



SERVICE POLICY The Standard Happy Camper Warranty is valid for 60 days or 500 miles, whichever comes first, unless otherwise stated. Manufacturer's warranties may apply to parts. The HC warranty cannot be transferred. Estimates for all costs are available upon request, and a deposit is required for all parts prior to ordering. Customer-supplied parts are not covered under warranty. We do not service units over 20 years old and do not provide roadside assistance. Full payment is required at the time of service unless specified differently. Prices are subject to change. We accept all major credit cards, checks, and cash at the time of service. A \$40 fee will be charged for any returned checks due to 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 feet in length and about 10 feet 8 inches in height. If driving, parking or access could be challenging, please inform us. We may need to make alternative arrangements to deliver our service.

CANCELLATION POLICY We recognize that appointments may need to be rescheduled or canceled 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.

CLAIMS POLICY Extended Warranty covers 90 days or 1000 miles. 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 and 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.

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.

RETURN CHECK 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.