



Service Conditions

By signing this document or leaving your RV or Appliance for service at Edmonton RV Service, you hereby agree to the following terms:

REMOVAL OF ITEMS: The customer is responsible for the removal of all items that may interfere with the completion of the desired work. Edmonton RV Service reserves the right to charge additional costs if items need to be removed or relocated due to interference.

REPAIR TIMELINES ARE NOT GUARANTEED: Edmonton RV Service will make every effort to ensure that work is completed in a timely manner, but we are **unable to guarantee an exact completion date.**

LABOUR WARRANTY: Edmonton RV Service provides a limited warranty on all requested labour services **except weatherproofing, roof and sidewall fixture installations and re-seals, roof and sidewall moulding installations and re-seals, window and door installations and re-seals, and slide out re-seals**, for a period of six months from date of unit pickup. Roof and sidewall fixture installations include, but are not limited to, roof vents, plumbing vents, solar panels, skylights, tail and marker lights, porch lights, baggage and entrance doors, awnings, awning hardware/brackets, handles, and power inlets. These items are not warrantied due to the inability to guarantee the condition of the existing structure. Warranty is limited to the work completed. Edmonton RV Service will not reimburse the customer for corrective work done by other shops, travel costs, inconvenience, loss of work, loss of time, or loss of holidays resulting from work performed incorrectly. Warranty is contingent on an inspection by Edmonton RV Service to ensure a valid warranty concern exists. **The customer also acknowledges it is their responsibility to ensure that the condition of the seals, roof, and sidewall fixtures are inspected every three months.**

NO WARRANTY ON RE-SEALS: Edmonton RV makes no warranties or guarantees on weatherproofing, roof and sidewall fixture installations and re-seals, roof and sidewall moulding installations and re-seals, window and door installations and re-seals, and slide out re-seals.

MANUFACTURER PARTS WARRANTY: Edmonton RV makes no warranties or guarantees, express or implied, for any products purchased in store or used in repairs. In some cases, warranty may be provided by the manufacturer for a limited period, if applicable. Please inquire regarding a specific product's manufacturer warranty prior to purchase or repair. Neglect, physical damage, and prior failed repair attempts by the customer or another service centre may void your manufacturer warranty. Parts supplied by the customer and labour services associated with these parts are not warranted.

When a manufacturer warranty is approved for a defective or faulty product, but the allotted labour time from the manufacturer is insufficient to cover the actual time spent repairing the defective or faulty product, **the customer will be responsible for the difference between the final billed amount and the amount covered by manufacturer warranty.**

RIGHT TO DECLINE WORK: Edmonton RV Service reserves the right to decline service requests if for any reason our staff determines that work should not be continued. The customer is responsible for the billed time and parts used up until that point.

UNITS MUST BE PICKED UP WITHIN 5 DAYS: RVs and appliances must be picked up within 5 business days of completion of work. If the RV or appliance is not picked up within 5 business days of completion of work, storage fees in the amount of **\$75 per day** will be assessed until the unit is picked up. If the RV or appliance is not picked up within 30 days of completion of work, the unit will be considered abandoned and will be recycled or resold. If any unpaid balance remains, Edmonton RV Service reserves the right to commence collection activity to recover any amounts left owing, including any additional costs of collections or court filing fees, if applicable.

If work is declined by the customer or by Edmonton RV Service, the RV or appliance must be picked up within 5 business days of work being declined. If the RV or appliance is not picked up within 5 business days of declining work, storage fees in the amount of **\$75 per day** will be assessed until the unit is picked up. If the RV or appliance is not picked up within 30 days of completion of work, the unit will be considered abandoned and will be recycled or resold. If any unpaid balance remains, Edmonton RV Service reserves the right to commence collection activity to recover any amounts left owing, including any additional costs of collections or court filing fees, if applicable.

WORK MUST BE CONFIRMED WITHIN 3 DAYS: All estimates provided to the customer must be confirmed or declined within 3 business days of being provided said estimate. If no approval is given within 3 business days, Edmonton RV Service reserves the right to decline service and assess any applicable diagnostic charges incurred to that point.

NOT LIABLE FOR DAMAGES: Edmonton RV Service shall not be held liable for any loss or damages to any RV or appliances due to weather, fire, theft, or vandalism. This includes RVs and appliances dropped off outside of business hours, outside of business property, or outside of our secured yard.

In recognition of the relative risks and benefits of the project to both Edmonton RV Service and the Client, the risks have been allocated such that the Client agrees, to the fullest extent permitted by law, to limit the liability of Edmonton RV Service to the Client for any and all claims, losses, costs, or damages of any nature whatsoever or claims of expenses from any cause or causes, including attorneys' fees and expert witness fees and costs, so that the total aggregate liability of Edmonton RV Service to the Client shall not exceed Edmonton RV Service's total fees for services rendered on the project. It is intended that this limitation apply to any and all liability or cause of action however alleged or arising, unless otherwise prohibited by law.

ESTIMATES SUBJECT TO CHANGE: All estimates, including estimates completed in shop and online/via photos are subject to change due to additional labour unforeseen by the technician (including but not limited to water damage, structural integrity, mould, and final appearance), additional parts and labour, ease of access to point of work, and other circumstances.

WINTER REPAIR POLICY: Any repairs which are classified as Winter Repairs (Including but not limited to structural damage repairs, extensive roof repairs and rebuilds, flooring repairs and rebuilds, and larger insurance repairs) will be subject to longer repair timelines than normal. In addition, we will not accept bookings/drop offs for these repairs until later in the winter months. Please contact us prior to booking these appointments or visit edmontonrv.com/appointment for more information or to confirm exact timelines.

DIAGNOSIS & ESTIMATES: All RV and Appliance diagnostic time and estimates will be billed at the hourly shop rate applicable to the RV or Appliance, per concern.

PROPANE: Please be advised that if propane is required to complete your diagnosis or repair and an adequate supply is not provided, additional charges may apply.

DEPOSITS: If the work order exceeds \$2500.00, a 50% deposit will be required before work commences.

NON-WARRANTY CHARGES: Should any RVs or Appliances submitted for warranty, extended warranty, or insurance service be found in need of repairs that fall outside of the scope of, or are otherwise ineligible for, warranty, extended warranty, or insurance coverage, the standard shop rate applicable to the RV or Appliance for diagnostics, completed repairs, and the cost of parts shall be billed to the end customer.

I hereby acknowledge and consent to the aforementioned terms and conditions.

Customer Name: _____

Customer Signature: _____ Date: _____