

## ORCHARD CARAVANS USED WARRANTY

### 'QUALITY USED'

#### Outline

Your Static Caravan has a **twelve-month** warranty valid from the date of purchase as shown on your invoice.

**The warranty is not transferable.**

The gas system is checked and certificated\* by one of our engineers before it leaves our premises. All our engineers are 'GAS SAFE' qualified to install and service LPG gas systems and appliances, and to check the safety of LPG gas installations in Holiday Caravans.

\*Please Note. The caravan will need to have a gas safety inspection by a 'GAS SAFE' engineer once it has been sited, connected to the services and a LPG gas supply. **Gas appliances must be commissioned by one of our gas engineers to qualify for the full twelve months cover, if this not the case cover on gas appliances will be reduced to 3 months.**

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

In the event of any warranty claim, the caravan must be inspected and repaired by one of our engineers unless otherwise agreed by us. We will not accept liability for any associated travelling or other costs.

This warranty is in addition to any residual warranty cover for the caravan that may still be available from the manufacturer (subject to compliance with the manufacturer's warranty terms and conditions).

#### What the warranty covers

We will repair (or at our discretion, replace) any defects in parts, fittings or body structure which 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 caravan
- Defects to structure caused by incorrect siting.
- Failure of any components due to incorrect connections to electricity supply, water supply, sewage system, gas supply or flu terminals.
- All white goods (Washing machines/dryers fridge/freezers) including fitted coffee machines. Unless the appliance has been supplied new by Orchard Caravans where it will carry the manufacturer's warranty.
- 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 (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.

#### 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

Orchard Caravans, Great Eastern way, Wells-next-the-sea, Norfolk, NR23 1LT

Tel: 01328-710394

Email: [orchardcaravans@aol.com](mailto:orchardcaravans@aol.com) web: [www.orchardcaravans.com](http://www.orchardcaravans.com)

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