

Should you feel that we have not provided a satisfactory standard with regards to Service and Repair please contact Camper UK on enquiries@camperuk.co.uk or telephone 01522 697070.

Once our contact over an issue has concluded, should you feel we have not provided a satisfactory solution, we would refer you to the Motor Industry Codes Advisory and Conciliation Service or The National Caravan Council.

Their role is to ensure that we are acting responsibly and fulfilling our obligations under the Motor Industry Code of Practice for service and repair. The Motor Codes Advisory and Conciliation Service will offer free impartial advice and when appropriate an Alternative Dispute Resolution (ADR) service that we are fully committed to in the event that you are not satisfied with the outcome of a dispute.

The Code Advisory and Conciliation Service can be contacted using the Advice Line number below, and will offer free impartial advice.

For further information you can visit their website at www.motorcodes.co.uk or call their Code Advisory and Conciliation Service Consumer Advice Line free phone number: 0800 6920825.

Code Advisory and Conciliation Service address: Motor Industry Code of Practice PO Box 44755 London
SW1X 7WU

The NCC Informal Dispute Resolution Service aims to restore communications to enable both parties to resolve their differences. It does not attempt to mediate, arbitrate nor make a judgement on the issues presented.

You must, however, give the NCC member the opportunity to deal with your complaint and issue a final response (in writing) and/or to fulfil their responsibilities under the Sale of Goods Act before bringing it to us.

Use of the service does not affect your statutory rights but, before you take this step, it is important for you to understand what this service can and cannot offer you. For further information on the service please contact

National Caravan Council Limited Catherine House

Victoria Road Aldershot Hampshire GU11 1SS

Telephone: 01252 318251 Facsimile: 01252 322596 Email: info@thencc.org.uk