

## WARRANTY AGREEMENT

Services rendered by Sundance Custom RV Inc. are on a **customer pay basis only**. When requested to bill a second party (extended warranty, manufacturer's warranty, etc.) **the customer to whom services were rendered remains responsible for the entire amount due until such time as the outstanding balance is paid in full by the second party**. If the second party fails to pay the balance due in 30 days, the customer to whom the services were rendered will be responsible for immediate payment of the entire balance due.

In order to process second party arrangements, additional time and effort is required to process warranty claims. This includes but is not limited to:

- Obtaining comprehensive information about the customer and the RV, and/or component information.
- Obtaining complete warranty company information, policy review, review of warranty requirements, copies of warranty documentation.
- Preparing a detailed estimate with problem, cause, resolution per the warranty company's requirements.
- Contact with the warranty company by phone, time on hold, time communicating problem(s) with warranty representative, claim form preparation, mailings, faxes and accounts receivable billing, obtaining billing address/fax information, parts research and ordering, packing and shipping defective parts, warranty payment credit card discount rates.

In order to offset time/costs incurred in second party billing, Sundance Custom RV Inc. charges a **WARRANTY ADMINISTRATION FEE of \$45.00 per vendor. This fee is due and payable by the customer at completion of work. This charge applies even if the warranty company declines to cover any or partial requested repairs.**

Some customary items may not be covered by warranty providers such as the on-site mobile service fee, diagnostic time, major component disposal, shop supplies or parts required to complete the job that are not covered (plumbing fittings/electrical components etc.), and these items will be the customers responsibility to pay for. If the warranty company declines to pay the full asking list price for parts, or the requested labor time, then it will be the customer's responsibility to pay the outstanding difference.

**Customer is responsible for deductible payment and any other charges not covered at completion of work.** Sundance Custom RV **will not** participate retroactively with a warranty company after work has been performed if we were not notified in advance by customer of intent to bill warranty and service was not written up as warranty job and authorization received prior to invoicing.

In order to prevent possibility of additional customer charges, some warranty companies will allow the customer to pay the full invoice price to Sundance Custom RV Inc. and the customer may submit the completed invoice to the warranty provider for reimbursement to the customer. Once Sundance Custom RV is paid in full, we will no longer be responsible for issues arising from customers' reimbursement by Warranty Company, including non-payment of claim.

Please fill out information on attached page and have ready upon our arrival to expedite service. Thank you.

**CUSTOMER/VEHICLE INFORMATION**

CUSTOMER NAME (AS APPEARS ON CONTRACT) :

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RV YEAR:      RV MFG:

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CUSTOMER ADDRESS :

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RV MODEL:

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CITY :                                  STATE/PROV :      ZIP/PC :

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V.I.N. NUMBER:

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CUSTOMER TELEPHONE:

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IS THIS THE ADDRESS SHOWN  
ON CONTRACT?  
 YES    NO

DATE OF PURCHASE:

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ORIG OWNER:

YES       NO

**WARRANTY INFORMATION**

EXTENDED WARRANTY COMPANY:

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CURRENT MILEAGE (MOTORIZED ONLY):

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MILES       KM

POLICY/CONTRACT/AGREEMENT NUMBER:

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HAS CUSTOMER ALREADY  
NOTIFIED WARRANTY PROVIDER  
OF PROBLEM?

YES       NO

WARRANTY CLAIM PHONE NUMBER:      CUSTOMER DEDUCTIBLE:

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IF SO, SPOKE WITH:

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BRIEFLY DESCRIBE NATURE OF WARRANTY ISSUE(S):

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YES  
 NO

I/we would like pay the invoice in full and submit the invoice for reimbursement ourselves. (This option may not be available from all warranty providers). I/we understand that Sundance Custom RV Inc. will have no further responsibility for the claim or payment from the second party.

INIT: \_\_\_\_\_

**I HAVE READ THE ABOVE STATEMENTS AND AGREE TO THE TERMS AS OUTLINED AND AGREE TO HAVE SUNDANCE CUSTOM RV INC. PROCEED TO PROCESS WARRANTY CLAIM ON OUR BEHALF**

SIGNATURE:

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DATE:

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**OFFICE USE ONLY**

REP:

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AUTH#:

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PMT FAX #:

ATTN:

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AUTH \$:

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PMT ADDR:

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WA:       YES       NO

SC:       YES       NO

NOTES:

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DEDUCT:

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OOP:

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PMT:       CC       CHK