

Life Time Warranty

Our Life Time warranty covers the most used part of the caravan mover: the rollers.

5 year warranty

Additional parts are covered, up to five years after purchase, against manufacturing defects.

What is not covered?

- 1 Normal wear and tear
- 2 Accidental damage, abuse of product or deliberate tampering.
- 3 Acts of God e.g. flooding
- 4 Water ingress
- 5 Fitting
- 6 Carriage or any additional charges incurred including travel or labour.
- 7 Caravan electrics, including plugs, fuses, batteries, dents, scratches, paintwork, cosmetic trim, attachments
- 8 Use outside of the manufacturer's specification, please check with the manufacturer if unsure.
- 9 If any model or part goes out of manufacture and is no longer available.
- 10 Modifications made which are unauthorised by the manufacturer.
- 11 If manufacturer's instructions are disregarded.

How it works?

At Purple Line we offer a simple exchange system where parts can be dropped off and collected from Purple Line HQ. We must stress that you will need to make a prior appointment if you are coming in person as parts need to be made ready. Without inspection of the original part and agreement that the part has failed due to a manufacturing defect, we are unable to exchange for new parts.

The warranty is non-transferable unless prior agreement is given in writing by the manufacturer.

REMEMBER YOUR WARRANTY DOES NOT COVER WEAR OR TEAR OR ACCIDENTAL DAMAGE. THE MANUFACTURER DOES NOT ACCEPT ANY CONSEQUENTIAL LOSS WHATSOEVER.

NVS INSTALLATION WARRANTY

NVS covers the installation warranty for 5 years, unless above is not followed.

NVS will endeavour to call out within 14 days of any reported problems.