



## Campervan Warranty Cover

Total satisfaction is the top priority at Bailey and the quality ethos extends to the after-sales service and manufacturer's warranty that comes with every new Bailey campervan. In this way, we not only ensure long-term peace of mind but also enhance the resale value of your investment.

Your Bailey campervan has three warranties:

### **3 Year Base Vehicle Warranty – Provided by Ford**

The Bailey campervan is a van conversion which utilizes a Ford base vehicle. Ford provides a manufacturer's warranty for the base vehicle supplied which is subject to the terms and conditions laid down in their handbook. All enquiries relating to this warranty and any issues covered under it should be directed to Ford or their agents.

### **3 Year Bodyshell Integrity Warranty – Provided by Bailey**

The Bailey campervan is covered by a three (3) year Bodyshell Integrity Warranty. This cover extends to any defect with the van conversion to the bodyshell in relation to water ingress (with the exception of exclusions stated in these terms and conditions). This campervan warranty does not cover any parts of your vehicle already covered by the Ford base vehicle manufacturer's warranty.

### **3 Year Manufacturer's Warranty – Provided by Bailey**

For a period of three (3) years from the initial date of purchase, Bailey offers a comprehensive warranty on all parts and components used in the conversion of the Bailey campervan habitation area, as well as full coverage for any manufacturing faults forming part of the original specification of the Bailey campervan, with the following specified exceptions:

The following item is covered for one (1) year from the date of first registration:

- Leisure batteries

The following items are not covered for private vehicles:

- Replacement bulbs, light-emitting diodes, fluorescent tubes, and fuses
- Cost of general maintenance

### ***Warranty Extension***

An additional three (3) year extension to the standard Manufacturer's Warranty cover for mechanical and electrical components of a leisure vehicle both external and internal (making 6 years cover in total) is available as a cost option through your supplying Retailer.

### **Customer Support**

Approved Bailey Retailers enjoy an industry-leading after-sales support service from the manufacturer, and they will be able to offer all the help you need to rectify any issues that may occur. They should be your first point of contact on any subject relating to your vehicle. It should be noted that Bailey Approved Retailers sell our products of their own choice and not as agents of Bailey. Accordingly, they have no authority to bind Bailey or make representation or undertaking whatsoever on behalf of Bailey.

## Terms and Conditions

The Bailey Warranty Cover set out above is offered subject to the following terms and conditions:

### Cover

1. During the term of the Warranty Cover, subject to these terms and conditions, Bailey will, through an Authorised Service Centre, repair or replace all parts and components of the campervan that are included in the Warranty Cover, and which suffer a defect in manufacture or workmanship. An Authorised Service Centre means either Bailey itself, a Bailey Approved Retailer, or a Bailey Approved Service Centre. Any part which is replaced becomes the property of Bailey. Any replacement parts are covered for the unexpired term of the Warranty Cover.

### Term

2. The initial duration of the Bodysell Integrity Warranty and the Manufacturer's Warranty is three (3) years in both cases starting from the original purchase date of the vehicle. It is a condition of the warranty that an annual service is performed on the vehicle in accordance with the service plan. Failure to comply with this term will invalidate the warranty.
3. The unexpired term of the Warranty Cover on your vehicle may only be assigned, transferred, or novated to subsequent owners with Bailey's consent (not to be unreasonably withheld) and on payment to Bailey of a transfer fee of £35.
4. Transfer can only be made within the first three months (3) of the date subsequent ownership was taken and full documentary evidence that the vehicle has been serviced annually along with evidence of the date of subsequent purchase (in the form of a VAT sales receipt, invoice or bank/credit card statement) must be provided at the time of assignment in accordance with the terms and conditions detailed above.

