

## **Carabuild Leisure Homes Ltd & Unique Lodges by Carabuild Warranty Terms**

Thank you for purchasing a Carabuild Leisure Home. Customer satisfaction is of utmost importance to us. We are confident that our product will reach you in the condition you expect it and we provide you with a leisure home that will withstand the years. For your peace of mind we provide all customers with a standard 12 month warranty as detailed below. The warranty start date is effective from the date the unit is despatched and as detailed in your customer handbook.

This warranty is given in addition to your other rights in law. Please note – a Carabuild Leisure Home Warranty is non-transferable.

Your leisure home, like your house, does require regular servicing and maintenance.

This warranty is made on the following terms which you should read carefully and ensure that you understand. If you have any queries in respect of this warranty, its application or its scope, please do contact us.

1. This warranty covers losses you suffer as a result of manufacturing defects if the losses are a foreseeable consequence of the manufacturing defects. Losses are foreseeable where they could be reasonably contemplated by us, the manufacturer, and you, the owner, as a consequence of the manufacturing defect. We are not responsible for indirect losses which happen as a side effect of the main loss or damage and which are not foreseeable by both you and us. We are also not responsible for any losses that you suffer which are purely financial, and which do not flow directly from the defective part(s) or item(s), or damage caused to persons or property by those defective parts or items.
2. For a period of one year from the date your leisure home is transferred from Carabuild Leisure Homes Ltd we will repair or replace (at our sole option and discretion as the expert and manufacturer) any clear fault in either materials or workmanship. We will repair or replace (at our sole option and discretion as the expert and manufacturer) any clear fault with the structure of the leisure home. When you make a claim under the warranty in the first year the extent of our responsibility will be repairing or replacing any part or component part of your leisure home which has the benefit of this.
3. We cannot be responsible under this warranty in the following situations:
  - (a) where appliances supplied with your leisure home, or any other part or item, are subject to a guarantee provided by the manufacturer of those items;
  - (b) where you have not instructed a suitably qualified gas safe registered engineer and a suitably qualified registered electrician to re-test /

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commission your leisure home on site once transportation has taken place from our site at Units 2 – 4 Deans Park, Borwick Drive Beverley HU17 0HQ or Unit B2 Annie Reed Road Grovehill Road Beverley HU17 0LF. Certificates must be obtained. See also (f).

- (c) where there are defects caused by vandalism, insect infestation, extreme weather conditions or environmental conditions such as blocked gutters, external damage caused by nearby trees (i.e. when in transportation) and excessive exposure to salt spray (this list is not exhaustive);
- (d) where your leisure home has been hired commercially or used as your permanent home;
- (e) if you fail to complete and return the registration in accordance with the instructions as follows; by returning within 60 days of purchase or before any warranty claim, the Leisure Home Registration Form which can be found attached to your despatch letter (left in the kitchen drawer of your product);
- (f) where your leisure home has not been sited in accordance with our recommendations as manufacturers or the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes or any other guidance on Siting (siting requirements are detailed in your customer handbook and terms and conditions of supply and sale document);
- (g) if your leisure home has not been regularly maintained or inspected;
- (h) to the extent that any maintenance or repairs have been carried out incorrectly (for example through DIY). Please note that if you are in any doubt as to whether any maintenance, repairs or modifications would invalidate this warranty please contact us prior to carrying out these modifications/repairs;
- (i) where parts or component parts have been fitted which are not approved by us and where damage has been caused wholly or partly from toxic explosives or other hazardous properties or any material or substance used in the leisure home;
- (j) where defects (such as faded curtains or stained or soiled carpets) have been apparent when you purchased the leisure home;
- (k) if our identification marks or other trade marks have been removed or tampered with;
- (l) alterations to standard build layouts and fittings (for example removing fixed fittings or furniture);

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- (m) where there are anomalies in the fixtures, fittings or decorations of your leisure home which are caused by the manufacturing methods used in producing leisure homes;
  - (n) where your leisure home has been abused, neglected, misused, damaged or mistreated or has been involved in any collision, impact or accident;
  - (o) where any claim relates to glass, tyres, florescent tubes, bulbs, spotlights and the cosmetic appearance of wall boards, furniture boards, worktops and sealants and fair wear and tear to fabrics and furniture;
  - (p) where ventilation has been obstructed and issues have occurred because of these obstructions in relation to condensation and mildew;
  - (q) where damage / issues with cosmetics such as carpets / linoleum / work tops / furniture have not been reported within 48 hours of receiving the leisure home.
4. Please be aware that we cannot accept responsibility under this warranty for condensation or the consequences of condensation.
5. If you wish to make a claim to us under this warranty you must do this by first registering your ownership on the paperwork supplied by Carabuild Leisure Homes Ltd.

Structure shall mean:-

Chassis – the failure of any integral component that would render the chassis unfit for purpose. It specifically excludes the paint finish and any consequent rusting, the welded areas of pregalvanised chassis, any damage caused by siting and levelling and any fault with tyres. Floor – comprises the wood joisting and particle board flooring sheets. Excluded are damage caused from within the leisure home and by the fitting of steps, decks & skirting.

The four sides (including any window or door) and roof of the leisure home are covered for water ingress and manufacturing defects. Excluded are water ingress resulting from the fitting of aerials / satellite dish(es), any other fitting not part of the ex factory specification i.e. steps, decks & skirting, any damage to panels, tile sheets or external fittings and any modification to the original specification.

*End of Warranty Terms document*

*Last updated 19.01.17*