

Terms and Conditions

It is expected that the customer is aware of and agrees to the following terms and conditions at the time of appointment booking. If you have any questions or concerns, please contact us for clarification before booking an appointment.

Definitions

- **"C2 RV Services", "us", "we", "our"**: C2 RV Services LLC.
- **"Owner", "Customer"**: The person or people hiring C2 RV Services LLC to perform work on their recreational vehicle.
- **"Policy Provider" or "Provider", "Company", "Companies"**: The entity responsible to pay valid warranty claims. This may be a dealer, manufacturer, or extended warranty service company.

General Terms

1. All appointments will be booked only after completion of our service request form online, or the required information is shared via phone call between C2 RV Services and the customer or provider.
2. The customer is responsible for 100% of the invoice at the time of service unless other arrangements have been made prior to the service appointment (see Manufacturer, Dealer, or Extended Warranty Billing, below, as applicable.) The invoice amount will include a Service Call fee, labor, and parts (if needed) for the current repair. If the service visit is related to quoting future significant work, that significant work will not be charged at the initial appointment.
3. Service call fees apply to each visit to the customer location. Our service call fee includes trips up to 30 miles from our current location. Service calls beyond that range can be arranged for an additional amount. ***This fee may be waived for a return visit to complete a prior service at our discretion.***
4. The customer, or a person designated by the customer, must be present at the RV during the service appointment if any interior access, or access to storage bays is required. The only exception to this policy is for inspections of RVs with no customer-owned items

stored in the vehicle. Units for sale where there are supplies included in the sale is one example of an exception.

5. Gone on Arrival (GOA) fee: We will establish a time and location for service at the time of booking. If the customer is not at the site within 5 minutes of the planned appointment, a charge equal to 50% of one hour of service, plus the service call fee, will be applied to the customer's account and must be paid before rebooking. Currently, this amounts to a minimum of \$200.
6. Part orders over \$300, or unique/rare parts, require a deposit before parts are ordered. The deposit will equal the retail cost of the part(s) ordered, as well as tax and shipping costs. Shipping will be the least expensive option available. Expedited costs will be discussed and agreed upon prior to ordering.
7. All special-order part costs are non-refundable.
8. Rates: As of this date, our rates are:
 - a. Service Call fee: \$100 minimum.
 - b. General rate: \$200/hour, one hour minimum with 15 minute intervals charged after the first hour.
 - c. Flat-fee services are priced as listed (web site, sales literature.)
 - d. Emergency rate: \$275/hour

Part and Labor Warranties

1. Part warranties are provided by the manufacturer or supplier only.
2. Labor is warranted for 90 days, or as long as we are in the immediate area, whichever is shorter. The following exclusions to this policy apply:
 - a. Substitution of provider: If you feel there is a situation that warrants a return visit within 90 days and we are not able to provide service, please contact us to discuss having an alternate service provider remedy our original service only. That provider will need to be agreed upon by both parties.
 - b. Leak repairs: No warranty is given to leak repair efforts unless a direct failure of the repair is evidenced (i.e. adhesive not bonding.)
 - c. Customer-supplied parts: No labor warranty is provided to customer-supplied parts as we have no control over the sourcing or handling of the parts prior to

installation. This includes failure of the part upon installation. All labor time and fees are due regardless of part performance.

Manufacturer, Dealer, or Extended Warranty Billing

We strive to assist customers in resolving their RV repair needs with as little financial burden as possible. When financially possible, we will bill the provider for the covered amounts. We reserve the right to bill the customer for 100% of the invoiced amount for repairs, and not bill the provider. In such a case we will provide the customer with all the normal information needed to secure reimbursement for their repair. Reimbursement is not guaranteed by C2 RV Services LLC.

If C2 RV Services LLC will be billing the provider:

1. The customer must contact the provider prior to contacting C2 RV Services to:
 - a. Verify the service process and obtain pre-authorization if needed,
 - b. Determine or verify deductible,
 - c. Determine if diagnosis is covered (we will assume it is not if this is not determined,)
 - d. and understand the exclusions to their coverage. Knowing this can save a lot of time and effort for both parties.
2. The customer must provide to C2 RV Services all information requested on the Service Request form on this site. Photos of requested information from contracts or stickers are not sufficient.
3. **In all cases, the customer is responsible for the entire invoiced amount.** Warranties often will not cover Service Call fees, diagnosis time, part shipping, and tax. **Multiple trips to diagnose and repair will result in multiple service charges.**
4. If we are billing the provider for covered services, the customer will pay the following amounts at the time of service, unless such fees are covered by the provider:
 - a. Service Call fee
 - b. Labor to diagnose (if not covered by warranty.)
 - c. Deductible