### Repairs

5. The campervan must undergo a full annual habitation service and inspection, including a moisture survey, carried out, subject to paragraph 5 below, by an Authorised Bailey Service Centre or by a service agent that is a member of the National Caravan Council's Approved Workshop Scheme (AWS).
6. The final annual habitation service in any warranty period must be carried out before the end of that warranty period, but all other annual services may be carried out within six (6) weeks on either side of each anniversary of the original purchase date. The original VAT invoices must be retained as proof that these annual inspections have been carried out.
7. Where an annual inspection identifies that a repair to the vehicle is necessary, the campervan must be made available for repair within six (6) weeks of the date of inspection for the purpose of carrying out the repair work. Repairs under warranty must be undertaken by either Bailey itself, a Bailey Approved Retailer or a Bailey Approved Service Centre.
8. No repairs, including the fitting of any replacement unit, may be undertaken, or commenced under the terms of the Warranty Cover unless prior written authorisation is obtained from Bailey via a Bailey Approved Retailer or a Bailey Approved Service Centre. No liability will exist regarding any warranty claims not authorised in this way.
9. Bailey reserves the right to examine the vehicle before any repairs commence or any replacement part is fitted.

### Registration & Use

10. The Warranty Registration Form must have been sent to Bailey within six (6) weeks of the original purchase date. It is the responsibility of the Bailey Retailer to forward this information to Bailey. This is part of the terms of trading that the Bailey Retailer has with Bailey.

11. The campervan shall:

- Only be used for its ordinary and intended purpose and shall not be subjected to any treatment or conditions which could reasonably be foreseen to cause or result in damage to the Bailey campervan or excessive wear and tear.
- Whilst registered under private ownership, not be put out to hire, reward or any other commercial use, nor used in any race, competitions or rallies whether timed, official or otherwise.

## **Exclusions & Liability**

12. Bailey's liability under this warranty shall be limited to supplying the reasonable costs of labour and materials required for the repair or replacement of faulty parts or components. Bailey shall be entitled to charge for any repair work which is necessitated by virtue of any loss or damage caused by your negligence or default or incurred as a result of any modifications you have made to the vehicle. This warranty does not cover repair costs other than labour and materials.

13. The Warranty Cover does not include:

- Repair or replacement of parts or components which are not part of the original construction of the campervan, or which have been tampered with or undergone unauthorised modifications, or which have been repaired otherwise than by An Approved Bailey Retailer or a Bailey Approved Service Centre.
- Parts or components other than those specifically listed in the Bodyshell Integrity Warranty and Manufacturer's Warranty descriptions set out above.
- General maintenance or components failing due to fair wear and tear, or normal deterioration repairs necessitated by a lack of routine or regular maintenance. Particular attention is drawn to the Owner's Manual and Service Handbook supplied with the campervan and any maintenance instructions or notices published from time to time by Bailey relating to the proper care and maintenance of vehicles.

14. No liability will be accepted for:

- Damage caused by neglect or abuse, corrosion, intrusion of foreign or deleterious substances, lack of servicing, over-heating, freezing, or the continued use of the vehicle after a fault has become evident.
- Any loss or damage caused by parts not covered by this Warranty Cover, including soft furnishings or trim.
- Any accidental or fire damage or any losses incurred by accident or fire.
- Transport costs to and from point of repair.

15. Bailey will only be liable for costs that are incurred as a direct consequence of the event, defect or fault leading to the claim being made under this warranty. No liability will be accepted for any other loss or damage (such as loss of income or revenue, or loss of business or profits), costs, expenses or other claims for compensation howsoever arising which was not reasonably foreseeable by both parties when the campervan was originally purchased. Bailey will not be liable for any loss or damage suffered by third parties, nor for bodily injury not caused by our negligence.

16. Nothing in this warranty shall limit in any way our liability: for death or personal injury caused by our negligence; for fraud or fraudulent misrepresentation; or for any matter for which it would be illegal for us to exclude, or attempt to exclude, our liability.

The purchaser has statutory rights in addition to this warranty and this warranty does not affect those statutory rights.

This warranty shall be governed by and construed in accordance with the laws of England and the parties irrevocably submit to the non-exclusive jurisdiction of the courts of England.

## **Warranty Registration**

The supplying Retailer must explain the warranty terms and conditions to you and complete the warranty registration process online. Your warranty will start on the day that the vehicle is first registered in the UK.

The name and address of the warranty provider are:

Bailey Caravans Limited, South Liberty Lane, Bristol, BS3 2SS

**This version: September 2024**