



VIDA TOWABLES INC. Limited Warranty Terms

This document contains important information regarding the limited warranties associated to the following recreational vehicle:

YEAR: _____ MAKE: _____ MODEL: _____ VIN #: _____

IMPORTANT DEFINITIONS

As used herein, the following definitions apply:

- **LIMITED COMPREHENSIVE WARRANTY** means the one (1) year limited comprehensive warranty set forth herein.
- **LIMITED FABRIC WARRANTY** means the one (1) year limited fabric warranty set forth herein.
- **LIMITED STRUCTURAL WARRANTY** means the five (5) year structural warranty set forth herein.
- **DEFECT** means the failure of the workmanship performed and/or materials used to conform with the design and manufacturing specifications, and tolerances of VIDA TOWABLES INC.
- **DAMAGE** is caused by such things as collision, misuse or lack of maintenance that occurs after the recreational vehicle is delivered to the owner.
- **VIDA** means VIDA TOWABLES INC.
- **STRUCTURAL** means the recreational vehicle's aluminum main frame, aluminum sub frame, aluminum floor substrate, aluminum wall framing, aluminum bed framing, and various aluminum components welded to the structure including bed support brackets, bed support trough, stabilizer jack mounting plates, and axle mounting plates. Structural does not include cosmetic dents, scratches and/or failure to maintain all addressed in the disclaimers below and elsewhere in the Owner's Manual.

LIMITED WARRANTY COVERAGE PROVIDED

VIDA TOWABLES INC ("VIDA") provides the following three (3) separate limited warranties:

1. **one (1) year limited comprehensive warranty.**
2. **one (1) year limited fabric warranty.**
3. **five (5) year limited structural warranty.**

Below you will find what is covered under the limited warranties, and what is not covered under the limited warranties.

Limited Comprehensive Warranty

- **General** – Your new recreational vehicle, including the plumbing and electrical systems installed by the manufacturer is warranted under normal use to be free from manufacturing defects in material and workmanship for a period of one (1) year from date of pickup by the original owner.
- **Vendor Warranties** – Many vendors supply items installed in your recreational vehicle by VIDA and have their own vendor warranty statements offering coverage to the original purchaser and are not transferrable. VIDA TOWABLES INC. and its dealer network will assist with processing the warranty resulting from an appliance manufacturing defect through its normal warranty policies and procedures. This coverage includes, but not limited to the furnace, cooktop, and thermostats, lights, tents, fabrics, fasteners, fans, converters, controllers, stereos, speakers, and antennas. VIDA strongly recommends that you fill out and submit each product's warranty registration form so that you will be eligible for warranty claims should they arise.

WHAT IS NOT COVERED?

The following items are NOT covered by any of the above listed warranties. VIDA TOWABLES INC provides no warranty regarding the following items:

1. Tires and wheels.
2. Batteries and other equipment which are covered by separate warranties of the respective manufacturers of these components.
3. Normal deterioration due to wear or exposure, such as fading of fabrics, paint peeling, rubber spray liner fading, drapes, and carpet wear.
4. Damaged caused by or related to:
 - a. Accidents, misuses or negligence.
 - b. Alteration or modification of the recreational vehicle or damage incurred resulting from alteration or modification.
 - c. Environmental conditions (salt, hail, chemicals in atmosphere, etc..)
 - d. Failure to comply with any/all instructions contained in the Owner's Manual.
5. Normal maintenance and service items such as light bulbs, fuses, lubricants, sealant and seals, door adjustments, etc. or damages resulting from lack of maintenance.
6. Extra expenses such as transportation to and from dealer or authorized service center, loss of time, loss of pay, loss of use of the recreational vehicle, inconvenience, commercial loss, towing charges, bus fare, vehicle rental, incidental charges such as telephone calls or lodging bills, or other incidental or consequential damages (other than injury to the person).
7. Any unit used as a commercial unit, residential unit, as a rental unit or disaster relief.
8. Additional charges for transportation to and from on-site service.
9. Condensation because of any mildew, mold or water related damages and/or water infiltration.
10. Recreational vehicles that are not originally purchased through an authorized dealer.
11. Recreational vehicles purchased through auction, repossession, salvage, or an otherwise damaged or distressed condition.
12. Any/all equipment, products, components, appliances or accessories not manufactured or installed by VIDA TOWABLES INC.
13. Routine maintenance including, without limitation to caulking, re-caulking, waxing, tightening of fasteners, brake squeak/lock-up/adjustment, latches, locks, combustion systems, changing fuses or light bulbs, and maintaining the HVAC systems.
14. Adjustments to all doors, drawers, locks, latches, awnings, windows, window treatments beyond 90 days upon retail pickup date.
15. Design defects, redesign/re-construction on any part of the recreational vehicle.
16. Anything related to wheel or axle alignment.
17. Rust or corrosion due to the environment.
18. Any broken glass.
19. Scratches or dents on any/all interior and exterior aluminum materials required for construction.
20. Any/all Painted exterior finishes including but not limited to exterior panels, moldings, and fenders.
21. Water leaks or related consequential damages that are a result of improper maintenance.
22. Any injury, loss or damage to due mold or fungi.
23. Damage or loss caused in whole or in part by misuse, abuse, neglect, theft, vandalism, production modification, improper owner or dealer installation, improper stowing of equipment, overloading or improper balancing of the load, low or high voltage, unauthorized repair or failure to follow instructions supplied with the recreational vehicle, unauthorized attachments, modifications or alterations to the structure, body or frame of the recreational vehicle but not limited to the trailer hitches for towing, platforms or supporting cargo, animals, exposure to natural or atmospheric elements, corrosive chemicals, ash, fumes generated or released by vehicles, collision, road hazard, rock chips, condensation, or any other source, dents, scratches, or failure to maintain the willful or negligent acts of the driver of the vehicle towing the recreational vehicle, an accident involving the recreational vehicle, or the condition of any road surface, selected tow vehicle, owner's operation or use of the tow vehicle, or improper selection of tow hitch, and tow vehicle wiring harness.
24. Acts of God or any other circumstances or occurrences beyond VIDA TOWABLES INC's control.

