

Booking deposit terms and conditions:

Please note that The Motorhome Workshop at Sunstore requires a £50.00 deposit for all workshop bookings. The deposit will be taken in order to create the booking. The deposit secures the date and allows us to order in any parts required.

The deposit taken shall be deducted from the final invoice total for works undertaken.

The deposit shall be fully refundable if the booking is cancelled up to 1 week (7 calendar days) before the booking date.

The deposit shall not be refunded if the booking is cancelled within 1 week (7 calendar days) of the booking date – or if you fail to attend on the day with no notice.

Drop off and Collection terms and conditions:

Vehicles should be dropped off to us between 8am and 9am on the agreed day, unless otherwise arranged. There is no facility to drop the vehicle off outside of hours as we are not insured and there is no key safe available. – drop off must be done in person so we can discuss the work in full with your designated engineer.

Vehicles being dropped off should be as empty as possible – The Motorhome Workshop at Sunstore cannot be held responsible for personal items left in vehicles. Please note that in instances where time is spent emptying vehicles in order to access our working areas additional labour charges may apply.

In instances where there are environmental factors, such as mould or excessive rodent presence - which may put our engineers at risk, service may be withheld until such time as the customer has resolved these issues.

When coming to us to have a diesel heater fitted it is essential that the tank is approximately a quarter full. This is due to us needing to drop the tank out of the vehicle. Service may be denied if the tank is too full.

Bookings will often require the vehicle to be with us overnight, or in some cases for multiple days. The time frame would be discussed with you when making the booking – please note that you should assume the vehicle will be with us longer than 1 day unless expressly specified.

Once the work is completed and you have been informed the vehicle will need to be collected within 2 working days unless otherwise arranged. If the vehicle is not collected within this time frame additional charges may be applied.

When collecting the vehicle our engineers will walk you through the work done and demonstrate the operation of the new systems where applicable. Final payment will be taken at the point in which you are completely happy with the products and services supplied.

Fitting specific terms and conditions:

Diesel heaters:

When bringing a vehicle to us to have a diesel heater fitted it is very important that the fuel tank is approximately a quarter full. We have to drop the fuel tank out of the vehicle and if it is more than a quarter full we may not be able to carry out the work as planned.

Habitation check:

Habitation checks do require us to access all places within the vehicle – mainly for the damp check portion of the job. Vehicles coming in for habitation checks should be completely empty. We do appreciate that this is not always possible - If there are areas we cannot access due to personal belongings we will simply not check these areas. Due to time constraints we will not move personal items to gain access.

Habitation checks may identify issues or faults with systems within the vehicle. We will advise of these and quote for reparative work. Please note that we do not rectify issues within the habitation check itself – it is simply test and report.

Solar panel installation:

Solar panel installations will require the vehicle to be with us for 24 hours, unless otherwise arranged. This is to ensure the bonding sealant used has sufficient time to cure.