



SERVICE CENTER REPAIR POLICY

(Effective February 9, 2024)

1. Upon arrival on the grounds of the Tiffin Motor Homes, Inc.'s Service Center, all owners are required to register at the Campground Office. The Campground Office is open each day from 6:30am until 6:00pm.
2. For customers desiring to utilize the Service Center campground, you must be within the first year from the original date of purchase.
3. Service of eligible RVs is performed on a "first come, first serve" basis, by service order number.
4. Having repairs performed at Tiffin's Service Center does not guarantee that the work will be performed under warranty and/or at no charge to the customer. We will advise the customer what is covered after diagnosis of the item(s) to be repaired.
5. During the months of October through March the temperatures can and will drop below freezing. If the RV is not winterized upon arrival during these months, Tiffin Motorhomes will winterize the RV at customer's expense.

Our service staff will assess needed repairs and RVs will be serviced as follows:

LIST OF REPAIRS POLICY:

- Please make sure that your list is complete prior to the start of the repair process.
- In the event that you add items to the list after the repair process has started, the additions may be subject to a separate Repair Order and placed at the end of the line. This does not apply to unforeseen urgent issues, breakdowns, or Recalls that affect the safety or use of the RV.
- All aftermarket parts removed will be disposed of unless we are notified at time of check-in that you want the parts returned to you.
- Tiffin reserves the right to refuse repair on a RV if conditions are unsafe or unsanitary. Please ensure kitchens, restrooms, and pet areas are clean and tidy.

REPAIRS BY OTHER FACILITIES/COMPANIES:

- Tiffin no longer offers the ability for Tiffin staff to participate in the transport or coordination of work being performed outside of a Tiffin facility. We will not shuttle (as an example) to chassis repair shops, local customization shops, cleaning or body repair shops that are not Tiffin affiliated or required as a part of a warranty repair.

USE OF TIFFIN GROUNDS:

- Tiffin does NOT allow independent companies/facilities on the grounds of our facilities or campgrounds at any time, for any reason, without explicit approval from the service manager. This includes the use of the drop off storage area.