



## **BAILEY APPROACH SE WARRANTY COVER**

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

Your motorhome has three warranties:-

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

The Bailey Approach SE motorhome is a coach-built model which utilises a Peugeot base vehicle. Peugeot 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 should be directed to your local Peugeot Authorised Repairer for Commercial Vehicles.

### **10 Year Body Shell Integrity Guarantee – Provided by Bailey**

The Bailey Alu-Tech motorhome is covered by a ten (10) year Body Shell Integrity Guarantee, which comprises of a six (6) year standard warranty cover and a four (4) year chargeable extension to the standard warranty cover. This cover extends to any structural degradation to the body shell that arises as a result of water ingress through any permanently sealed seams or joints.

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

For a period of three (3) years from the date set out in paragraph 20 below, Bailey offers a comprehensive warranty on all parts and components used in the construction of the motorhome chassis and habitation area, as well as full coverage for any manufacturing faults forming part of the original specification of the motorhome chassis and habitation area, with the following specified exceptions.

The following items are covered only for a period of one (1) year from the date set out in paragraph 20:

Leisure batteries

The following items are not covered:

Replacement bulbs, light emitting diodes, fluorescent tubes or fuses.

## **Warranty Extensions**

An additional 7<sup>th</sup>, 8<sup>th</sup>, 9<sup>th</sup> and 10<sup>th</sup> year extension to the Body Shell Integrity Guarantee is available at an additional cost. Please ask your Bailey Retailer for more information.

## **Customer Support**

In the unusual event of something going wrong your first contact should always be your supplying retailer, unless the issue relates to the base vehicle in which case please contact your local Peugeot Authorised Repairer for Commercial Vehicles. Approved Bailey Retailers enjoy industry leading after sales support service from the manufacturer and they should be able to offer all the help you need to rectify any problems that may exist. It should be noted that Bailey Retailers sell our products of their own choice and not as agents of Bailey. Accordingly they have no authority to bind Bailey or to make any representations or give any undertakings whatsoever on behalf of Bailey.

## **Terms and Conditions: 10 Year Body Shell Integrity Guarantee and 3 Year Manufacturer's Warranty ("the Warranty Cover")**

Please note that defects in the base vehicle are covered by the Base Vehicle Warranty and any enquiries relating the base vehicle should be referred to your local Peugeot Authorised Repairer for Commercial Vehicles.

The Bailey Warranty Cover set out above is offered subject to the following simple 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, at its option repair or replace all parts and components of the motorhome 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 Body Shell Integrity Guarantee is six (6) years extendable to ten (10) years and the duration of the Manufacturer's Warranty is three (3) years, in both cases starting from the date set out in paragraph 20. It is a condition of the Warranty Cover that an annual service is performed on the motorhome in accordance with the service plan. Failure to comply with this term will invalidate the Warranty Cover.

3 The unexpired term of the Warranty Cover on your motorhome 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. Transfer can only be made within the first three (3) months of subsequent ownership and full documentary evidence that the motorhome has been serviced annually must be provided at the time of assignment in accordance with the terms and conditions detailed above.

## **REPAIRS**

5 The motorhome must undergo a full annual service and inspection, including a moisture survey, carried out, subject to paragraph 6 below, by an Authorised Service Centre. The final annual service in the 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 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.

6 During the first three (3) years of the Warranty Cover, all annual inspections and repairs must be carried out either by Bailey itself or an approved Bailey Service Centre or Agent. Thereafter, due to the technical nature of an Alu-Tech constructed motorhome, annual inspections and repairs may be carried out by any workshop or repair centre approved by the National Caravan Council that has attended Alu-Tech training courses at the Bailey factory.

7 Where an annual inspection identifies that repairs to the motorhome are necessary, the motorhome must be made available for repair within six (6) weeks of the date of inspection for the purpose of carrying out the repair work.

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 Bailey Approved Service Centre. No liability will exist with regard to any warranty claims not authorised in this way.

9 Bailey reserve the right to examine the motorhome before any repairs commence or any replacement part is fitted.

## **REGISTRATION AND 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 Approved Retailer to forward this information to Bailey. This is part of the terms of trading that the Bailey Approved Retailer has with Bailey.

11 The motorhome shall:

- a. only be used for its original 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 motorhome or excessive wear or tear;
- b. not to 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 AND LIABILITY**

12 Bailey's liability under this Warranty Cover shall be limited to supplying the reasonable cost of labour and materials required for 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 may have made to the motorhome. This Warranty Cover does not cover repair costs other than labour and materials.

13 The Warranty Cover does not include

- a. repair or replacement of parts, components, seams or panels which are not part of the original construction of the motorhome, or which have been tampered with or undergone unauthorised modifications, or which have been repaired otherwise than by an Authorised Service Centre;
- b. parts or components other than those specifically listed in the Body Shell Integrity Guarantee and Manufacturer's Warranty descriptions set out above, or parts or components covered by the Base Vehicle Warranty;
- c. general maintenance or components failing due to fair wear and tear or normal deterioration;

- d. repairs necessitated by lack of routine or regular maintenance. Particular attention is drawn to the owner's manual and service handbook supplied with the motorhome and any maintenance instructions or notices published from time to time by Bailey relating to the proper care and maintenance of motorhomes;
- e. structural degradation or other damage caused by water ingress through non-permanently sealed seams or joints (such as, without limitation, around windows, hatches, doors and rooflights), beyond the initial 36 months of the Manufacturer's Warranty;
- f. maintenance activities including the adjustment of doors, catches and window blinds, servicing of appliances or cleaning; or
- g. maintenance activities related to the reduction of noise, vibration and harshness.

14 No liability will be accepted for:

- a. damage caused by neglect or abuse, corrosion, intrusion of foreign or deleterious substances, lack of servicing, overheating, freezing, or the continued use of the motorhome after a fault has become evident;
- b. any loss or damage caused by parts not covered by this Warranty Cover, including soft furnishings or trim;
- c. any accidental or fire damage or any losses incurred by accident or fire;
- d. transport costs to and from point of repair; or
- e. damage caused by animals, rodents or other pests.

15 Bailey will only be liable for costs which are incurred as a direct consequence of the event, defect or fault leading to the claim being made under this Warranty Cover. 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 motorhome 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 Cover 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.

17 The purchaser has statutory rights in addition to this Warranty Cover and this Warranty Cover does not affect those statutory rights.

18 References in this Warranty Cover to 'Bailey' shall mean Bailey Caravans Limited (company registration no. 00354363) of South Liberty Lane, Bristol BS3 2SS.

19 This Warranty Cover 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**

20 The supplying retailer must explain the terms and conditions of this Warranty Cover to you, and complete the warranty registration process on line. Your Warranty Cover will start on the day that the motorhome is first registered in the UK or 12 months from the date of which the motorhome was invoiced to the supplying retailer whichever is the earlier.