



CONVERSION WARRANTY

Built properly. Backed for 36 months.

Every conversion Concept Vehicle Conversions completes is covered by this warranty for three years from the day it is handed over. It sits on top of your rights as a consumer, never instead of them.

Your conversion

Completed at handover. Keep this document with the van: the warranty belongs to the van, and passes to its next owner.

VEHICLE REGISTRATION

MAKE AND MODEL

COMPLETION DATE

WARRANTY ENDS

OWNER

HANDED OVER BY

What the words mean

- **Conversion:** the work we did to the van, as set out in the specification we confirmed with you.
- **Completion date:** the date the conversion was finished and handed over, recorded above.
- **Warranty period:** 36 months from the completion date. A camper bought from our stock carries whatever remains of the 36 months.
- **Covered components:** the parts of the conversion listed under "What is covered".
- **Owner:** the person who bought the conversion from us, or a later owner the warranty has passed to.
- **CVC, we, us:** Concept Vehicle Conversions Ltd.

What is covered

This warranty covers the conversion we built: our workmanship, and the parts we made, installed and wired. Products we buy in and fit, such as the pop-top roof with its canvas and the appliances, carry their own manufacturer's warranty, and the way we fitted them is covered by ours. We warrant that the covered components will be free from defects in materials and workmanship for the warranty period. They are:

- the fitting of the pop-top roof: the cut, the frame, the seals and the way it is fixed to the van;
- the electrical system we installed: wiring, lighting, the leisure battery installation, chargers,

- inverters, solar and the power management;
- the water system we installed: tanks, pump, pipework and taps;
- the carpentry and interior fittings we made and installed: cabinets, worktops, beds, tables, flooring and trim;
- the upholstery and seating conversion we carried out;
- the windows, insulation and lining we installed;
- the installation of the appliances we supplied: the fitting, the connections and the wiring or pipework to them;
- anything else the confirmed specification says is covered.

The roof and its canvas, and appliances such as the fridge, hob, heater and hot-water system, are covered by the warranty of whoever made them rather than by ours. We fit what is available at the time, so the brands vary from build to build; whichever went into yours, the warranty sits with that manufacturer, the paperwork comes with the van, and the cover is often longer than ours. If something fails, tell us anyway: we will diagnose it, and deal with the manufacturer for you where we can.

What is not covered

- normal wear and tear, including fading, scuffs and the gradual loss of capacity in batteries;
- damage caused by accident, misuse, neglect, or by not following the care and operating

instructions we gave you at handover;

- damage caused by work, alterations or accessories that were not done or approved by us;
- damage caused by weather, road conditions, flooding, vermin, or leaving the roof up in high winds;
- the van itself: engine, gearbox, chassis, bodywork, brakes and everything else that was there before the conversion, which is covered by the vehicle's own warranty where one applies;
- consumables: fuses, bulbs, filters, gas bottles and the like;
- the cost of getting the van to us and back, except where the Consumer Rights Act 2015 makes that cost ours.

Looking after it

A conversion lasts when it is looked after. We give you care instructions at handover and we expect them to be followed: keep the leisure battery charged, drain the water system before a frost, and keep the roof seals clean. We don't require an annual habitation check to keep the warranty: sensible care is enough.

Making a claim

1. Tell us as soon as you reasonably can after you notice the problem, by email or phone. Photos and a short description help us diagnose it before you drive over.
2. Bring the van to our workshop in Burnley so we can inspect it. Warranty work is always done here, by the people who built it.
3. We will repair or replace the defective component. If neither is practical, we will agree an alternative remedy with you.

Getting the van to us is normally your responsibility and at your cost. Where the fault is one the Consumer Rights Act 2015 makes us responsible for, we bear the reasonable cost of the repair, including transport.

Passing the warranty on

The warranty belongs to the van, not the person. If you sell the van within the warranty period, the new owner keeps the balance of it, provided one of you lets us know within 30 days of the sale so we have their details. We may ask to inspect the van before we register the new owner, and anything already outstanding is put right at the new owner's expense before cover continues. When we sell a van on from our own stock, the transfer is automatic.

The limits of the warranty

Our responsibility under this warranty is to repair or replace the defective covered component. We are not responsible under this warranty for losses that follow from a fault, such as loss of use of the van, a holiday that had to change, travel costs or loss of earnings, and our total responsibility under it will not exceed the price you paid for the conversion.

Nothing in this warranty limits our responsibility for death or personal injury caused by our negligence, for fraud, or for anything else the law does not allow us to limit.

Your rights are not affected. This warranty is our promise on top of your statutory rights under the Consumer Rights Act 2015, not instead of them. Where the two differ, the Act wins. It is governed by the law of England and Wales.

Get in touch

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The full terms of sale and website terms are at conceptvehicleconversions.co.uk/terms.