

# Lakeland Campervan Interiors: Terms and Conditions

## 1. Definitions

- a. Company: Lakeland Campervan Interiors
- b. Client: The person, firm, or company placing an order with the Company
- c. Goods: Any goods and/or services provided by the Company as ordered by the Client
- d. Vehicle: The vehicle to be converted
- e. Conversion: The process of transforming the Vehicle into a campervan according to the agreed-upon specification.
- f. Project: The entire conversion process, from initial consultation to final delivery.

## 2. Application

- a. These terms and conditions apply to all services or materials provided by Lakeland Campervan Interiors to the Client.

## 3. Formation of Contract

- a. A valid contract is formed upon:
- b. The Client signing the official order form or otherwise accepting the quotation in writing.
- c. Receipt of the agreed-upon deposit by Lakeland Campervan Interiors.
- d. The Client's terms and conditions (if any) are excluded and will not apply.
- e.

## 4. Quotations

- f. Quotations provided by Lakeland Campervan Interiors are estimates based on the information provided by the Client.
- g. Prices are subject to change due to unforeseen circumstances, such as:
- h. Changes in the scope of work requested by the Client.
- i. Increases in material costs.
- j. Delays caused by the Client.
- k. Lakeland Campervan Interiors will notify the Client of any significant price increases before proceeding with further work.

## 5. Orders

- a. Orders are confirmed upon receipt of the signed order form and the agreed-upon deposit.
- b. The deposit amount for vehicle purchases will secure your purchase.
- c. 6. Right to Subcontract
- d. Lakeland Campervan Interiors may subcontract all or any part of the work unless otherwise agreed in writing.

## 7. Timetable

- a. Lakeland Campervan Interiors will use its best endeavours to complete the Conversion within the estimated timeframe, but time is not of the essence of the contract.
- b. Delays may occur due to unforeseen circumstances, such as:
- c. Material shortages.
- d. Equipment failures.
- e. Unexpected vehicle issues.
- f. Staff illness.
- g. Force majeure events (e.g., natural disasters, pandemics).
- h. Lakeland Campervan Interiors will notify the Client of any anticipated delays as soon as possible.

## 8. Vehicle Inspection and Preparation

- a. The Client is responsible for ensuring the Vehicle is:
- b. In a clean and roadworthy condition prior to delivery to Lakeland Campervan Interiors.
- c. Free of any existing damage that may interfere with the Conversion.
- d. Properly insured for the duration of the Project.
- e. Lakeland Campervan Interiors reserves the right to refuse to proceed with the Conversion if the Vehicle is not in an acceptable condition.

## 9. Intellectual Property

- a. Lakeland Campervan Interiors retains all rights to any designs, drawings, and other intellectual property created during the Conversion process.
- b. The Client grants Lakeland Campervan Interiors the right to use photographs and videos of the completed Conversion for marketing and promotional purposes (unless otherwise agreed in writing).

## 10. Risk of Loss

- a. The risk of loss or damage to the Vehicle during the Conversion process remains with the Client.
- b. Lakeland Campervan Interiors maintains appropriate insurance coverage for its business operations, but this does not cover the Client's Vehicle.

## 11. Payments

- a. A non-refundable deposit of 50% of the total project cost is required to secure a build slot.
- b. 25% is payable two-thirds of the way through the build. Lakeland Campervan Interiors will provide one week's notice prior to this payment being due.
- c. The final 25% is payable on collection but prior to the vehicle leaving the site.
- d. If any of these payments are late, work will stop on the client's vehicle, and a charge of £150 + the applicable VAT rate at the time will be added daily and will continue for the course of 1 week.
- e. Any payments over £1000 will only be accepted via bank transfer. Card fees will be paid by the client.

- f. Late payment penalties may apply.
- g. For vehicle purchases, the final balance must be paid before taking possession of the Vehicle.

## 12. Cancellation

- a. Due to the bespoke nature of the service, orders are not cancellable once confirmed by Lakeland Campervan Interiors.
- b. Cancellation by the Client will only be accepted in exceptional circumstances and will be subject to the following conditions:
- c. The Client must provide written notice of cancellation.
- d. Lakeland Campervan Interiors will retain the 50% deposit as compensation for administrative costs and lost business.
- e. The Client may be liable for additional costs incurred by Lakeland Campervan Interiors, such as:
- f. Costs of materials already purchased.
- g. Labor costs already incurred.
- h. Cancellation fees from subcontractors.

