

# 2022 OP15 WARRANTY



## **ABOUT YOUR WARRANTY:**

The following information relates to warranties offered by OPUS®. Please read all the information carefully, and should you have any questions relating to any aspect of this section, please contact OPUS®. By purchasing an item from OPUS®, you hereby agree to all terms and conditions of warranty as set out herein

## **IMPORTANT WARRANTY INFORMATION REGARDING SERVICE:**

We understand that you may opt to purchase from an out of state dealership. Before doing so we would highly recommend looking into the available OPUS In-Network service and warranty locations local to you. OPUS warranty policy covers warranty work at your purchasing dealership. Service may be available via other OPUS dealerships, who may be able to assist you with this work however not all dealerships accept service appointments from non-purchasing customers so please check with them before you purchase. Please review the OPUS warranty policy in full prior to purchasing your OPUS .

## **PURCHASER'S OBLIGATIONS:**

The Purchaser shall deliver this camping trailer for warranty service within a reasonable time after discovery of the defect and in no event after expiration of the Warranty Period, which Warranty Period is twenty four (24) months. All expenses incurred by the Purchaser in obtaining warranty service shall be borne by Purchaser. Warranty service shall, whenever possible, be scheduled with the selling dealer by an appointment in order to avoid possible delays.

Purchaser can, if necessary, obtain a list of persons authorized to perform warranty service by contacting OPUS® at the below address. The Purchaser is highly advised to obtain this list prior to purchase, should warranty service through the selling dealership be impractical due to logistical complications to ensure coverage is available locally. Repair work carried out by a non-authorized dealer or service location is not covered under OPUS® limited warranty.

No action to enforce express or implied warranties shall be commenced without prior written notice to OPUS® at the address listed below of the alleged defect or nonconformity or the authorized repair facility's failed repair attempt and OPUS® , AT ITS DIRECT OPTION, SHALL HAVE A FINAL OPPORTUNITY TO REMEDY.

## **VALIDITY OF CLAIMS:**

- Warranties are only valid to the original purchaser of the item in question and are valid from the original date of purchase
- Warranties apply only to items sold as "new" and do not extend to any items sold via auction, or deemed to be "factory seconds", "ex- demonstration "or "damaged" unless specifically stated otherwise by OPUS® in (Please see further on this page for more information).

- Warranties are not transferable under any. Similarly, if an item is sold to a third party by the original purchaser, then all warranties become null and void, and the original purchaser shall make no claims or be eligible for any claims on behalf of the new owner.
- Warranties do not apply to products purchased from OPUS® and then used in hire schemes; as rentals; or for commercial or business purposes
- OPUS® does not cover damage due to unauthorized modifications, misuse, abuse, incorrect assembly, improper and irregular maintenance, or accident or
- Any work performed under an authorized warranty claim approved by OPUS® must be performed by OPUS®, or an authorized representative of OPUS® and only with the express written permission of OPUS®
- Any affiliates, representatives, associates, agents, suppliers, resellers or similar of OPUS® shall have no authority to authorize or deny warranty claims on behalf of OPUS®
- OPUS® shall not be liable, (in part or whole) for any warranties, either express or implied, made by agents or resellers on behalf of OPUS® without the knowledge or express written permission of OPUS®. Such unauthorized claims shall be the responsibility of the agent or reseller.

### **CAMPER TRAILERS**

Unless stated otherwise, trailers only are covered by a 24-month limited manufacturer's warranty from the original date of purchase. Our goods come with guarantees that cannot be excluded under Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. OPUS® includes equipment and fittings, such as stoves, refrigerators, and sinks, which are separately warranted by their manufacturer and not covered by Opus®' Warranty. If necessary, OPUS® will help an owner make a warranty claim to these manufacturers. In addition to: OPUS® warranty, the consumer may also be covered by other rights and remedies of Consumer Law per state and/or federal regulations in relation to the goods and or services to which this warranty relates. Under no circumstances should OPUS® campers be exposed to water crossings at, or above, body floor level.

The following items are not covered under Opus®' warranty: Impact or stone damage to body, chassis or running gear; soiling of fabrics and internal fitments from dust and other airborne substances; water damage due to water crossings; movement or damage caused by dislodgement of appliances and fittings resulting from hard impact or heavy landings or severely rutted roads or tracks; general damage arising from misuse; rust; wheels and tires; paint; travel covers and straps; general consumables (e.g. bearings, light bulbs etc); damage due to condensation; normal wear and tear; exposure to elements; wear and tear when the RV has been used for permanent living purposes. This trailer is designed solely for its intended purpose of recreational camping and personal use. OPUS® does not warranty trailers used for commercial, rental, or business purposes, or any recreational vehicle not registered and regularly used in the United States. No action to enforce express or implied warranties shall be commenced without prior written notice to OPUS® at the address listed below of the alleged defect or nonconformity or the authorized repair facility's failed repair attempt and OPUS® , AT ITS DIRECT OPTION, SHALL HAVE A FINAL OPPORTUNITY TO REMEDY.

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## **DISCLAIMER OF CONSEQUENTIAL AND INCIDENTAL DAMAGES**

The original consumer purchaser of this camping trailer and any person to whom this unit is transferred, and any person who is an intended or unintended user or beneficiary of this unit, shall not be entitled to recover from OPUS® any consequential or incidental damages.

## **EVENTS DISCHARGING OPUS FROM OBLIGATION UNDER THIS WARRANTY**

Misuse or neglect, including failure to provide reasonable and necessary maintenance, unauthorized alteration, accident, and improper loading, commercial use or leasing of the recreational vehicle, shall discharge OPUS® from any obligation under this Warranty..

## **PARTS AND DESIGN CHANGES**

OPUS® reserves the right to change the parts and design of its recreational vehicle from time to time without notice and with no obligation to maintain spare parts or make corresponding changes in its products previously manufactured.

## **FACTORY SECONDS, EX-DEMONSTRATION AND DAMAGED GOODS**

From time to time, OPUS® may offer for sale items deemed to be “factory seconds”, “ex-demonstration”, or “damaged”. Any items sold as “factory seconds”, “ex-demonstration” or “damaged” items are sold on an “as is” basis. There are no warranties, refunds, credits, exchanges or similar associated with such items. In the sale of such items, OPUS® will attempt to provide all relevant information regarding the item, including faults, defects, or similar, however, there may be instances where minor defects or imperfections have been overlooked. This is PURELY UNINTENTIONAL and in no way alters the nature of the sale. Due to the nature of such items, i.e being “ex-demonstration”, “factory seconds” or “damaged”, it is reasonable to expect that some imperfections or flaws may exist even where it is not initially apparent. By purchasing such an item, you agree to this statement in full and accept that there are no warranties

## **OWNER ASSISTANCE**

Your continued confidence and goodwill are important to us at OPUS® as is maintaining a good relationship with our dealers. OPUS® recognizes that there may be occasions when a warranty or service problem is not handled to your satisfaction. We encourage you to attempt to rectify the situation by discussing the situation with your local dealership management; if after this your problem is not resolved to your satisfaction we welcome you to contact OPUS® at the below address. We will provide our recommendations for an agreeable solution to the local dealership.

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

## **LODGING A CLAIM**

All warranty claims can be lodged by contacting your dealership.

## **CONTACT**

If you have any questions relating to warranties, or are unsure about any aspect of this section, then please contact us.

Phone: 925 215 7315 | Email: [info@opuscamper.us](mailto:info@opuscamper.us) | Address: 1850 Loveridge Rd, Puttsburg, CA 94565

be the responsibility of the agent or reseller.