



USED TOURER WARRANTY

CUSTOMER INFORMATION

OUTLINE

Your tourer has a twelve month warranty for Caravans under eight years old and six month warranty for caravans over eight years old, valid from the date of purchase as shown on your invoice. The warranty is not transferable.

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

In the event of any warranty claim, the tourer must be inspected and repaired on our premises 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 tourer 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 that arise within the warranty period (even if not detected within that 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 tourer.
- 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, stereo/TV, windows, roof lights, awnings.
- Motor movers already fitted to used Caravans have a three month parts and labour warranty.

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

Service Reception
Pioneer Caravans, Thorney Road, Eye, Peterborough PE6 7UB
Tel: 01733 222244.
E-mail: reception@pioneer-caravans.co.uk
Web: www.pioneer-caravans.co.uk.

Customer Signature

Date