



REFUND POLICY

LIMITLESS CAMPERS LTD

This Refund Policy applies to all purchases of physical parts and accessories, and installation services (including TentBox fitting), made through Limitless Campers Ltd. It should be read alongside our Terms and Conditions. Your statutory rights are not affected by this policy.

1 YOUR RIGHT TO CANCEL

1.1 As a consumer purchasing goods online, you have the right to cancel your order under the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013.

1.2 You may cancel your order without giving any reason within 14 days of receiving your goods (the "cooling-off period").

1.3 To exercise your right to cancel, you must inform us of your decision by a clear written statement sent to:

Limitless Campers Ltd

Scotchburn Garth, Skerne Road, Drifffield, East Yorkshire YO25 6EF

Email: info@limitlesscampers.co.uk

Tel: 01377 258422

1.4 To meet the cancellation deadline, it is sufficient for you to send your communication before the 14-day cancellation period has expired.

1.5 The right to cancel does not apply to:

- goods that have been specially ordered, made to measure or customised to your specification;
- goods that have been used, installed or fitted;
- goods where the seal or packaging has been broken after delivery for hygiene or safety reasons; or
- goods that have been mixed inseparably with other items after delivery.

2 RETURNING YOUR GOODS

2.1 If you cancel your order, you must return the goods to us without undue delay and no later than 14 days after the day on which you inform us of your cancellation.

2.2 You must return goods to:

Limitless Campers Ltd

Scotchburn Garth, Skerne Road, Drifffield, East Yorkshire YO25 6EF

Email: info@limitlesscampers.co.uk

Tel: 01377 258422

2.3 You are responsible for the cost of returning goods to us unless the goods are faulty or not as described, in which case we will cover reasonable return postage costs.

2.4 Goods must be returned in their original condition, unused, uninstalled and in their original packaging wherever possible. We recommend using a tracked and insured postage service as we cannot accept responsibility for items lost or damaged in transit on return.

2.5 Please include your order number and contact details with all returns to help us process your return promptly.

3 REFUNDS

3.1 Once we have received and inspected the returned goods, we will notify you of our decision regarding your refund.

3.2 If your return is approved, we will process your refund within 14 days of either:

- (a) the day we receive the returned goods; or
- (b) the day you provide evidence that the goods have been returned,

whichever is the earlier.

3.3 Refunds will be made using the same payment method you used for the original purchase, unless we have expressly agreed otherwise with you.

3.4 We reserve the right to make a deduction from the refund for any loss in value of the goods if the loss is the result of unnecessary handling by you (i.e. handling beyond what is necessary to establish the nature, characteristics and functioning of the goods).

3.5 We will refund the standard delivery cost you paid when placing your original order. We will not refund any premium delivery charges (e.g. express or next-day delivery) beyond the cost of standard delivery.

4 TENTBOX INSTALLATION SERVICE

4.1 This section applies where you have booked a TentBox installation service with Limitless Campers Ltd.

Deposits and Payment

4.2 A deposit is required at the time of placing your order online to secure your installation slot. The remaining balance is due on collection of the vehicle following completion of the installation.

4.3 Your deposit is fully refundable if you cancel your booking, subject to the cancellation terms set out in clause 4.4 below.

Cancellations

4.4 If you wish to cancel your TentBox installation booking, please notify us in writing as soon as possible at info@limitlesscampers.co.uk. The following cancellation terms apply:

- Cancellation more than 14 days before the installation date: full refund of all monies paid, including the deposit.
- Cancellation between 7 and 14 days before the installation date: full refund of all monies paid, including the deposit.
- Cancellation less than 7 days before the installation date: full refund of all monies paid, including the deposit, however we reserve the right to retain a reasonable administration fee to cover costs already incurred (we will notify you of any such fee at the time of cancellation).
- Cancellation on the day of installation or failure to present the vehicle: the deposit may be retained to cover costs incurred. The remaining balance will be refunded in full.

Rescheduling

4.5 If you wish to reschedule your installation appointment, please contact us at least 7 days in advance. We will do our best to accommodate a new date, subject to availability. Rescheduling requests made with less than 7 days' notice may be treated as a cancellation and re-booking.

After Installation

4.6 Once the TentBox installation has been completed and the vehicle collected, refunds will only be considered where the installation is found to be faulty or not carried out with reasonable care and skill, in accordance with clause 5 of this policy.

4.7 Any concerns regarding the quality of the installation must be raised with us within 5 Business Days of collection of the vehicle.

5 FAULTY OR DAMAGED GOODS

5.1 If your goods arrive damaged or faulty, please contact us as soon as possible and no later than 30 days of receipt at info@limitlesscampers.co.uk or 01377 258422.

5.2 Please provide your order number, a description of the fault or damage, and photographs where possible. This helps us resolve your issue as quickly as possible.

5.3 For faulty or damaged goods, you may be entitled to:

- a full refund (within 30 days of delivery);
- a repair or replacement (after 30 days and within 6 months); or
- a partial or full refund if repair or replacement is not possible or is unsuccessful (after 6 months, subject to you demonstrating the fault existed at the time of delivery).

5.4 Your statutory rights under the Consumer Rights Act 2015 are not affected by this policy.

6 INCORRECT ITEMS

6.1 If you receive an incorrect item, please contact us within 5 Business Days of receipt at info@limitlesscampers.co.uk or 01377 258422 with your order number and details of the incorrect item received.

6.2 We will arrange for collection of the incorrect item at no cost to you and dispatch the correct item as soon as possible, subject to availability.

6.3 If the correct item is not available, we will offer you a full refund including delivery costs.

7 NON-RETURNABLE ITEMS

7.1 The following items cannot be returned or refunded unless faulty:

- items that have been specially ordered or customised to your specification;
- items that have been used, fitted or installed;
- items where packaging or seals have been broken for hygiene or safety reasons; and
- electrical components that have been connected or powered.

8 BUSINESS CUSTOMERS

8.1 If you are purchasing as a business customer, the consumer rights provisions of this policy (including the 14-day cooling-off period) do not apply.

8.2 Business customers wishing to return goods must contact us within 5 Business Days of delivery. Returns will only be accepted with our prior written consent and are subject to a restocking fee of 20% of the value of the returned goods.



8.3 Goods must be returned unused, in their original condition and packaging. We reserve the right to refuse returns of bespoke, specially ordered or made-to-order items.

8.4 For business customers booking TentBox installation services, cancellations must be made in writing no less than 14 days before the installation date. Cancellations made with less than 14 days' notice may result in forfeiture of the deposit.

9 CONTACT US

If you have any questions about this Refund Policy or wish to make a return or cancellation, please contact us:

Limitless Campers Ltd

Scotchburn Garth, Skerne Road, Driffield, East Yorkshire YO25 6EF

Email: info@limitlesscampers.co.uk

Tel: 01377 258422

Limitless Campers Ltd — Registered in England and Wales
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