

Roam Overland
CUSTOM CAMPER CONVERSION LIMITED WARRANTY

Failure to contact Roam Overland, unauthorized or improper warranty repairs, or failure to return requested original parts may result in loss of reimbursements, and/or loss of warranty.

Roam Overland
Mailing address:
12335 SW 59th Street
Mustang OK 73064

Phone: 844/303-ROAM
Email: hello@roam-overland.com

Should your recreation vehicle be in need of service, and your dealer recommends that the repairs be made at our Customer Service facility, your recreation vehicle may be returned to us with the following guidelines*:

You must make a confirmed appointment 30 days prior to dropping off the recreation vehicle at our facility. The holding tanks must be emptied and rinsed. The propane system (if so equipped) and all electrical systems must be shut down and turned off. We are not responsible for discharged batteries or propane tanks.

During the appropriate season, please ensure the RV has been winterized.

All personal items must be removed from the area where you are requesting service repair and the refrigerator emptied. We are not responsible for loss of food items.

All transportation costs are the responsibility of the owner.

You may need to arrange for alternative accommodations for some types of repairs.

Please be prepared accordingly.

Coverage: All Roam Overland Components, except those identified in the paragraph entitled “Excluded from Coverage”, which are found to be defective in material or workmanship shall be repaired or replaced at no cost to the owner for parts, material, or labor so long as the camper has been used exclusively for recreational purposes and maintained as recommended in the Operator’s Manual issued by Manufacturer. Any person who owns this RV during the Coverage Period is entitled to the benefits of this Warranty.

Excluded from Coverage: The following are excluded from coverage: parts, accessories, or equipment installed, or modifications or alterations made after the RV leaves Roam Overland, including items installed and modifications or alterations made by a Roam Overland dealer or third-party; a RV used for a purpose other than recreational use; a RV used outside the U.S.A.; recommended maintenance or adjustments; service or maintenance items (such as, seals, sealants, windshield wiper blades, lubricants, fluids, and filters); replacement parts and repairs required because of improper load distribution, accident, collision, vandalism, abuse, misuse, neglect, damage due to off road use, fire, flood, normal wear, or improper or inadequate maintenance, rust or corrosion, exposure to the elements; non-Roam Overland Components, including parts or components covered under a warranty issued by the Manufacturer (for example, the chassis, drivetrain, wheels, tires; electronics and appliances); normal wear and tear; and, except as noted, costs incurred in transporting or presenting the RV for repairs or service under this Warranty.

Coverage Period: Coverage begins on the date of delivery/pickup. Coverage ends after 12 months or 15,000 miles, whichever is sooner.

Obtaining Warranty Repairs: To obtain warranty repairs, you must, at your own cost, present your RV to an authorized Roam Overland service facility during normal business hours and provide a written list of items to be inspected or repaired. Client is not to pay for repairs nor request reimbursement from Roam Overland. We will require the approved repair shop to submit photos of the repair during the process and photos of the repair afterward before funds will be released to the authorized service center. Roam Overland will not reimburse client for repairs, costs must be paid directly to the service repair center.

In the event you feel the repairs made by an authorized service center fail or are otherwise inadequate, you must contact Roam Overland in writing and advise them of the failure or inadequacy, including a list of the defects, and provide Roam Overland an opportunity to repair the RV prior to claiming a breach of this warranty. Roam Overland may require you to deliver the RV to another authorized service center or its facilities in Mustang, Ok. If Roam Overland requests you to bring the RV to Mustang, Ok. Refusal to allow Roam Overland an opportunity to repair the RV voids warranty coverage for that repair. If Roam Overland determines that the claim is covered by the warranty issued by the Manufacturer or if the component is not a Roam Overland Component, customer must pursue its warranty claim(s) against Manufacturer or the manufacturer of the component.

