



TERMS & CONDITIONS

Please read these terms and conditions carefully before you submit your order to us. These conditions tell you who we are, how products will be provided to you, how you and we may change or end the contract, what to do if there is a problem and other important information. If you think that there is a mistake in these conditions, please contact us to discuss.

1. DEFINITION OF TERMS

'You' or 'Customer' is the owner/keeper of the vehicle to be converted.

'We' or 'Van Life Creations' is Van Life Creations Limited

'Conversion services' relate to Van Life Creations Limited carrying out a campervan conversion on a customer's van.

'Quote' or 'Estimate for work' is the document provided by Van Life Creations Limited when providing conversion services. It outlines our interpretation of the customer's needs as well as providing an approximate duration and cost for the project. This document details the parts required to carry out each stage of the conversion project. This document is not exhaustive and is given merely as an indication of what the customer could expect to see in their project.

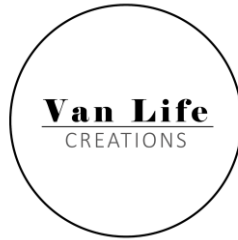
'Payment Agreement' is a schedule of payments laid out by Van Life Creations Limited over the duration of the conversion project which is agreed by the customer prior to work beginning.

'Pre-delivery Inspection' refers to the inspection carried out by Van Life Creations Limited after the conversion service has been completed and prior to signing the vehicle back over to the customer.

'In Writing' is defined as any recorded written communication between the customer and Van Life Creations Limited i.e. e-mail, letters, notes, memos etc...

2. CONDITIONS

- 2.1 All contracts are made with Van Life Creations Limited.
- 2.2 Deposits for conversion services are 10% of the Estimate for Work unless otherwise specified/agreed. Deposits are a commitment to buy and are therefore non-returnable.
- 2.3 All pictures on our website are general and may not relate to a specific part or service.
- 2.4 Any vehicle, once paid for, is removed entirely at the customers risk.
- 2.5 We make every effort to ensure all services are of the best quality and where possible we aim to give customers photographic updates; however occasionally faulty items are supplied in error.



- 2.6 Please notify us before returning any goods.

3. CONVERSION SERVICES

Pricing.

- 3.1 Prices are not fixed and not guaranteed. Due to the nature of vehicles, past repairs can be hidden and only reveal themselves once work starts, therefore, making fixed price work impossible.
- 3.2 Prices of new parts are based on prices available to us at the time of costing and as such are subject to change.
- 3.3 Van Life Creations Limited will not be liable for any increase in the costs of parts and reserves the right to pass the increased cost onto the customer; however every effort to secure the parts at the original price will be made, and the customer will be consulted prior to purchase at an increased cost.
- 3.4 If a specific part is not available and is needed for the continuation of the project a suitable alternative may be purchased, sometimes at extra cost.
- 3.5 Any significant changes to the pricing of a project will be notified to the customer and agreed by both Van Life Creations Limited and the customer before any further work will continue.
- 3.6 The Estimate for Work are intended to be used as a guide for costing/budgeting and cannot be held as 100% accurate.

Payment Agreements

- 3.7 Payment Agreements are binding once the initial deposit has been made
- 3.8 Each deposit according to the Payment Agreement is non-refundable and is a commitment to the contract.
- 3.9 If a project is cancelled by the customer during the term of the contract no refund on any monies already paid will be given.
- 3.10 If a project is cancelled by Van Life Creations Limited as a result of unforeseen circumstances or un-reconcilable differences between Van Life Creations Limited and the customer, we reserve the right not to return any money paid that has already been spent on the project, including business running costs.
- 3.11 Any deviation from the agreement without written agreement from Van Life Creations Limited will be treated as non-payment.
- 3.12 A service charge of £180 for every day the payment is missed will be charged as work on the vehicle will stop but the vehicle will be kept in our workshop taking up space that could be used for other business.
- 3.13 After 2 weeks from the date the payment is due, if payment is not received the vehicle will then be removed from the workshop and securely stored outside until the amount is paid, the above-mentioned service charge will still be applicable and accruing.
- 3.14 Van Life Creations Limited accepts no responsibility for any damage to the vehicle as a result of the weather, or third-party interference.



- 3.15 Van Life Creations Limited reserves the right to recover any monies owed to us by way of the sale of the customer's vehicle or via legal action.

Payment.

- 3.16 Van Life Creations Limited accepts payment by way of Bank Transfer
- 3.17 Cleared funds must be received by Van Life Creations Limited on or before the dates laid out in the payment agreement.

Insurance:

- 3.18 Van Life Creations Limited is a fully insured business to offer van conversion services.
- 3.19 Customers however must maintain their own insurance policy for the duration of their vehicle being under Van Life Creations Limited control. We recommend a "laid up" policy as a minimum.
- 3.20 Van Life Creations Limited will not be liable for any loss of property or vehicle costs in the event of theft or damage.
- 3.21 Although we are insured, customers are notified that vehicles are left with us at their own risk.
- 3.22 Please confirm with Van Life Creations Limited whether your vehicle will be small enough to keep inside the workshop. Some larger vehicles may not fit, and Van Life Creations Limited accepts no responsibility for any damage to the vehicle as a result of the weather, or third-party interference when at the workshop.

