

Terms and Conditions

Visit times are approximate, we do not make fixed time appointments. We reserve the right to cancel or modify the date of a service / visit for matters beyond our control.

If CCTV is in operation, this must be disclosed on arrival. Failure to do so may result in our reserving the right to cancel or modify the date of the service / visit.

The Engineer must be able to gain access to the caravan / motorhome and all keys must be available when the engineer arrives on site. This includes hitch locks, wheel locks etc.

Security devices must be removed prior to the engineers arrival. It is the owners responsibility to refit the security equipment once the service/repair is completed. We cannot accept any responsibility for the security of the vehicle prior to or once the work is completed.

It is the owners responsibility to ensure that access is available at the time and date agreed for servicing/repair, and that there is sufficient clearance to access the wheels and external equipment (1 metre all around the vehicle as a minimum) and that the interior of the vehicle is clear of obstruction. The ground must be relatively flat, if the engineer believes the ground is unsafe or too steep the work will not go ahead and a charge of £65 will be raised.

For a home service we must have access to water, pump, LPG, 230v and a fully charged leisure battery is required. If any of these are going to be unavailable then please advise us in advance. A £10. charge will be made for using our LPG. If storage site service, our van is fully equipped however the charge for LPG remains if none supplied.

Motorhomes must have the onboard water tank filled prior to the service being carried out (home or storage).

Lockers must be relatively empty to enable damp survey access. Please remove all valuables such as TV's, cameras, awnings, chairs etc. and cash. Anything left in the lockers, cupboards or on top of seats / beds are at your own risk. Chatsworth Motorhome & Caravan Servicing cannot be held responsible for any breakages during the service.

The toilet cassette MUST be EMPTY and CLEAN or the toilet will NOT be serviced and a dirty toilet charge of £65 will be added to the invoice.

Special Order parts are NOT refundable and will include carriage costs as appropriate. You may be requested to pay for certain costly parts/appliances in advance.

Payment is due strictly on the completion of the work being carried out. Late payments will entertain an additional charge of 1% per day.

Payment can be made by Cash, Cheque or electronic bank transfer (BACS).

Cheques to be made payable to "Chatsworth Motorhome & Caravan Servicing"

All workmanship is warranted for six months providing no unauthorised changes or modifications have been made.

We can not warrant parts which have been supplied by the customer.

We reserve the right to refuse to fit customer supplied parts.

We do not supply or fit second hand safety critical parts.

Where, during a service/repair, a fault is found which is outside the normal service, the owners permission to repair or replace will be obtained before such work is carried out. A charge for the time and parts will be made.

Any repairs or checks that we are asked to perform which fall outside of the service will be chargeable.

If a safety critical fault is found it will be repaired at the owners cost even if prior authorisation can not be obtained. This is because we have legal responsibilities in relation to gas, electricity and the Road Traffic Act.

We reserve the right to refuse to service a caravan or motorhome if in our opinion the completed service will not result in a safe or roadworthy vehicle. In this event a £65 call out fee will be charged.

Motormovers, solar panels and bike racks are not part of the original vehicle and are therefore not part of a service.

Base vehicles are not included in a motorhome service.

Pre-purchase inspections are an indication of the condition of the vehicle at the time of the inspection only. No warranty or guarantee is offered or inferred in a pre-purchase inspection.

Call outs will include one half hour of time, over one half hour the normal hourly rate of £45 will then be charged for each hour or part hour.

Quotes will be charged at £65 which is refundable if the work is then carried out.

In the event of a complaint you must give Chatsworth Motorhome & Caravan Servicing the opportunity to resolve the said complaint - please ask for the complaints procedure.

User error following a service or repair will incur an additional charge for our time.

Seasonal caravans still under manufacturers warranty must sign a disclaimer if the customer opts for a habitation service only. This will be emailed two weeks before the the service date and must be signed and returned before the service date.