

WARRANTY AND AFTER SALES SUPPORT

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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 materials and conditions demand.

Your holiday home is manufactured by Swift Group Limited ("Swift"). Dealers and/or park operators are not agents of Swift and have absolutely no authority to bind the manufacturer by any express or implied undertaking or representation.

Your holiday home has a 1 year SuperSure manufacturer's warranty ("Warranty"). During the Warranty Period, subject to the conditions, terms and exclusions set out in this section of the handbook, Swift will repair (or at its option, replace) any defective parts of the holiday home. Warranty Period means 12 months from the date of transfer of a new holiday home from an approved Swift Group Dealer or Park Operator to its first owner.

Conditions

1. You must transport and site your holiday home in accordance with either Swift's recommendations or the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes. Your Dealer or Park Operator can provide you with more information this code of practice. Swift will not be liable under this warranty for any damage or defect that arises from your failure to site your holiday home in accordance with Swift's recommendations or the Code of Practice for the Transportation, Siting and Commissioning of Caravan Holiday Homes.
2. This warranty only applies to holiday homes purchased and sited in the UK.
3. You must keep your holiday home in a good state of maintenance and repair. Swift will not be liable for any defect caused by any negligence, misuse or modification of the holiday home.
4. All new holiday homes must be registered with Swift within 6 weeks of purchase as new.

Terms

5. 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.

Exclusions

6. Swift shall not be liable under this warranty for any defect related to or arising from the following:
 - The failure of a component for reasons of fair wear and tear;
 - Damage resulting from freezing, fire, over heating or accidents (whether caused by the user or a third party);
 - Misuse of any component;
 - Normal deterioration, corrosion, intrusion of foreign or harmful bodies, lack of servicing or negligence of any person other than Swift which causes stoppage of or impairment to the function of any component of the holiday home;
 - Replacement of parts which have reached the end of their effective working life because of age and/or usage;
 - Cleaning or adjustment of any assemblies;
 - Cosmetic finishes to kitchen sinks, sealants, cooker tops, vanity units, shower trays; and/or

- Routine maintenance items including lubricants, rubber gas hose, the cleaning of the heater and fridge flues, the replacement of gas jets, the resealing and/ or replacement of shower room sealant, the adjustment and lubrication of locks;
 - Any breakage or failure of any windows, glass, tyres, fluorescent tubes, replacement light bulbs, spotlights, tap washers or thermocouples;
 - Any failure resulting from the use of a part or component in the holiday home which is not approved by Swift.
7. Swift shall not be liable under this Warranty if the holiday home has been neglected, misused, modified or used for hire or reward or if the identification marks (chassis/VIN numbers) have been removed or defaced. The holiday home will be deemed to have been neglected if it has not been maintained as stated in this handbook.

The name and address of the Warranty provider is:

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

To make a claim under this Warranty, contact the dealer or park operator which supplied your holiday home. If this is not possible then contact the Swift Group Customer Care Department on 01482 875740, or enquire on the website www.swiftgroup.co.uk

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

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.