravan and may not cover certain items which have been fitted to the caravan such as refrigerator, hot water system, heater, oven, etc. Such items are covered by the warranty of the manufacturer of those items.
3. In the event of any claim arising the Company is always interested to hear from customers and to provide such assistance as possible to have the claim dealt with in a satisfactory manner. It is understood however that the Company, in providing such assistance, is not accepting personal responsibility for any repair. While the Company will make every effort to achieve a satisfactory result for the customer, the Company cannot accept responsibility for any defect, or consequential loss sustained by the customer.
4. The delivery date quoted by the Company is based on information provided by the manufacturer and/or supplier and the Company cannot accept responsibility for any loss sustained by the customer as a result of late delivery.

PART 2 - SALE OF USED CARAVAN

1. All caravans sold by the Company are fully checked and serviced prior to delivery. They receive a full safety check on road worthiness, condition of gas appliances, interior 12 volt appliances and mains electric installation (where applicable). A full pre-delivery check list is available from our Service Department on request.
2. While we fully prepare used caravans before delivery it must be remembered these are used vehicles and the overall condition of the vehicle must take into account its age and price.
3. Any special work to be carried out to a used caravan prior to sale by the Company must be agreed in writing. It is the customer's responsibility to carry out a visual check of the caravan to be satisfied that the coachwork, furniture and fittings are in acceptable condition having regard to the age and price of the vehicle. The Company cannot accept responsibility for any repairs required to items which ought to have been visible on inspection prior to purchase by the customer.

PART 3 - TRADE-IN USED CARAVAN

1. The Company will always be prepared, either by its own volition or on request, to send a representative to view and value any caravan that it is prepared to purchase or take as a trade-in.
2. Where it is mutually expedient for the company to give a purchase or trade-in price without viewing the caravan, this will be done based on the description of make, model, year of manufacture, internal and external condition and state of originality, given by the customer. In this situation the Company reserve the right to revise this price in the event of the caravan not being as described, when it is presented to the Company.

PART 4 - USED CARAVAN WARRANTY

1. USED CARAVANS UP TO 5 YEARS OLD at time of sale, retailed by the company, are covered by a 12 months parts and labour warranty.
2. USED CARAVANS OVER 5 YEARS OLD at time of sale and retailed by the company, are covered by a minimum 3 months parts and labour.
3. SELECTED USED CARAVANS OVER 5 YEARS OLD BUT NOT MORE THAN 10 YEARS OLD, at time of sale and retailed by the company, are covered by a 12 months parts and labour warranty.

In each instance the warranty that applies will have been clearly displayed on the caravan at the time of sale and will be explained at the time of handover. Where the warranty supplied is an "Insurance Warranty" the relevant documents will be supplied at the time of handover. 12 month Insurance Warranties can be extended to 24 months at a small cost.

PART 5 - GENERAL

The above warranties on new and used caravans include parts and labour but do not cover consequential loss, collection or delivery to our premises or the supply of a courtesy caravan (Insurance warranties, in their additional benefits do cover some of these items. The extent of the cover and how to claim are explained in the warranty booklet provided).

Cost of repairs carried out by a repairer other than Eglinton Caravans, or replacement items purchased will not be re-imbursed by Eglinton Caravans unless prior approval has been given by Eglinton Caravans or in the case of an Insurance warranty, from the insurer. Details of how to contact the insurer are contained in the warranty book.

On used caravans items such as water heaters, refrigerators, fires, hobs, grills and ovens, by their nature can not be warrantied. However they are tested that they are fully operational at the pre-delivery inspection. Should failure occur in use during the warranty period, that can be repaired by replacing a component, or total failure that requires replacement with a new unit, then depreciation will be taken into account and a contribution may be sought from the customer prior to fitting the new item.

Should a problem arise during the warranty period due to water ingress, Eglinton Caravans will rectify any sealing deficiency that has led to the water ingress, but will not be held responsible for any consequential damage that may result from said water ingress, either to the caravan or its contents. It is the responsibility of the customer to keep a regular check on the caravan to ensure that no such damage occurs. Customers are also advised that whilst all internal water and waste pipe connections are checked for security at the P.D.I., regular checks should be made on them, as the plastic pipe fittings used along with metal clips tend to slacken due to the heating and cooling of pipes and loose pipes can be dislodged by pushing storage items against them, by the movement of the caravan and also by water pressure in the system. Eglinton Caravans will not be held responsible for any consequential damage as a result of a problem arising in this area.

When a caravan is handed over to the customer it may contain water in the systems, unless specifically requested by the customer for the systems to be drained. The reason for this is the caravan is handed over ready for use and it is the responsibility of the customer to fully drain the systems to prevent frost damage or bacterial growth. Eglinton Caravans will not accept any responsibility for frost damage or bacterial growth or for any consequential problems associated with either.

For their own safety customers are advised that very occasionally caravan wheel nuts have been known to come loose.

CHECK YOUR WHEEL NUTS BEFORE EVERY JOURNEY.

PART 6 - THE AIM OF THE COMPANY

The aim of the Company is to achieve customer satisfaction and while the Company has to provide for some limitation to its liability, it welcomes comments from customers and is keen to hear of any cause of dissatisfaction.