Contract Acceptance.

- 3.23 Conversion contracts must be agreed a minimum of 2 weeks in advance of project start date, unless otherwise negotiated.
- 3.24 Conversion bookings can only be confirmed on receipt non-refundable deposit equivalent to 10% of the Estimate for Work.
- 3.25 Payment of the deposit is treated as agreement to the Terms & Conditions provided here and a commitment to buy
- 3.26 Delivery of vehicle to us is also commitment to the Terms & Conditions provided here and a commitment to buy
- 3.27 Cancellations during the project will receive no refund of the funds already paid including the 10% initial deposit.
- 3.28 Removal of vehicle from our premises that has not been previously agreed will mean the project is cancelled and any place in our queue for work has been lost.
- 3.29 Cancellation during or before the project may mean that the vehicle must be immediately removed from our premises at the customers cost after the settlement of any monies owed. The vehicle will be removed from our workshop and stored outside.
- 3.30 All invoices must be paid immediately upon presentation unless otherwise agreed. Failure to do so may risk the project being terminated by Van Life Creations Limited.



Project Duration:

- 3.31 Van Life Creations Limited will provide the customer with a projection of the duration of the project.
- 3.32 Van Life Creations Limited will not be held responsible for any overrun or extensions applied to this schedule as a result of other work, extra work or extended lead times for parts or any external factors.
- 3.33 Any extra work will be advised by Van Life Creations Limited and amendments made to the schedule will be given.

Warranties:

- 3.34 Van Life Creations Limited offers 6 months warranty on conversion work only. This excludes natural wood worktops which require regular maintenance after installation and any damage caused by freezing. This also excludes any pipe work that has not been properly treated. All pipe work should be drained down when not in use in cold climates.
- 3.35 Van Life Creations Limited will not be liable for any mechanical issues to the vehicle.
- 3.36 The Warranty is not applicable to vehicles that have had a part refit, or a few items replaced.
- 3.37 The Warranty does not include damage caused by misuse or poor maintenance.
- 3.38 The Warranty does not include second hand or used items.
- 3.39 Van Life Creations Limited reserves the right to investigate the circumstances of the conversion defects, as some defects occur as a result of poor maintenance, care and/or storage of the vehicle or excessive use or abuse of the vehicle, and to also use their discretion in granting work under warranty. The Warranty does not include any defects deemed by us to have been caused as a result of poor maintenance, care, and/or storage of the vehicle, or excessive use or abuse of the vehicle.
- 3.40 Van Life Creations Limited also reserves the right to refuse warranty work if work carried out by others is seen to be sub-standard or the cause of the defects.

Sign Over

- 3.41 Once the vehicle is finished Van Life Creations Limited will carry out a Pre-delivery Inspection (PDI) to make sure everything is up to standard.
- 3.42 If any extras have been found or items have been added to the spec and previously agreed, then the vehicle will not be signed over to the owner until this bill has been paid with cleared funds.

Additions

- 3.43 Van Life Creations Limited will only carry out conversion work. We accept no responsibility for the mechanical functioning of the vehicle provided. We will only carry out work on vehicles that we deem to be structurally sound. If a vehicle is



delivered to us and is not deemed to be structurally sound, it is the Customer's responsibility to repair or replace the vehicle in a timely manner. Should this be the case, Van Life Creations Limited cannot guarantee that we will hold the Customer's place in our work queue.

- 3.43 Van Life Creations Limited accepts no responsibility and cannot be held liable for any extra work resulting from the discovery of previous poor repairs or age/ rust related damage to the vehicle. All discoveries will be notified to the customer and priced accordingly. It is then up to the customer to decide the course of action with the vehicle.
- 3.44 The nature of full re-builds and repair work mean various aspects of the vehicle will need adjustment and attention after a short period of time. Van Life Creations Limited will not be liable for issues arising from adjustments not being made. It is the customers responsibility to check the vehicle over once in their possession. Van Life Creations Limited is happy to assist the customer with the adjustments and an appropriate charge may be made to cover the time spent in doing so.

Legal Action

- 3.45 In the event of a disagreement between Van Life Creations Limited and the customer. Van Life Creations Limited will do all it can to settle the dispute amicably. In the event of the above not being possible, Van Life Creations Limited will seek court proceeding to recover any monies owed. Legal proceedings will also be initialized to protect Van Life Creations Limited from excessive costs brought by the customer.

Fuel

- 3.46 We ask that customers bringing vehicles to us leave their vehicles with plenty of fuel in the tank, unless otherwise requested, If the vehicle runs out of fuel while in our care we reserve the right to add fuel up to 1/4 of a tank full and charge this at £2 per litre to the customer.