

Terms and Conditions of Purchase for Refits and Upgrades

I. DEFINITIONS AND INTERPRETATION

Terms And Conditions of supply and fix

1.1 In these terms unless the context requires otherwise:

- a) 'Vehicle' means the camper van and any parts, accessories and extras detailed in the order
- b) 'Order' means the order set out for the purchase of fixtures, fittings or adaptations.
- c) 'Trader' means Vanverso Conversions named overleaf and includes its successors and assigns.
- d) 'Customer' means the person, firm or company placing the order.
- e) 'Contract' means the contract 'or the sale and purchase and or installation of the fixtures, fittings or adaptations.
- f) 'Manufacturer' means the manufacturer of the Vehicle or fitted components related to the conversion
- g) Fixtures, fittings, parts and accessories are interchangeable terms used to describe the elements fitted during a conversion or adaptation
- h) 'Estimated Delivery Date' means the estimated collection (if any) specified on the Order.
- i) "Wear and tear" refers to the expected deterioration of the component, fixtures or fittings due to normal usage over time, which includes, but is not limited to, minor scratches, dents, and a general decrease in the vehicle's aesthetic and mechanical condition.
- j) Headings are for convenience only and do not affect the construction of the Contract: the masculine shall include all genders and the singular shall include the plural; any reference to statutory provisions is a reference to such statutory provisions as amended or re-enacted from time to time
- k) These terms together with the terms set out on the order are the only terms of the contract number variation to the Contract is effective unless agreed in writing by an authorised representative of the trader.

I. Service Description

1.1 The trader supplies and installs fixtures, fittings and related services. The trader offers both standard and bespoke conversion packages, including but not limited to:

- a) Full campervan conversions
- b) Installation of components for example windows, interior and exterior fittings
- c) Consultation services for campervan design and customization

1.2 Unless otherwise specifically agreed in writing by a representative of the trader, these conditions will be incorporated in every offer, quotation, estimate or price, acceptance and contract for the sale or supply and fitting of parts to a van supplied by the customer to the company

1.3 Any conditions proposed by the Customer are hereby excluded.

2. Formation of a Contract

2.1 Quotations, prices or estimated for work are not offers and are given subject to confirmation by The Trader upon receipt of the Customer's order and no contract shall be concluded until such confirmation is given or the Customer's order is otherwise accepted by the company. When the customer places the order and it is accepted by the trader contract is formed.

2.2 All prior correspondence or oral communications are to be regarded as superseded and not forming part of the contract. Each order when accepted constitutes a separate contract.

2.3 The customer is responsible for understanding the scope of work detailed on the estimate, price or quotation. The Trader will not take any responsibility if the scope of the work is not understood by the customer.

3. Prices

3.1 Prices quoted are inclusive of VAT at 20% (unless otherwise stated) and are those in force at the date of quotation. They may be varied at any time after or before a contract becomes binding only by reason of an increase in the cost to the company of raw materials, labour or increase in taxation.

3.2 If prices are varied after a contract has become binding the company shall give the Customer written notice of such variation, and on receipt of such notice the customer may cancel the order without any cost.

4 Conversion Process and Timelines

4.1 Lead Times: The trader strives to adhere to our estimated conversion timelines. However, delays may occur due to factors beyond the company control (e.g., supplier issues or unforeseen technical challenges). If delays happen, the trader will keep the customer informed before or during the expected dates.

4.2 The trader is not responsible for any consequential loss whatsoever as a result of a delay.

4.3 Customer Preparation: Customer must ensure fuel tank levels are kept to a ¼ full when dropping off a van.

5 User Responsibilities

Customers agree to:

5.1 Provide accurate and complete information during consultations particularly in relation to the type and condition of the vehicle to be worked on. Inaccurate description will result in additional charges after the work has commenced.

5.2 Provide the vehicle in a safe and roadworthy condition. If after commencement of work The Trader discovers that the vehicle is not safe to work on then any abortive costs will be paid by the customer. The trader will notify the customer accordingly.

5.3 Adhere to agreed timelines for vehicle drop-offs and pick-ups

6. Ownership of vehicle

6.1 Prior to completion of the contact, the owner of the vehicle shall prove that they are the registered keeper. The trader may require to see the vehicle registration document and the relevant ID of the owner.

6.2 Work will only commence on the vehicle once the providence of ownership is assured.

7. Parts accessories fixtures and fitting

7.1 All parts accessories fixtures and fitting remain the property of the trader until the customer has paid the full contract price.

7.2 The trader reserves the right to remove parts, accessories, fixtures and fitting if there is a dispute related to payment.

8. Payment Terms

8.1 Deposits: A nonrefundable deposit of 10% of the agreed value of the work is required prior to secure a production slot.

8.2 A further payment of 40% is required in advance of work commencing.

8.3 The remaining balance can be settled either upon completion of the work or in two equal instalments during the build process. With stages payments the final payment due at the end depending on the value of the works. This is a non-negotiable policy.

8.4 The vehicle will not be returned until full payment had cleared.

9. Cancellations and Refunds

9.1 Cancellations: Customers may cancel their booking, but deposits are non-refundable.

9.2 Refunds: In the rare event that the trader cannot complete a conversion, a full or partial refund may be issued, subject to review.

10. Warranties and Liability

10.1 Warranty: All conversions and adaptations include a 1-year workmanship warranty. Parts produced by manufactures are subject to the manufacturer's terms and conditions.

10.2 The trader is not responsible for pre-existing vehicle issues, mechanical issues or customer-supplied parts.

10.3 Liability: The trader's is limited to the value of the services provided and does not cover incidental or consequential loss or damages.

10.4 The Trader is not liable for any costs or damages arising from the wear and tear of the fixtures the sale is completed. The customer assumes full responsibility for the fittings upon transfer of ownership, this includes the relevant servicing and maintenance.

10.5 Should the customer, after purchase, alter the installation or works in any way whatsoever including the introduction of new fixtures, fittings or mechanical components related to the installation then any guarantees including that stipulated will be null and void. Any damage caused after alteration will be repairable at the customer's expense.

10.5 Repairs to any fixture and fitting that are the trader's responsibility will be carried out at The Trader's premises. The trader will not accept any associated or consequential costs incurred by The Customer as a result of a vehicle being returned for repair of an item

10.6 The Trader will not pay for any repair undertaken by a third party for the customer unless there is agreement in writing.

11 Methods of payment

11.1 Unless otherwise agreed by the trader, the customer shall pay the contract price through bank transfer to the representative of the trader.

11.2 The trader reserves the right at any time prior to payment to request banker's or any other references as to the customer's financial status. Failing receipt of satisfactory references the trader may withdraw any agreement to receive payment otherwise than in cash on delivery.

11.3 Interest will be charged to the customer on all amounts remaining outstanding and unpaid after the due date for payment and/or on all sums due by way of damages for breach of the Contract at the rate of 2% per annum above the base rate of Lloyds Bank plc from time to time in force and shall be calculated and accrue on a day to day basis from the date on which payment fell due until payment in full has been received by the trader (whether made before or after judgement has been obtained). If no specific date for payment is set out in the Contract and credit terms have not been agreed the due date for payment shall be deemed to be the earlier of: i) the date of delivery of the Vehicle; and ii) the date which is seven days after notice from the trader to the customer that the Vehicle is ready for collection.

11.4 Normally, amounts received from the customer shall be applied in payment of the oldest debt but The Trader may at any time in its absolute discretion appropriate any payment it receives to such outstanding debt as the trader thinks fit, notwithstanding any purported appropriation to the contrary by the customer.