

WANDAHOME



Caravan Extended Warranty

EXTENDED WARRANTY POLICY

Proposal Form

Details:

Please print in BLOCK CAPITALS

Customer's Title _____	Initials _____	Surname _____
Address _____		

_____ Postcode _____		
Telephone Evening _____	Telephone Daytime _____	
Mobile _____	Email _____	

Serial No. <input type="text"/>	Model Year <input type="text"/>
Make _____	Model _____
Date Purchased _____	Policy Start Date _____
Pot No. _____	Invoice Price £ _____

<input type="checkbox"/> GOLD COVER	Available for Caravans up to 5 years old. Individual claims limit up to the purchase of the caravan. No limit to number of claims.
<input type="checkbox"/> SILVER COVER	Available for any caravan over 5 years old. Individual claims limit up to a maximum of £500 inc. VAT per claim. No limit to number of claims.

3 months	12 months	24 months	36 months
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I certify that the caravan has had a pre delivery inspection and any faults have been rectified.	
Dealer Stamp	
Dealer's Signature _____	Date _____

I declare to the best of my knowledge and belief the statements made in this application are true and complete. I have read and agree to the terms and conditions of the company's form of policy.	
Customer's Signature _____	Date _____

EXTENDED WARRANTY POLICY FOR ANY MAKE OF PRE-OWNED TOURING CARAVAN

Introduction

Dear Customer

Thank you for buying your caravan. Whether you are a new or experienced owner, we hope you will have many years of pleasure in joining the ever growing band of people who choose to spend their leisure time in a Touring Caravan.

We believe that comprehensive and effective after sales support is vital in today's market.

This extended warranty covers major items both externally and internally.

This extended warranty is conditional on annual servicing being carried out as policy conditions demand.

Full details of the cover provided in this booklet, which you should read thoroughly and keep in a safe place. This warranty is designed to reaffirm our commitment to you, you may never have to use it, but the peace of mind it gives you enables you to enjoy your leisure time even more.

EXTENDED WARRANTY POLICY

IMPORTANT - PLEASE READ THIS DOCUMENT CAREFULLY

We welcome you to the parts and labour protection offered by this Policy. It is vital for you to understand the contents of the Policy so that we may assist you in the event of an enquiry so please read each page carefully.

This Extended Warranty Policy contains details of the protection for your caravan. This Policy is intended to assist you towards the cost of unexpected breakdown repairs to parts specifically listed in this document. We hope that your Caravan will provide long trouble-free service.

Contract of Warranty Policy

Each policy is accepted by Wandahome (South Cave) Ltd.

The Policy will apply to the person(s) named in the Proposal Form for the benefits set out in this Policy Document subject to the terms, clauses and conditions as specified. This Policy is valid only in the United Kingdom.

Duration of Policy and Indemnity Limit

The Policy commences from the date of purchase. The duration of this Policy and indemnity limit will be as stated on the Proposal Form.

GOLD PARTS COVERED

If the Terms and Conditions of this policy are fully complied with the following items will be covered against Mechanical Breakdown.

All Electrical and Mechanical components of the insured Caravan also GRP and plastic panel repairs only fitted as part of the Manufacturer's original specification and including water ingress and delamination. (Water ingress and delamination expires when the caravan is 5 years old).

Specific Exclusions

Tyres, batteries, gas bottles, glass, paint, brightwork and all similar trim and finish. Soft furnishings, carpets, floor coverings, work surfaces and all similar decor. Windows, window catches, stays and associated fittings. Adjustment of blinds, hinges, catches stays and doors. Replacement of bulbs, fluorescent tubes, fuses and electrical connections. "A" frame covers and wheel spats. Entertainment/communications systems and connected equipment. Normal wear and tear/servicing items and other components subject to routine maintenance.

If a part is no longer available, it will be the company's responsibility for the cost of the original failure only and not the cost of a replacement unit.

SILVER PARTS COVERED

EXTERNAL EQUIPMENT

BODY LEAKS (Water Ingress cover expires when the caravan is 5 years old) Water ingress through any permanently sealed seam or joint, being a part of the original manufacturer's construction.

BRAKING SYSTEMS All mechanical linkage, backing plates, actuators, drums and shoes. (Exclusions: This Policy does not cover damage to brake drums, shoes or any other faults caused through misuse of the braking system).

CHASSIS All chassis members including outriggers.

RUNNING GEAR Axles, hubs, hub bearings, hub oil seals, road wheels (excluding tyres and tubes)

SUSPENSION Springs, hangers, shackle pins, bushes, shock absorbers and mouldings.

TOWING MECHANISM All mechanical components fitted to caravans (excluding electrics).

