

Service Policy

Happy Camper Policy

The Standard Happy Camper Warranty covers 60 days or 500 miles, unless specified otherwise. Parts may be covered by the manufacturer's warranty. This warranty is non-transferable. An estimate will be provided for all costs, and a deposit is required for all parts before ordering. We do not service units older than 20 years and do not offer roadside assistance. Payment is due at the time of service, unless otherwise noted.

CANCELLATION POLICY

We recognize that appointments may need to be rescheduled or cancelled occasionally. As a courtesy, we request that customers notify us of any cancellations or changes at least 24 hours before their scheduled appointment. For any inquiries or concerns regarding our policy, please reach out to our office directly.

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 and staff will attempt to contact the customer by both calling and texting upon arrival at the customer's RV location. Should there be no response, the \$75.00 fee will be applied for the missed appointment.

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.

RETURNED CHECKS POLICY

Payment is required at the time of the appointment. 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 2.5% transaction fee will apply, in addition to the \$40.00 non-sufficient funds (NSF) fee and the original service balance.

PARTS POLICY

We source all parts from local, trusted RV parts suppliers. We neither install nor provide warranties for parts purchased by customers due to complications with third-party vendors & logistics. Parts obtained from 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. Deposits are required for Special Order parts. Refer to our "Shipping Policy" for details.

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 the parts and being responsible for all shipping fees.

All Prices subject to change. Please contact us when booking your appointments. Payment is always due at time of service. We Accept All Major CC, Checks & Cash at time of service. A \$40 fee will be added for NSF returned checks.

Extended Warranty Claims: When managing split payments between extended warranties and 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 and receipts, and submitting all paperwork to the Extended 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 Extended Warranty's terms. Customers must settle any remaining balance immediately upon completion of the job, with no exceptions.