

## **MANUFACTURER'S LIMITED WARRANTY**

At Sasquatch Campers, quality is fundamental to our success and your enjoyment of our products. We strive to deliver quality products through rugged design, robust manufacturing processes and rigorous inspections. Our goal is for every Sasquatch Camper owner to never need to make a warranty claim. However, in the event this is needed, this document defines the Sasquatch Campers Limited Warranty and how to start the warranty claim process.

### **LIFETIME + 24 LIMITED WARRANTY**

Sasquatch Campers' sole obligation under this Limited Warranty shall be, at Sasquatch Campers' option and upon Sasquatch Campers' inspection, to repair, replace or issue a credit for any covered product or component which is determined by Sasquatch Campers to be defective in material or workmanship. Sasquatch Campers warrants to the original retail purchaser that:

1. The Sasquatch Camper Chassis Frame, Suspension System, and Structural Frame of the Cab will be free from defects in material or workmanship and will conform to all written specifications provided by Sasquatch Campers LLC. for the lifetime of ownership by the original retail purchaser. Warranty repairs or replacement must be performed by Sasquatch Campers LLC or an authorized repair center. These structures are defined as:
  - a. Chassis Frame – The tubular aluminum sub structure consisting of a proximal end which provides a mean of connection to the towing vehicle, and a distal end with affixed recovery points. This sub structure abuts the independent Structural Frame of the Cab.
  - b. Suspension System – The supporting structure of the frame to the wheels, consisting of two independent trailing arms and a rectangular frame which is abutted to the underside of the Chassis Frame.
  - c. Structural Frame of the Cab – The tubular aluminum structure that abuts the Chassis Frame. This substructure supports the independent sheet metal components, sheet metal coverings and accessories affixed to the cabin.
2. All other components of the Camper manufactured by Sasquatch Campers LLC will be free from defects in material or workmanship and will conform to all written specifications provided by Sasquatch Campers LLC. for a period of 24 months following the original retail purchase from Sasquatch Campers. Warranty repairs or replacement must be performed by Sasquatch Campers LLC or an authorized repair center.
3. Components produced by other manufacturers will be covered under their warranty, if any, and are not covered by Sasquatch Campers Lifetime + 24 warranty.
4. This warranty is not transferrable.

### **WHAT IS COVERED - FREE OF CHARGE**

Repairs which are covered by Sasquatch Campers' warranty will be made at no charge for parts or labor. Any needed parts replacement will be made using new or Sasquatch Campers approved remanufactured parts. Sasquatch Campers reserves the right to make changes at any time, without notice, to production and service parts, specifications, colors, or materials including parts used in warranty repairs. At Sasquatch Campers' sole discretion, functionally equivalent replacement parts may be used that do not exactly match the original production part.

This Limited Warranty covers only Campers sold in, and that remain continuously in, the United States, U.S. Territories and Canada and which are used solely for non-commercial recreational travel and camping. No advertisement, promotional material, or statement or recommendation made by a

Sasquatch Campers representative, dealer or agent shall constitute a warranty by Sasquatch Campers or a waiver or modification to any of the provisions of this Limited Warranty or create any liability on the part of Sasquatch Campers.

### **WARRANTY REGISTRATION**

A WARRANTY REGISTRATION FORM will be provided at the time of original retail sale. That form must be completed and returned to Sasquatch Campers within thirty (30) days of your taking delivery of the Camper. Your warranty will not be registered unless this WARRANTY REGISTRATION FORM is completed and received by Sasquatch Campers. Failure to return this completed warranty registration to Sasquatch Campers will not void your rights under this Limited Warranty if you can provide satisfactory proof of purchase, but it may cause delays in obtaining the benefits of this Limited Warranty, and it may prevent the ability to provide proper repairs or part replacement.

### **MAINTENANCE, RECORDKEEPING AND DATA ACCESS**

As a condition of this Limited Warranty, you are responsible for properly using, maintaining, and caring for your Camper as outlined in your OWNER'S MANUAL and your Sasquatch Campers SERVICE & MAINTENANCE GUIDE, and for maintaining copies of all maintenance records & receipts for review by Sasquatch Campers in connection with any warranty claim. Failure to provide satisfactory proof of required maintenance may result in denial of warranty coverage. To assist you in maintaining appropriate records, the maintenance log located in your Sasquatch Campers SERVICE & MAINTENANCE GUIDE can be used along with supporting repair invoices, receipts, and other such records.

