



SALES and WARRANTY

Sales Policy

In any case, you are entitled to a refund of your deposit within ten (10) business days. After this period, the deposit is non-refundable, and your order is placed in the production queue. If you receive a refund for your deposit, your invoice becomes void. By paying the deposit, you acknowledge that you have read, understood, and agreed to all the terms, agreements, and notes stated below. The buyer agrees in advance that the lead time may be extended by up to three months. Force majeure conditions are separate. If the lead time is extended, the due date of your invoice will also be extended. This sale is final. For shipments outside of Canada, local customs duties, other taxes, and fees are the responsibility of the buyer.

RoverKing reserves the right to modify the design and/or specifications of any products that have been accepted and purchased by the buyer, without prior notice to the customer. However, RoverKing guarantees that such modifications will not negatively affect the performance, quality, or intended use of the product.

Warranty Policy

As the RoverKing brand, we are committed to offering a warranty that protects our customers' rights and ensures their satisfaction. This warranty agreement outlines the terms and conditions of our coverage. Please read this agreement carefully before making a purchase from RoverKing.

Warranty Coverage

The first buyer is the only one covered by this warranty policy. It does not cover the truck camper's subsequent owner or any other transferee.

RoverKing guarantees that the truck camper sold to the initial buyer will be free from the following defects, subject to the exclusions listed below:

1. For one (1) year following the date of installation or delivery, defects in the truck camper's materials, workmanship, and overall structural integrity.
2. Defects in materials and workmanship that jeopardize the truck camper's aluminum sidewalls, roof, floor, and structure for a period of one (1) year after the date of installation or delivery.

3. Defects in materials and workmanship in the tent of the truck camper, for a period of one (1) year from the date of installation or delivery.

4. Defects in materials and workmanship in the paint of the truck camper, for a period of one (1) year from the date of installation or delivery.

The warranty periods mentioned above are referred to as the "Warranty Period" in this context.

A copy of the receipt is required as proof of the original installation or delivery date.

Warranty Exclusions

The following occurrences are not covered by this limited warranty: **(1)** ordinary wear and tear; **(2)** accidents, abuse, misuse, neglect, or negligence; **(3)** the truck camper's unauthorized repair or modification; **(4)** usage, upkeep, or storage that deviates from RoverKing's usage, maintenance, and storage guidelines; **(5)** weather circumstances, such as road salt, hail, windstorms, freezing, flooding, fire, or anything that could be referred to be an Act of God or Force Majeure; **(6)** Normal wear-and-tear degradation, fading, or discoloration of decorative items and fabric (including vinyl); **(7)** Paint degradation due to scratches or chips on surfaces from normal wear and tear, misuse, incorrect maintenance, abrasive polishes, products for cleaning, intense pressure washing. RoverKing reserves the right to decide whether or not to replace or repair any flaws that are deemed to be purely cosmetic and do not compromise the structural integrity of the truck camper.

The components of truck campers made by companies other than RoverKing are not covered by this limited guarantee for flaws in materials and workmanship or any other damage. Examples of such companies' products include furnaces, water heaters, refrigerators, awnings, roof racks, camper jacks, propane tanks, etc. or any other product or equipment that you or a third party installs after the installation date. The producers of such equipment, devices, or component parts may provide a warranty. In order to arrange for servicing or repairs for any equipment, products, or component parts that RoverKing does not sell, you must get in touch with the manufacturer.

Any undertaking, representation, or warranty made by dealers during the sale of the truck camper beyond what is stated above shall not be held against RoverKing by any buyer of the truck camper.

To make sure the right tension is applied, every turnbuckle needs to be inspected on a regular basis. Regularly checking and tightening them is crucial to preventing damage to your truck or camper. RoverKing disclaims any responsibility for any potential damage to your truck or camper resulting from improperly adjusted turnbuckles.

What Claims Are Covered by This Warranty?

Under the terms of this limited warranty, RoverKing's only responsibility and total liability will be, at RoverKing's option, either the repair or replacement of the truck camper or any of its components that RoverKing deems defective, for which RoverKing will be notified during the warranty period. However, the following are your responsibilities: **(I)** paying for the truck camper's transportation to and from the approved servicing facility; and **(II)** any expenses, liabilities, losses, or damages to the truck camper or anything related to it as a result of the transportation. For purposes of clarity, no payment or other compensation will be made for incidental expenses, including, but not limited to, towing, telephone, transportation, lodging, travel, gasoline, loss of pay, or indirect or consequential damage including, but not limited to, loss of use of the truck camper, inconvenience, damage or injury to person or property, or loss of revenue, incurred or sustained by reason of any defect covered by this limited warranty.

How Can You Obtain Warranty Services?

If a defect is found, you must schedule a service appointment as soon as possible with RoverKing or the authorized dealer from whom you bought the truck camper. If it is not possible to bring the truck camper to RoverKing's location or your selling dealer, please email us. RoverKing will use reasonable efforts to work with you on finding another possible location to have the truck camper repaired (depending on what the problem might be). RoverKing, however, has the final say when it comes to choosing the official service center.

You will be required to provide your name, address, and phone number, proof of purchase, a description of the fault, and any claims number that RoverKing has given you to receive warranty services at the assigned service location.

Only RoverKing-designated service centers, such as the company's location, a dealer authorized by RoverKing, or another service center duly recognized by RoverKing, may carry out warranty repairs. Before any work is done, the RoverKing service department must approve warranty repairs made by a non-RoverKing dealer or service center. To receive warranty services, please get in touch with [canada\[at\]roverking.co](mailto:canada[at]roverking.co)

Disclaimer and Limitation of Liability

Any descriptions, drawings, specifications, samples, models, bulletins, or similar materials used in connection with the sale of the truck camper shall not be construed as an express warranty that the truck camper will meet your requirements. RoverKing makes no other warranties on any covered truck camper apart from the limited warranty described above. You may not rely on any written or verbal advice or

information provided by RoverKing, its agents, dealers, or employees. None of these shall constitute a warranty or expand the terms of this one. You may also have other rights that vary by state or country, in addition to the specific legal rights provided by this warranty. RoverKing limits the duration of any implied warranties, including implied warranties of merchantability or fitness for a particular purpose, to the duration of RoverKing's express warranty. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Neither RoverKing nor anyone involved in the design, production, or delivery of the truck camper shall be liable for any direct, incidental, or consequential damages (including but not limited to loss of profits, business interruption, or loss of information) resulting from the use of or inability to use the truck camper, even if RoverKing has been advised of the possibility of such damages. Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above may not apply to you.

If the use of RoverKing products impacts the warranty of the customer's vehicle, RoverKing disclaims all liability. RoverKing shall not be held responsible for any injury, death, or property damage arising from or in connection with the use of its products. RoverKing will not be responsible for damages resulting from accidents, customer-owned accessories, altered or misused products, overloads, natural disasters, theft, vandalism, improper site conditions, or rework. If any of the above limitations are held unenforceable, RoverKing's total liability shall not exceed the purchase price paid by the customer, regardless of the nature of the claim.

Governing Law and Jurisdiction

Any disputes arising out of or in connection with this warranty agreement shall be subject to the exclusive jurisdiction of the courts of Ontario / CANADA.

Please note that this is a draft warranty agreement and may be subject to updates and revisions. For the most current terms and conditions, please refer to the official RoverKing warranty documentation and website.

This document is valid for sales made on or after March 25, 2025.

If you have any questions or would like to contact RoverKing for any reason, please write to us at: [info\[at\]roverking.co](mailto:info[at]roverking.co)

RoverKing is a division of and represented by Coxwill Group Inc.