

WARRANTY AND AFTER SALES SUPPORT

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Warranty/After Sales

WARRANTY

All the illustrations and descriptive matter in this handbook are intended to give a general idea of the holiday home. Changing market and supply situations and our policy of continuous product development may prevent us from maintaining the exact specifications detailed in this handbook. We therefore reserve the right to alter specifications as suitability of materials and conditions demand.

Dealers and Park Operators are not agents of Swift Group Limited, the manufacturer of Swift Group holiday homes, and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

All holiday homes have a one year SuperSure manufacturer's warranty from the date of transfer in an unused state by an approved Swift Group Dealer or Park Operator to its first owner.

During the warranty period, subject to the exclusions set out in this section of the handbook, the manufacturer, Swift Group Limited, will repair or replace all defective parts of the holiday home or will arrange for component suppliers to repair or replace defective items.

The manufacturer will honour the warranty for 12 months from the date of the transfer

noted above, provided that the holiday home has been sited in accordance with Swift recommendations and the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes. (Consult your Dealer or Park Operator if you wish to see a copy of this code of practice).

The warranty covers faults arising from a manufacturing defect but specifically excludes the following:-

- faults which are a result of normal wear and tear
- faults relating to glass, tyres, fluorescent tubes, replacement light bulbs, spotlights, tap washers, thermocouples and the cosmetic appearance of sealants
- faults arising from accidental damage or damage caused by misuse of any component part of the holiday home
- failure of parts or components resulting wholly or partly from the fitting of any parts which are not approved by Swift Group Ltd.
- failure of parts or components resulting wholly or partly from toxic, explosive or other hazardous properties of any materials or substance brought into the holiday home
- cleaning or adjustment of any assemblies

Swift Group will not accept liability for any

indirect or consequential losses that you may suffer as a result of a manufacturing defect.

The warranty will be invalidated if the holiday home has been neglected, misused or modified in any way or if the identification marks have been removed or defaced. The warranty only applies to holiday homes purchased and sited in the UK.

The cost of transporting or moving the holiday home by any means to or from the place of repair is the responsibility of the owner.

You have legal rights under UK law governing the sale of consumer goods. This warranty does not affect your legal rights.

The name and address of the warranty provider is:-

Swift Group Limited, Dunswell Road, Cottingham, East Yorkshire, HU16 4JX

Any claim under this warranty must be made through your supplying Dealer or Park Operator. Claims for repair or replacement under this warranty must be made within 28 days of discovery of the fault. Submission of a claim does not constitute any liability on the part of Swift Group Ltd until the claim has been approved and agreed.

AFTERSALES SUPPORT AND SERVICE

Please note that all after sales enquiries must be directed through your supplying Dealer or Park Operator. The After Sales service at the factory is geared to supporting our Dealer/Park Operator network, as is the service provided by the appliance manufacturers.

In the interests of safety, replacement parts for an appliance must conform to the appliance manufacturer's specifications and should be fitted by them or their authorised agents.

Note: please remember to quote the chassis number when ordering any items from your Dealer/Park Operator.