INTERNAL EQUIPMENT

AUXILIARY ELECTRICS Main hook-up input connector, ELCB, battery charger and distribution unit, interior lighting units (excluding bulbs and wiring).

CASSETTE TOILET The cassette toilet is covered (excluding seats, valves and glands).

COOKER The cooker unit including burners, grill, oven and flame failure device and igniter.

FRIDGE Door seal, condenser, gas control valve, gas igniter, flame failure device, 12 and 240v selector switches, 12 and 240v heater elements, gas thermostat, 240v thermostat, 240v temperature control switch.

HEATING SYSTEM Thermostat, motor, switches, control unit, gas heater, flame failure device, igniter (including ducting and fitting).

WATER SYSTEM Water heater (gas or electric) fresh water tank, waste water tank, water pump, water gauges.

If a part is no longer available, it will be the company's responsibility for the cost of the original failure only and not the cost of a replacement unit.

FOR YOUR GUIDANCE

This is a Mechanical Breakdown Policy designed to assist you towards the cost of repairs to any parts listed in this Policy in the event of mechanical breakdown. Wandahome (South Cave) Ltd will only accept responsibility for Mechanical Breakdown as per the Terms and Conditions of this Policy.

Mechanical Breakdown

The definition of mechanical breakdown is "the failure of a component for a reason other than wear and tear, normal deterioration and negligence causing a sudden stoppage of its function".

Replacements of parts which have reached the end of the effective working lives because of age and/or usage are not liabilities under the terms of this Policy. The policy does not cover adjustments or the cleaning of any assemblies.

Keep this Policy Document safely. It may be required by Wandahome (South Cave) Ltd in the event of a claim. Ensure that you always have access to the Policy in any equity.

Servicing Requirements

The servicing requirements listed under "Service Schedule", are the Policy Holders responsibility. Failure to comply will invalidate the Policy.

Parts Covered

Unless otherwise specified, the indemnity granted by this section shall not exceed the Manufacturer's list price for parts necessarily incurred in repair of those items specifically described in this booklet up to the maximum liability stated on the Proposal Form.

We realise that things can go wrong and there may be occasions when you feel that we have not provided the service you expected. When this happens we want to hear about it so we can try to put things right. If you have cause for complaint it is important you know we are committed to providing you with an exceptional level of service and customer care.

Any enquiry or complaint you may have regarding your Policy should be addressed to:

Wandahome (South Cave) Ltd, Brough Road, South Cave, East Yorkshire HU15 2DB

Please quote your Policy number to help your enquiry to be dealt with speedily.

TERMS & CONDITIONS

The proposal Form is the basis of and forms part of the contact between Wandahome (South Cave) Ltd & the customer for the extended warranty policy covering the Caravan shown on the Proposal Form attached. The booklet is to read as one document, and any word or expression used with specific meaning has the same meaning wherever it appears.

- 1.** Wandahome (South Cave) Ltd will indemnify the customer against loss due to mechanical breakdown occurring during the period of cover on those items specifically listed under "Parts Covered".
- 2.** This policy does not apply to Caravans used for hire or reward or for Caravans used for any kind of timed competition or race or to non-production, customised or modified Caravans. Any such use will invalidate the Policy.
- 3.** The policy has no surrender value, no refund of premium is available and the policy cannot be transferred to another caravan.
- 4.** No liability will be accepted for any claim notified to Wandahome (South Cave) Ltd more than 7 days after the relevant fault has become apparent.
- 5.** No repairs, including the fitting of any replacement unit, may be undertaken or commenced under the terms of the Policy unless explicitly authorised by Wandahome (South Cave) Ltd.
- 6.** The insurer reserves the right to examine the Caravan and subject it to expert assessment and to nominate a repairer. The result of the assessment will determine the insured liability subject to the claimable limits.
- 7.** No liability will be accepted for any losses covered

under an accidental damage or roads risks Policy for any road hazard/fire or accident damage. No liability of any kind exists in respect of third parties or bodily injury.

8. No liability will be accepted for damage caused by neglect, corrosion, intrusion of foreign or deleterious matter, lack of servicing, over-heating, freezing or abuse or to the continued use of the Caravan after a fault has become evident or for consequential loss or the failure of parts not covered by this policy.

9. No liability will be accepted for parts incorrectly fitted or for any effect of an inadequate previous repair or faults or defects at the time of sale, or parts of faulty manufacture or design or not recommended or fitted by the manufacturer unless agreed by Wandahome (South Cave) Ltd.

10. No liability will be accepted for any damage caused by war risks, sonic booms or nuclear radiation as provided for by Wandahome (South Cave) Ltd standard exclusion clauses.

