



SALES and WARRANTY

Sales Policy

In any event, you are entitled to a refund of your deposit within ten business days. After the mentioned date, the deposit is not refundable, and your order is being reserved in the production slot. If you have received the return for your deposit, your invoice is void. By paying the deposit, you are indicating that you have read, understood, and agreed to all the policy terms, agreements, and notes included below. The buyer agrees in advance that the lead time date may be extended by up to three months. The force major conditions are different. The deadline for your invoice is extended if the lead time is prolonged. This sale is final. Local customs duties, other taxes, and fees are the buyer's responsibility for shipments made outside of Canada. Without giving the customer any previous notification, RoverKing retains the right to modify the design and/or specifications of any products that they have already accepted from the buyer and purchased.

Warranty Policy

As the RoverKing brand, we are committed to providing our customers with a warranty that protects their rights and ensures their satisfaction. This warranty agreement outlines the terms and conditions of our warranty coverage. Please read this agreement carefully before making a purchase from RoverKing. This current policy is valid on the products invoiced on November 01, 2023, and after.

Warranty coverage

The first buyer is the only one covered by this warranty policy. It does not cover the truck camper's subsequent owner or any other transferee.

RoverKing guarantees that the truck camper sold to the initial buyer will be free from the following defects, subject to the exclusions listed below:

1. For one (1) year following the date of installation or delivery, defects in the truck camper's materials, workmanship, and overall structural integrity.
2. Defects in materials and workmanship that jeopardize the truck camper's aluminum sidewalls, roof, floor, and structure for a period of one (1) year after the date of installation or delivery.

3. Defects in materials and workmanship in the tent of the truck camper, for a period of one (1) year from the date of installation or delivery.

4. Defects in materials and workmanship in the paint of the truck camper, for a period of one (1) year from the date of installation or delivery.

The warranty periods mentioned above are referred to as the "Warranty Period" in this context.

A copy of the receipt is required as proof of the original installation or delivery date.

Warranty Exclusions

The following occurrences are not covered by this limited warranty: **(1)** ordinary wear and tear; **(2)** accidents, abuse, misuse, neglect, or negligence; **(3)** the truck camper's unauthorized repair or modification; **(4)** usage, upkeep, or storage that deviates from RoverKing's usage, maintenance, and storage guidelines; **(5)** weather circumstances, such as road salt, hail, windstorms, freezing, flooding, fire, or anything that could be referred to be an Act of God or Force Majeure; **(6)** Normal wear-and-tear degradation, fading, or discoloration of decorative items and fabric (including vinyl); **(7)** Paint degradation due to scratches or chips on surfaces from normal wear and tear, misuse, incorrect maintenance, abrasive polishes, products for cleaning, intense pressure washing. RoverKing reserves the right to decide whether or not to replace or repair any flaws that are deemed to be purely cosmetic and do not compromise the structural integrity of the truck camper.

The components of truck campers made by companies other than RoverKing are not covered by this limited guarantee for flaws in materials and workmanship or any other damage. Examples of such companies' products include furnaces, water heaters, refrigerators, awnings, roof racks, camper jacks, propane tanks, etc. or any other product or equipment that you or a third party installs after the installation date. The producers of such equipment, devices, or component parts may provide a warranty. In order to arrange for servicing or repairs for any equipment, products, or component parts that RoverKing does not sell, you must get in touch with the manufacturer.

Any undertaking, representation, or warranty made by dealers during the sale of the truck camper beyond what is stated above shall not be held against RoverKing by any buyer of the truck camper.

To make sure the right tension is applied, every turnbuckle needs to be inspected on a regular basis. Regularly checking and tightening them is crucial to preventing damage to your truck or camper. RoverKing disclaims any responsibility for any potential damage to your truck or camper resulting from improperly adjusted turnbuckles.

What Claims Are Covered by This Warranty?

