



SERVICE POLICY The Standard Happy Camper Warranty is valid for 60 days or 500 miles, whichever comes first, unless otherwise stated. Manufacturer's Warranty may apply on parts. The HC warranty cannot be transferred. Estimates for all costs are available upon request and deposits are required for parts prior to ordering. Customer-supplied parts are not covered under warranty. We do not service units over 20 years old. We do not provide roadside assistance. Full payment is required at the time of service unless specified differently. Estimates & pricing are subject to change. We accept all major credit cards, checks, & cash at the time of service. A \$40 fee will be charged on returned checks for insufficient funds. Late fees will apply if invoices are not paid in full at the time of service.

SCHEDULING POLICY When scheduling your appointment, the customer's presence is mandatory. For safe accessibility to your RV's location, please provide details about road conditions, access, and parking availability at the time of setting up your service appointment. Our large commercial truck needs considerable space, measuring over 20' in length and about 11' in height. If driving, parking or access could be challenging, please inform us. Please indicate if you are on an unpaved, non-county maintained road. We may need to make alternative arrangements to deliver our services.

NO CALL/NO SHOW POLICY We recognize that emergencies can happen. Nevertheless, if a customer confirms an appointment and subsequently fails to show up without notifying us, a \$75.00 trip fee will be charged for the missed appointment. Our technicians & staff will attempt to contact the customer by calling & texting upon arrival at the customer's RV location. Should there be no response, the \$75.00 fee will need to be collected to return on another rescheduled day.

CANCELLATION POLICY We understand occasionally appointments may need to be rescheduled or canceled. As a courtesy, customers need to notify us of any cancellations at least 24 hours before their scheduled appointment. If an appointment is canceled on the same day, customers will be required to pay for rescheduled appointments upfront. The fee will be put towards your next appointment balance. Fees will depend on the appointment type needed.

ESTIMATES POLICY It's important to understand that estimates provided during a diagnosis are billed and are indeed based on the technician's expertise and experience. However, they are not guaranteed and may be subject to change. Additionally, deposits for ordered parts are non-refundable once orders are placed. Always verify payment terms with our company to avoid any surprises. If you have any specific questions or need further clarification, please ask.

WARRANTY WORK POLICY Warranty claims require authorization. Our company is independent and not associated with any manufacturer or dealer. The manufacturer's warranty covers parts and varies by manufacturer. OEM warranties do not include initial service call fees, and extended warranties depend on the policy. Customers are responsible for any fees not covered. The decision to cover any claims made on your behalf is entirely at the warranty provider's discretion.

EXTENDED WARRANTY POLICY When managing split payments between warranties & the customer, it's crucial to note that tickets may show different due dates. Prompt processing of the customer's payment, along with obtaining signatures, receipts, and submitting all paperwork to the warranty company right after the job is complete, is vital. This process guarantees that our company secures payment for the outstanding balance as per the warranty's terms. Ext. Warranty covers 90 days or 1000 miles whichever comes first.

CLAIMS POLICY A deposit is required to begin processing insurance claims. Parts availability depends on the manufacturer and may change if the deductible isn't met promptly. For backordered parts, deposits are needed to secure them at the quoted price, as estimates may vary over time. Once approved, claims will proceed efficiently with timely deposits and orders to avoid delays.

PARTS POLICY We source all parts from local, trusted RV parts suppliers. Parts obtained from our local suppliers may incur a nominal shipping fee for truck delivery. Parts that need to be ordered specifically for your RV are deemed "Special Order" and are non-refundable. We have no control over parts availability and are at the mercy of manufacturers. Shipping will be incurred by the customer. Deposits are required for "Special Order" parts. *See "Shipping Policy" if your parts require to be shipped from another state.*

SHIPPING POLICY USPS, UPS, & FedEx all experience challenges with on-time deliveries, whether expedited or standard. These services are beyond our control. It's important to note that when "expedited" parts are requested, customers are responsible for the expedited shipping costs, which are non-refundable. For instance, if a part is ordered for installation & expedited shipping is chosen, any delays by USPS, UPS, or FedEx will result in the customer owning their parts and being responsible for all shipping fees.

CREDIT CARD SURCHARGE POLICY We are observing certain trends in the industry. Starting in 2025, several manufacturers will impose "Surcharge Fees" on small businesses, ranging 3.0% to 5.0%. If we discover that a surcharge is being added, we will inform customers of the fees prior to purchasing parts. We also reserve the right to pass on CC fees when processing customer credit cards for invoices run through our merchant services company.

LATE FEE POLICY Payment is always due at the time of service. All services are billed immediately and require payment upon completion. For the convenience of our existing customers, we may send email invoices from time to time with the understanding that these invoices will be paid promptly. As a small business, we do not extend credit to customers. Late fees will accrue after 1 day at a rate of 1.5% per day on any unpaid balances. If you have any concerns regarding this policy, please speak with our technician.

RETURN CHECK POLICY Checks returned due to insufficient funds will incur a \$40.00 returned check fee, plus the amount due for services provided. The outstanding balance must be settled using cash or a credit card. In cases where a credit card is used, a 3.0% transaction fee will apply, in addition to the \$40.00 non-sufficient funds (NSF) fee and the original service balance.