Required Maintenance: As owner, you are solely responsible for maintaining the RV as recommended and for all associated costs. Repairs necessitated by an owner's failure to maintain the RV as recommended either by Roam Overland or by Manufacturer are not covered under this warranty. If requested, you must provide records showing that the RV has been maintained as recommended in the Operator's Manual furnished by Manufacturer. Any failure to comply with a required Manufacturer or Roam Overland recall or service bulletin will void this warranty.

Questions about Warranty Service: Contact Roam Overland at ***** or the address below if you: have questions about this Warranty; need assistance in locating an authorized Roam Overland service facility; or are at all dissatisfied with warranty repairs.

Twelve Month Limitation on Initiating a Claim: A claim for breach of this Warranty or an applicable implied warranty, must be initiated within twelve (12) months from the date of purchase. This Warranty shall be governed by Oklahoma law without effect to its conflict of law rules.

YOU HEREBY CONSENT TO JURISDICTION IN THE STATE AND FEDERAL COURTS OF CANADIAN COUNTY, OKLAHOMA AND WAIVE ANY OBJECTION TO IN PERSONAM JURISDICTION IN ANY COURT SITTING IN ALABAMA. YOU HEREBY WAIVE ANY RIGHT YOU MAY HAVE TO A JURY TRIAL ARISING FROM ANY DISPUTES RELATED TO THIS WARRANTY.

Sole and Exclusive Remedy/Damages Exclusion: Your sole and exclusive remedy in a proceeding for breach of this Warranty is money damages in an amount equal to the reasonable cost for material and labor necessary to repair or replace parts that should have been done under this Warranty, but were not. Your sole and exclusive remedy in a proceeding for breach of any applicable implied warranty is money damages in an amount equal to the

reasonable cost for material and labor necessary to correct the defect or defects upon which the finding of breach of implied warranty is based.

Damage Not Covered: Customers should note the difference between “defects” and “damages” as used in this Warranty. Defects to Roam Overland Components are covered since we, the manufacturer, are responsible. Conversely, we have no control over damaged caused by things including, but not limited to, collision, misuse, and lack of or improper maintenance. Therefore, damage for whatever reason is not covered by this Warranty. Glass breakage, scratches, selants, pipes leaking, are not covered unless physical proof of a manufacturing defect can be established. Roam Overland reserves the right to void or suspend this Warranty if the vehicle is involved in an accident or sustains any other physical damage until applicable testing procedures are performed, and any identified damage or issues are corrected by a Roam Overland approved technician.

Limitations on Damages: Incidental and consequential damages – such as towing or transport charges, aggravation, inconvenience, lost profits, wages, or income, loss of use, vehicle rental charges, and telephone, food, and lodging costs – are not recoverable from Roam Overland for breach of this Warranty. This document is the entire statement of the warranty given by Roam Overland in connection with its products. Roam Overland limits the duration and remedies of all implied warranties to the duration of this Warranty. Note: Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

Alternative Dispute Mechanism: If the warranty issued by the Manufacturer provides for an alternative dispute mechanism (i.e., a process other than state and federal courts), that mechanism shall also apply to disputes under this Warranty. Such arbitrator, mediator or dispute administrator shall not only resolve disputes under this Warranty but shall also allocate responsibility for any claim between Manufacturer and Roam Overland.

Changes in Design: Roam Overland reserves the right to make changes in design and changes or improvements upon its products without imposing any obligation upon itself to install the same upon its products already sold.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

No Responsibility for Dealer Statements or Conduct: Although authorized to sell and to service Roam Overland, RVs under warranty, the dealer is an independent business. Roam Overland does not own or control, and shall not be responsible for, or bound by, representations, misrepresentations, or assurances, made by dealer personnel or be liable for a dealer’s illegal, fraudulent, or unethical business conduct.

NO DEALER IS AUTHORIZED TO MODIFY THIS WARRANTY OR MAKE A WARRANTY OR CREATE ANY OBLIGATION ON Roam Overland BEHALF.

Roam Overland
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405/306-4374
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