OBTAINING WARRANTY SERVICE

Warranty service must be obtained within a reasonable time after discovery of the defect, but prior to the applicable warranty expiration period. To help ensure your dealer provides the level of service you expect, we recommend the following:

1. **Call Ahead** - Do not wait until you are ready to use your recreational vehicle as your dealer may not be able to schedule it in immediately. Generally, your dealer's service department is busiest on Mondays, Fridays, before and after holidays.
2. **Be Prepared** - Have your warranty paperwork available and provide the service center with any past repair history, as it may assist the dealer technician in diagnosing the current issue.
3. **Make a List** - Provide a written list of repairs needed in specific order of priority and be reasonable with repair expectations. If you need your recreational vehicle returned by a specific time, discuss the situation with the dealer's service center, as a second appointment may be necessary for work not completed or parts that may need ordered.
4. **While Waiting** - Drop your recreational vehicle off if possible. Do not be surprised if you are told that you cannot watch work being done: Some insurance requirements forbid admission of customers to the service area.
5. **Inspect the Work Performed** - After a repair is performed, inspect it thoroughly. Notify the dealer's service center immediately of any dissatisfaction. If you cannot return your recreational vehicle immediately for repair, make an appointment as soon as possible. In the event the issue should re-occur after you have left the dealer, VIDA TOWABLES INC. as soon as possible, so the situation can be resolved.

The owner shall be responsible to deliver the recreational vehicle to the authorized dealer, service center and/or manufacturer for all warranty repairs.

It is the owner's responsibility to notify the selling dealer of a defect in a timely manner. Failure to notify in a timely manner will void all, or portions of this limited warranty.

This warranty gives you specific legal rights and you may also have other rights, which vary from province to province.

REMEDIES

Primary Remedy: If within the stated limited warranty periods as set forth above, a defect in materials or workmanship is found to exist that is not excluded from coverage, your primary remedy shall be the repair of the defect.

Secondary Remedy: If the defect cannot be repaired, after receiving a reasonable opportunity to repair and after a reasonable number of repair attempts, VIDA may, at its option, either pay you the diminution in value damages, or provide a similar replacement recreational vehicle, less a reasonable allowance for the owner's and/or prior owner's use of the original recreational vehicle. VIDA must fail to provide you with the primary remedy or the secondary remedy before you can sue VIDA for breach of contract or the breach of any express or implied warranty.

The discretionary performance of repairs to those portions of your recreational vehicle excluded from coverage or outside of the stated coverage periods are "good will" repairs and do not alter the obligations imposed by the limited warranties.

LIMITATIONS

All warranties will not be transferred to a subsequent retail purchaser.

The owner is responsible for normal maintenance. However, minor adjustments such as adjustments to the interior or exterior doors, and cabinet latches will be performed by the dealer during the first ninety

(90) days of warranty coverage. Thereafter, such adjustments are the responsibility of the owner as normal maintenance, unless required as a direct result of repair and/or replacement of a defective item under the limited warranty.

VIDA TOWABLES INC. is not liable for consequential or incidental damages. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

The owner is also responsible for inspecting and maintaining sealants or seals around all attachments and seams related to the structure, exterior finishes and tent, including pre-conditioning the tent in accordance with the vendor's provided recommendations.

VIDA TOWABLES INC. makes no implied warranties. The limited warranties are expressly in lieu of any other warranties, express or implied, including any warranty or merchantability or fitness for particular purpose. Some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply.

VIDA TOWABLES INC. makes no other warranty than the limited warranties stated above.

VIDA TOWABLES INC. is not responsible for any representation or warranty that is not herein stated. Dealers or any other persons are not authorized to make modifications to this warranty. Any additional statements concerning this warranty, whether oral or written, are not the responsibility of the manufacturer and should not be relied upon.

CANADA

If you believe that your vehicle has a defect which could cause a crash or could cause injury or death, you should immediately contact the Motor Vehicle Safety Enforcement Division of Transport Canada and VIDA TOWABLES INC.

To contact Transport Canada, call the Road Safety and Motor Vehicle Registration Directorate toll-free at 1-800-333-0510 (or 1-819-994-3328 if calling from the Gatineau-Ottawa Region or Internationally), go to www.tc.canada.ca, or write to:

Motor Vehicle Safety Enforcement, Transport Canada, 330 Sparks Street, Ottawa, Ontario K1A 0N5.

Owner's
Signature: _____
Date Signed: _____

Owner's
Name: _____