Under the terms of this limited warranty, RoverKing's only responsibility and total liability will be, at RoverKing's option, either the repair or replacement of the truck camper or any of its components that RoverKing deems defective, for which RoverKing will be notified during the warranty period. However, the following are your responsibilities: **(I)** paying for the truck camper's transportation to and from the approved servicing facility; and **(II)** any expenses, liabilities, losses, or damages to the truck camper or anything related to it as a result of the transportation. For purposes of clarity, no payment or other compensation will be made for incidental expenses, including, but not limited to, towing, telephone, transportation, lodging, travel, gasoline, loss of pay, or indirect or consequential damage including, but not limited to, loss of use of the truck camper, inconvenience, damage or injury to person or property, or loss of revenue, incurred or sustained by reason of any defect covered by this limited warranty.

How Can You Obtain Warranty Services?

If a defect is found, you must schedule a service appointment as soon as possible with RoverKing or the authorized dealer from whom you bought the truck camper. If it is not possible to bring the truck camper to RoverKing's location or your selling dealer, please email us. RoverKing will use reasonable efforts to work with you on finding another possible location to have the truck camper repaired (depending on what the problem might be). RoverKing, however, has the final say when it comes to choosing the official service center. You will be required to provide your name, address, and phone number, proof of purchase, a description of the fault, and any claims number that RoverKing has given you to receive warranty services at the assigned service location.

Only RoverKing-designated service centers, such as the company's location, a dealer authorized by RoverKing, or another service center duly recognized by RoverKing, may carry out warranty repairs. Before any work is done, the RoverKing service department must approve warranty repairs made by a non-RoverKing dealer or service center. To receive warranty services, please get in touch with [info\[at\]roverking.ca](mailto:info[at]roverking.ca)

Disclaimer and Limitation of Liability

Any descriptions, drawings, specifications, samples, models, bulletins, or similar material, used in connection with the sale of the truck camper shall not be construed as an express warranty that the truck camper will conform or comply with your requirements.

RoverKing makes no other warranties on any covered truck camper apart from the limited warranty described above. You may not rely on any written or verbal advice or information provided by RoverKing, its agents, dealers, or employees. None of these parties shall constitute a warranty or expand the terms of this one. You may also have other rights that vary from state to state and country to country, in addition to the particular legal rights given by this warranty. RoverKing limits the duration of any legally implied warranties including implied warranties of merchantability or fitness for a particular purpose, to the duration of RoverKing's express warranty. Some states and countries do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. Neither RoverKing nor anyone else who has been involved in the creation, production, or delivery of the truck camper shall be liable for any direct, consequential, or incidental damages (including damages for loss of business profits, business interruption, loss of business information and the like) arising out of the use of or inability to use the truck camper, even if RoverKing has been advised of the possibility of such damages. Some states and countries do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

If the customer's vehicle's warranty is being impacted, RoverKing disclaims any liability. RoverKing disclaims all liability for any physical harm, death, or property damage resulting from or related in any manner to the use of any of its products. RoverKing shall not be responsible for any damages resulting from collisions, accidents, customer-owned accessories, products that have been mistreated, altered, misused, or used unusually in any manner; use those that deviate from the warnings and cautions, including exceeding the maximum permitted load ratings; natural disasters; theft; vandalism; inappropriate site conditions; or rework.

If any of the above limitations are held unenforceable, RoverKing's total aggregate liability for any damages to you or any third party shall not exceed the purchase price you paid, regardless of the form of any claim.

Governing Law and Jurisdiction

Any disputes arising out of or in connection with this warranty agreement shall be subject to the exclusive jurisdiction of the courts of Saskatchewan / CANADA.

Please note that this is a draft warranty agreement and may be subject to modifications and updates. For the most up-to-date warranty terms and conditions, please refer to the official RoverKing warranty documentation and the website.

The previous warranty terms policy valid as of April 4, 2022, is invalid for sales on, and after November 01, 2023, this version is in force instead for sales from November 01, 2023. You can reach the previous warranty policy from [here].

Should you have any questions about this limited warranty, or if you desire to contact RoverKing for any reason, please contact us in writing at: info[at]roverking.ca. RoverKing is a division of and represented by Coxwill Group Inc.