## 13. Variations and Component Selection

- a. If specific components are not requested by the Client from the point of receiving a booking form and accepting these terms, Lakeland Campervan Interiors will not be liable for any additional costs or performance issues related to the chosen components, provided that:
- b. The chosen components function correctly and are installed properly.
- c. The chosen components are within the same category or type as those initially quoted and agreed upon by the Client.

## 14. Substitutions

- a. Lakeland Campervan Interiors reserves the right to make reasonable substitutions for any components specified in the quotation or agreed upon by the Client if the original components are discontinued, unavailable, or otherwise not reasonably obtainable. Lakeland Campervan Interiors will use its best efforts to find suitable replacements that meet or exceed the quality and functionality of the original components. Lakeland Campervan Interiors is not obligated to notify the Client of any substitutions if the substitute is of the same quality and within the same visual scope.

## 15. Communication

- a. The primary method of communication between Lakeland Campervan Interiors and the Client will be email.
- b. The Client is responsible for ensuring that their contact information is kept up-to-date.

## 16. Warranty

Lakeland Campervan Interiors warrants its workmanship and the materials it supplies for a period of 12 months from the date of completion of the Conversion.

To maintain warranty validity:

- a. The Client must notify Lakeland Campervan Interiors in writing within 7 days of discovering any fault or defect.
- b. All warranty work must be carried out at the Lakeland Campervan Interiors workshop.
- c. The Client is responsible for arranging and covering the costs of transporting the Vehicle to and from the workshop for warranty work. Lakeland Campervan Interiors does not provide courtesy vehicles, lifts, or collection/delivery services.

Warranty will be void if:

- d. Work is carried out on the Conversion by a third party without the prior written consent of Lakeland Campervan Interiors.
- e. The vehicle is used for hire or loan purposes to the public at any time during the warranty period.
- f. This warranty excludes:
- g. Damage or faults caused by unreasonable use, modifications by the Client or a third party, or improper maintenance.
- h. Normal wear and tear.
- i. Damage caused by accidents, collisions, or other external factors.
- j. Damage resulting from the use of unauthorized parts or accessories.
- k. Damage resulting from the Client's failure to follow proper maintenance procedures.
- l. This warranty does not cover any third-party components or materials used in the Conversion, which may have their own separate warranties.

#### 17. Limitation of Liability

- a. Lakeland Campervan Interiors' liability for any losses or damages arising from the Conversion is limited to the total contract price.
- b. Lakeland Campervan Interiors is not liable for any indirect, incidental, special, or consequential damages, including but not limited to loss of profits, goodwill, use, or data.
- c. The Client is responsible for the safe operation and maintenance of their converted campervan.

#### 18. Data Protection

- a. Lakeland Campervan Interiors will collect and use Client data in accordance with applicable data protection laws (e.g., GDPR).
- b. Client data will only be used for the purposes of fulfilling the contract and for marketing communications (if the Client has consented).
- c. The Client has the right to access, correct, or delete their personal data.

#### 19. Governing Law

- a. These terms and conditions are subject to and construed in accordance with the laws of England. The parties submit to the exclusive jurisdiction of the English courts.

#### 20. Dispute Resolution

- a. Lakeland Campervan Interiors will strive to resolve any disputes with the Client amicably through negotiation or mediation.
- b. If a resolution cannot be reached, the parties agree to submit to binding arbitration.

#### 21. Severability

- a. If any provision of these terms and conditions is held to be invalid or unenforceable, such provision shall be struck out and the remaining provisions shall remain in full force and effect.

#### 22. Entire Agreement

- a. These terms and conditions constitute the entire agreement between the parties relating to the subject matter hereof and supersede all prior or contemporaneous communications, representations, or agreements, whether oral or written.
- b. By signing the order form or otherwise accepting the quotation, the Client acknowledges that they have read, understood, and agreed to be bound by these terms and conditions.
- c. If you do not agree with any of the above please do not use our services.