

BACK40 CERTIFIED RV RESTORATION & REPAIR SERVICE AGREEMENT & DISCLOSURE

This agreement outlines the terms and conditions for RV repair, service, installation, and modification by Back40 Certified RV Restoration & Repair. By requesting service, you agree to these terms.

CLIENT CONSENT All customers must provide written consent before Back40 Certified RV Restoration & Repair performs diagnostics, repairs, service, installation, or modifications. Consent may be given by form, email, or text. Additional work may be approved through these methods and is included under this agreement.

DESCRIPTION OF SERVICES Back40 Certified RV Restoration & Repair may provide, but is not limited to:

- RV diagnostics
- General repairs
- Appliance servicing
- Electrical, plumbing, HVAC, and custom modifications
- Solar and battery installations
- RV inspections

PAYMENT TERMS All services are billed based on:

- \$130 service charge (paid prior to arrival) for Mobile and Offsite.
- \$120 per labor hour for Onsite services, \$130 per labor hour for Mobile and Offsite services.
- Parts, supplies, and shipping as applicable
- State and local taxes
- Additional charges may apply to certain jobs, such as sewer-related or other hazardous services.

Payment is due on the day services are performed, unless otherwise agreed in writing. Back40 Certified RV Restoration & Repair reserves the right to require upfront payment for parts and labor.

Failure to pay any invoice on time may result in:

- A 35% annual interest charge on overdue balances (or maximum allowed by law)

- Collection efforts, including attorney fees
- Possession of the RV until paid in full
- RV deemed abandoned after 90 days, resulting in title transfer to Back40 Certified RV Restoration & Repair.

RECYCLING & DISPOSAL FEES Optional disposal service for old appliances, furniture, and debris:

- Large appliances (e.g., refrigerators): \$100
- Medium-sized appliances (e.g., air conditioners, large TVs): \$75
- Small appliances (e.g., water heaters, furnaces): \$50
- Furniture: \$25–\$100 each (depending on size)
- General debris (cabinets, counters, wood, etc.): \$25–\$100

These fees cover landfill costs, transportation, and labor.

WARRANTY WORK Back40 Certified RV Restoration & Repair is RVTI certified and eligible to perform warranty work when allowed by your warranty provider. We will accept warranty work only if:

1. You communicate directly with your warranty company.
2. We receive all pre-approval paperwork before your service.
3. Payment is guaranteed by the warranty company on the day of service.
4. We are provided with all forms needed to document the repair.
5. Back40 Certified RV Restoration & Repair reserves the right to charge additional handling fees for time spent communicating with warranty companies exceeding 30 minutes. Any time beyond this allowance may not be reimbursed by the warranty provider and will be the customer's sole responsibility.
6. The customer is responsible for all charges related to services performed, regardless of warranty approval. Back40 Certified RV Restoration & Repair will make reasonable efforts to collect payment from the warranty provider, but any unpaid balances remain the customer's responsibility and must be paid promptly.

Back40 Certified RV Restoration & Repair does not handle customer service calls on behalf of warranty companies.

ADDITIONAL SERVICE The client agrees to pay for any additional services requested or required to complete the work.

ON-SITE SERVICE REQUIREMENTS A customer or designated adult must be present unless otherwise agreed. Alternate arrangements may be approved upon request.

PHOTO POLICY Photos of completed work may be taken for documentation, training, and marketing purposes. Photos will not be sold or misused. Clients may request copies or decline permission in writing.

LICENSING & COMPLIANCE Back40 Certified RV Restoration & Repair complies with all licensing, permitting, and disposal requirements.

LIMITED WARRANTY Back40 Certified RV Restoration & Repair will perform work using industry-standard care, tools, and processes. No warranties are implied unless provided in writing. Manufacturer or parts warranties are the responsibility of their respective providers. Back40 Certified RV Restoration & Repair will guarantee their workmanship for one year from the completion date, on labor only.

CUSTOMER-SUPPLIED PARTS DISCLAIMER Back40 Certified RV Restoration & Repair is not responsible for the functionality, compatibility, or warranty of any parts supplied by the customer. If customer-supplied parts cause delays or complications, additional service charges may apply.

LIMITATION OF LIABILITY Back40 Certified RV Restoration & Repair shall not be liable for any incidental, indirect, special, or consequential damages, including but not limited to loss of use, loss of time, or inconvenience, arising from or related to services performed. Total liability shall not exceed the amount paid for the specific service in question.

RIGHT TO REFUSE OR RESCHEDULE Back40 Certified RV Restoration & Repair reserves the right to refuse service or reschedule appointments for any reason, including unsafe conditions, lack of access, or inappropriate customer behavior.

CANCELLATION & NO-SHOW POLICY Cancellations must be made at least 24 hours in advance. No-shows or late cancellations may incur a \$100 service charge.

ELECTRONIC SIGNATURE VALIDITY By checking the agreement box and submitting the form, the customer agrees to be legally bound by this agreement in the same manner as a signed physical document.

LIABILITY & DEFAULT Client is responsible for full payment. Failure to pay or cooperate with scheduled service constitutes a breach of contract. Back40 Certified RV Restoration & Repair may cancel the work and pursue remedies allowed by law.

FORCE MAJEURE Neither party is liable for delays due to events beyond their control (weather, disasters, illness, etc.).

ARBITRATION CLAUSE All disputes will be resolved via binding arbitration under Minnesota law or the law governing the location of the RV at the time of service.

GOVERNING LAW This agreement is governed by the laws of the State of Minnesota or the governing law of the location of the RV at the time of service.

AGREEMENT & SIGNATURE By checking the box and submitting the form on our website, you agree to the terms outlined above.

I have read and agree to the Back40 Certified RV Restoration & Repair Service Terms & Conditions

Date: _____ Name: _____

Thank you for choosing Back40 Certified RV Restoration & Repair. We look forward to helping you get back on the road.