11. Wandahome (South Cave) Ltd may declare void any Policy where the Proposal Form does not correctly indicate the exact Caravan type, model and age.

12. If it shall be established following the receipt of the claim, that the conditions of the Policy as laid down have not been fully complied with, then it is hereby expressly agreed and declared that Wandahome (South Cave) Ltd shall be released from all the liability for that particular claim.

13. The Terms and Conditions of the Policy cannot be altered or amended by any person except by specific written endorsement by Wandahome (South Cave) Ltd.

HOW TO MAKE A CLAIM

Refer to this document and ensure that the part directly causing the breakdown are covered by the Policy.

1. Contact Wandahome (South Cave) Ltd on 01430 424342

2. Bring your caravan back to Wandahome (South Cave) Ltd or agreed repairer and obtain an

estimate. The repairing dealer must then telephone Wandahome (South Cave) Ltd quoting the Policy Number, to request a claims authority number.

3. The authority to dismantle any part or parts must be given by the Policy Holder to the repairing dealer. On acceptance of the claim Wandahome will reimburse the Policy Holder with the cost of dismantling as part of the total claim up to the maximum liability of the Policy. However, if on dismantling it should be found that the Insurers have no liability then the cost of dismantling must be borne by the Policy Holder.

4. If a claimable liability is agreed Wandahome (South Cave) Ltd will give authority by means of a specific claims number for the authorised sum. Any amount, in excess of this is the liability of the Policy Holder.

5. On completion of the authorised repairs the invoice must be submitted quoting the authority number with a clear indication as to whom payment is to be made. The invoice should be fully detailed and indicate parts, labour and VAT. The document and the original Service Invoice(s) must be included if service proof is due.

Provisions

A. Wandahome (South Cave) Ltd reserves the right to specify the use of guaranteed reconditioned or exchange units. The liability for parts will be limited to the cost of these items.

B. If the failed item shows a significant degree of wear, or if the replaced item improves the overall condition or value of the Caravan, a contribution from the Policy Holder may be required in respect of the improvement or betterment effected by the repairer.

C. Unless the repairs are carried out by the supplying dealer or an authorised repairer or when service proof is required the dealer may request the Policy Holder to settle the amount in full. The Policy Holder should then submit the claim to Wandahome (South Cave) Ltd.

D. Where the Policy Holder is VAT registered the VAT element will not form part of any claim.

IMPORTANT

It is not possible for the claims office to authorise any claim without issuing a claims authority number. No repairs may commence until explicitly authorised by means of such an authority number. It is therefore essential that the number be recorded and quoted in all correspondence and repair invoices relating to the claim. Liability cannot be accepted for any repairs undertaken or commenced without this authority number.

SERVICE SCHEDULE

It is a condition of this policy that a service and safety check is carried out at least once every year (12 months from the date of purchase).

FAILURE TO MAINTAIN AND PROVE THAT THE ABOVE SERVICE SCHEDULE HAS BEEN COMPILED WITH WILL INVALIDATE THIS POLICY.

NB The interval from purchase date to the first service, and the intervals between services must not exceed the stipulated time by more than 10 weeks. This time allowance is to facilitate the caravan owner to make sure services are complete at the correct intervals. If any circumstances prevent the service being carried out at the correct time Wandahome (South Cave) Ltd must be informed immediately by recorded delivery.

IMPORTANT

Accepted proof of servicing will be the fully detailed original VAT service invoices. It is therefore vital that these documents are retained by you for your further protection, and our inspection in the event of a claim. In the event of these (invoices/s) documents being lost, then the onus of proof regarding servicing will rest on you.

SERVICE RECORD

Please see the 'service' standards' page for details.

If you do not keep to the service standard or you cannot prove that you have done so, your policy will not be valid.

If you record the details below, you know when your next service is due.

The only acceptable proof of servicing is the detailed VAT invoice which shows the servicing date.

This page will not be accepted as proof of servicing.

1st service

Date:

Job No:

Your 2nd service is due on:

Dealer stamp

Engineers signature

2nd service

Date:

Job No:

Your 3rd service is due on:

Dealer stamp

Engineers signature

3rd service

Date:

Job No:

Your 4th service is due on:

Dealer stamp

Engineers signature

4th service

Date:

Job No:

Your 5th service is due on:

Dealer stamp

Engineers signature



Brough Road, South Cave, East Yorkshire, HU15 2DB

12 miles West of Hull on A63, South Cave Junction OPEN Monday - Friday 8.30am - 6pm,
Saturday 9.30am - 6pm, Sunday 10.00am - 5pm. Winter months closed 5pm daily.

Tel: 01430 424342