### **EXAMPLES OF THINGS NOT COVERED BY THE SASQUATCH CAMPERS LIMITED WARRANTY**

- Routine maintenance including, without limitation, caulking, re-caulking, tightening screws, brake squeak/lock-up/adjustment, latches, locks, combustion systems, changing fuses and routine maintenance of the HVAC systems;
- Adjustments to - doors, drawers, locks, latches, awnings, and window treatments beyond 90 days after retail sale;
- Normal wear and tear, including dings, dents, chips, or scratches;
- Damage resulting from user's negligence or misuse accident, collision, or the condition of any road
- Damage resulting from snow or ice, or other weather events or phenomena;
- Damage resulting from alterations or aftermarket accessories not installed by Sasquatch Campers;
- Defects in any Camper used for rental or other business or commercial purposes.
- Defects in any Camper not used solely for recreational travel and camping;
- Damage resulting from condensation or moisture inside or outside the Camper, including corrosion, rust or damage caused by corrosion or rust to any part of the Camper;
- Damage due to mold or fungi inside or outside of the Camper;
- Damage resulting from unprotected electrical hook-ups (home or campground), power surges, lightning, circuit overload, or electrical system modifications;
- Imperfections that do not affect the suitability of the Camper for recreational use or items that are working as designed but that you are unhappy with;

Any component, system, or part of the Camper manufactured by another entity, including, but not limited to, handling components and systems, braking components and systems, wheels, suspension, tires, batteries, gauges, awnings, doors, windows, solar panels, jacks, inverters, converters, refrigerators, range,

hot water heater, water pump, stove, carbon monoxide detector, smoke detector, propane detector, furnace or any air conditioner. The written warranty, if any, provided by any manufacturer of the component part or system manufactured by an entity other than Sasquatch Campers is the only warranty for that component or system.

#### **ADDITIONAL EXCLUSION FROM LIMITED WARRANTY**

Salvage Title – This Limited Warranty does not apply to and is rendered VOID if the Camper is or has ever been issued a “salvage” or similar title including but not limited to junk, scrap, rebuilt or flood titles under any State’s laws, or has been determined to be a “total loss” or equivalent by any insurance company, such as by payment of a cash payment of claim in lieu of repairs because of a determination that the costs of repairs exceed the actual cash value of the Camper.

#### **ACTION REQUIRED IN THE EVENT OF A WARRANTY CLAIM**

For Limited Warranty coverage, you must contact Sasquatch Campers LLC in Silverton, Colorado to make a warranty claim. Your claim will be evaluated and reviewed and you may be required to provide additional information in order to determine Limited Warranty coverage. Some parts or accessories may need to be replaced by third party suppliers, and in some cases the part may need to be returned for reimbursement or inspection. Written notice of defect must be provided to Sasquatch Campers LLC within 30 days after discovery of the defect and may be emailed to Sasquatch Campers at [sales@sasquatchcampers.com](mailto:sales@sasquatchcampers.com) in order to preserve your potential warranty claim.

Prior to warranty repairs, the serial number, original Camper purchase date and original ownership must all be verified. After satisfactory review and evaluation, the Sasquatch Campers will authorize repair of the Camper if the claim falls within the Limited Warranty coverage.

You must pay all incidental expenses incurred in obtaining warranty service, including, without limitation, cost of transportation of the Camper to and from Sasquatch Campers’ Silverton, Colorado location. If the Camper is found to be defective in materials or workmanship, all repairs must be performed by Sasquatch Campers or its designee. Sasquatch Campers is not responsible for costs relating to transportation of the Camper or responsible for damages to goods stored inside Camper. Sasquatch Campers’ sole obligations under this Limited Warranty will be limited to repairing or replacing any part or parts which prove defective in materials or workmanship under normal use and service during the applicable limited warranty period.

#### **NO OTHER WARRANTY EXPRESS OR IMPLIED**

**This Limited Warranty is expressly in lieu of all other warranties, express or implied. Sasquatch Campers LLC makes no warranty of merchantability and specifically disclaims any warranty of merchantability concerning the Camper. There is no warranty that the Camper will be fit for a particular purpose. Sasquatch Campers LLC shall have no liability for any incidental or consequential damages. This Limited Warranty is the original retail purchaser’s sole warranty and remedy for any defect in material or workmanship. No statement, oral or written, made by any Sasquatch Campers employee, representative or dealer or in any Sasquatch Campers document or advertisement constitutes an addition to or modification of this Limited Warranty. This Limited Warranty is the ONLY warranty made with respect to the Camper.**

**This Limited Warranty shall be construed according to the laws of the State of Colorado.**