

Arvey's Camper Care: Explanation of Charges / Policies / Terms of Service

Service call – The service call fee covers up to 1 hour of service from time of arrival. Additional time and labor will be charged at regular shop rates. Repairs and parts are not included in the service call fee.

Shop rate – The shop rate is for 1 technician – for 1 hour of service. Some services such as owner education, inspections, repairs, and some preventative maintenance services are priced differently and may use a flat rate or be quoted rather than using the regular shop rate.

Trip / Mileage Fee – Up to 20 miles of travel is included in the service call fee. Mileage is calculated from the Hendricks County Fairgrounds located at 1900 E. Main St. - Danville, IN 46122. Additional mileage charges are \$3.00 per mile on the inbound trip to the service location. (Mileage fee is subject to change without notice)

Service call deposit – A \$50.00 deposit is required upon scheduling a service call. Deposits will be credited toward the service call fee. Service calls which are 50 miles or more require a minimum \$100.00 deposit. In the event of a cancellation, deposits will be refunded (minus transaction fees) if the cancellation occurs a minimum of 4 hours prior to the scheduled appointment. Cancelled appointments with less than a four-hour notice or "no call - no shows" will not be refunded.

Personal Property – It is the customer's responsibility to remove articles from storage compartments and access areas. We will not move personal property, furniture, appliances, etc. to gain access for service.

Pets / Children – Pets should be restrained away from service areas. Children should be kept clear of service areas.

Unsafe / Unsanitary Conditions – Technician, at his discretion, may refuse service due to unsafe or unsanitary conditions.

Transportation of Unit – Due to insurance restrictions, we are not allowed to drive, move, or transport units for any reason.

Securing vehicle for transport – Customer is responsible for preparing, connecting, and securing their own unit for transporting to and from the service location. We will not hitch or unhitch units.

Utilities - We do not provide mobile power, water, or sewage facilities. Customer must supply utilities or transport unit to an acceptable location where utilities are provided.

Labor Warranty – 30-day warranty on labor and workmanship.

Parts Warranty – Arvey's Camper Care uses O.E.M. parts when available. Parts warranties are supplied by their manufacturer. Manufacturer warranties generally do not include labor, mobile service calls, or difficult access to components. Customer shall be responsible for paying for all services which are not covered under such warranties. No warranties, express or implied, on customer supplied parts, 3rd party supplied parts, or aftermarket parts.

Winterizing / DE winterizing

- a. We do not empty waste holding tanks as part of any winterizing or DE winterizing services.
- b. Arvey's Camper Care assumes no liability for units which are winterized after the first freeze of the season has already occurred.
- c. Units which must be DE winterized for services will be re-winterized at customer request for an additional fee.
- d. Winterizing is precautionary to help prevent possible freeze ups. However, due to the low quality of some RV supplies, fixtures, and components, failures occasionally occur. Additionally, although we use a good quality antifreeze, we do not warrant the performance of any RV chemical or RV antifreeze. Damage claims will be evaluated on an individual basis. Arvey's Camper Care liability is limited to the cost of the winterizing services which were provided by us.

Advance payment – All special-order parts plus freight must be paid for in advance. Services exceeding \$300.00 require a 50% deposit. Special orders are not returnable or refundable.

Payment – Payment is due when services are rendered. No credit terms are available. Mastercard and Visa are accepted. Checks are accepted from Indiana residents and local banks. (ID is required). \$75.00 charge for returned checks.

Liability – Liability is limited to the cost of services provided. Customer holds Arvey's Camper Care harmless of damage claims resulting from services provided. Arvey's Camper Care is not liable for any fees, fines, or services charged by any 3rd party, such as but not limited to, campgrounds, storage facilities, government agencies, towing companies, repair facilities, etc. Arvey's Camper Care is not responsible for loss of use claims resulting from services provided.

Customer provided labor / Liability – Customers who assist the technician or provide additional laborers shall do so at their own risk and hold Arvey's Camper Care harmless from claims of injury, accidents, property damage, liquidated damages or death resulting from assisting a technician. All persons assisting the technician must sign an injury / damage waiver.

Injury / Damage Waiver

I have agreed to assist Arvey's Camper Care in performing services on a recreational vehicle. This is voluntary and I am not being contracted, compensated or employed by Arvey's Camper Care for my services. I believe I am physically able to safely perform the duties required. I understand that this activity can include hazards such as property damage, accidents, bodily injury, or possibly death. I am assisting at my own risk and hold Arvey's Camper Care harmless for all incidents, hazards and claims resulting from this activity.

Date

Signature

Printed

3rd Party Agents / Insurance / Warranty

Arvey's Camper Care does not direct bill customer agents, such as but not limited to, Insurance Companies, Warranty Companies, Manufacturers, Parts Suppliers, or Dealerships unless otherwise agreed upon and approved by Arvey's Camper Care. A customer must be a permanent resident of Indiana to be considered for insurance, warranty, or 3rd party agent approval. In the event a third-party agent is utilized, the customer agrees to pay all charges incurred for services which are not paid for by the agent and all charges incurred in the event that collection proceedings are necessary. Third party payments and all additional unpaid balances are due within 10 days of service. Customer is responsible for all unpaid balances after 10 days.

Noncovered Charges – Customer agrees to pay all charges which are not approved or paid by 3rd party agents. These charges can possibly include but are not limited to: Mobile service calls, mileage / trip charges, disposal fees, emergency fees, after hours or overtime rates, campground rescue fees, administration fees, etc..

Independent Vendor – Arvey's Camper Care is an independent vendor and is not an employee of, nor claims to be an agent or representative for any Insurance Company, Warranty Company, Manufacturer, Supplier, Distributor, or Dealership.

Administration Fee – \$100.00 Administration fee will be charged for Insurance, Warranty, and 3rd party billing.

Insurance / Warranty / 3rd party agent approval for direct billing

Company _____ Contact _____

Address _____

City _____ State _____ Zip _____ Phone _____ Ext. _____

Date _____ Approved by: _____ Arvey's Camper Care LLC

Authorization to perform services.

Service Call \$ _____ Shop Rate _____ Mileage Charge _____ per mile

I have received a copy of Arvey's Camper Care "Explanation of Charges / Policies, and Terms of service". I authorize Arvey's Camper Care to perform services and agree to the policies and terms of service included on both sides of this document. This authorization shall be retained on file by Arvey's Camper Care and remains valid until terminated by one or both parties.

Date

Signature

Printed
