



Factory Service
Customer Registration Form

DATE: SITE # SERVICE #

NAME (PRINT) ADDRESS CITY STATE ZIP CODE PHONE # CELL # DATE OF PURCHASE EMAIL ADDRESS MODEL YEAR MODEL WHOLE VIN # MILEAGE SELLING DEALER

Please complete and return this form and the Repair List to the Campground Office before 5:00pm of the day of arrival.

PETS: Are welcome, but must be kept on a leash at all times outside the RV. Please use only designated pet friendly areas. These are clearly marked with signs. No pets are to be left inside the RV during the repair process. Additionally, pets are not allowed in the service offices. Please respect the health and safety of other guests and our Tiffin staff.

DURING THE REPAIR PROCESS: Customers can use any of our on-campus accommodations, but need to have a Tiffin Motorhomes escort if there is a need to visit your RV in a repair bay. Audio and video recording of repairs from outside or inside the RV, by use of stationary or portable video camera or audio recorder are expressly prohibited. Tiffin Motorhomes does not consent to any such recordings and Customers agree to disable any security cameras or recording devices in or on the RV during service. It can lead to service denial at the Tiffin service center.

LIST OF REPAIRS: Please make sure that your list is complete prior to the start of the repair process. Feel free to ask questions as we cannot fix what we don't know is broken. 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. I acknowledge that I was notified and gave approval for all diagnostic tests, repairs or maintenance to be performed related to the List of Repairs provided to Tiffin Motorhomes, whether covered under warranty or not. If additional tests, repairs, or maintenance are required or recommended unrelated to the list of repairs, I understand Tiffin Motorhomes will contact me and Tiffin Motorhomes may rely upon my oral consent to perform such additional tests, repairs, or maintenance. I understand that Tiffin reserves the right to refuse repairs to my RV if conditions are unsafe or unsanitary, and I will ensure that the overall interior condition of my RV is clean and tidy.

WINTERIZATION: During the months of October through March the temperatures can and will drop below freezing. I understand that if the RV is not winterized upon arrival during these months, Tiffin Motorhomes will winterize the RV at my expense. If I refuse to have the RV winterized, I understand that I will be responsible for any and all damages to the RV related to freeze damage.

PAINT REPAIRS: I understand that Tiffin will not honor any paint quotes or estimates written by any third-party entity or repair facility. I understand that any and all paint repairs will be at Tiffin's discretion, and any paint damage due to, including but not limited to, the use of non-authorized cleaners, tape, brush marks, or lack of maintenance, will be repaired at my expense. Any RVs with tape on them will be charged a minimum \$500 fee to remove, clean, and repair damage from the tape. Paint defects will be completely at Tiffin discretion and must be discussed between the owner and Tiffin representative. WE DO NOT HONOR 3rd party inspections as warrantable defects.



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PAYMENT RESPONSIBILITY: I hereby acknowledge that I am responsible for the payment of all charges of Tiffin Motorhomes relating to diagnostic tests, parts, labor, repair and maintenance of my RV that remain after any third party payment (which include, but are not limited to, insurance coverage and warranty coverage) I understand that should any warrantor (including Tiffin) or insurer decline to pay for a repair that I requested, I will be responsible for any and all labor incurred in the diagnosis of that repair should I decline to have that repair performed. If repairs are being done through an extended service contract provider, all approvals for such repairs will be the responsibility of the customer to obtain directly from their provider. Payment of claim repairs is the responsibility of the customer and we will not accept insurance company checks for repairs. Tiffin will expect payment upon completion of the repairs from the customer directly

AGREEMENT OF PARTIES: By my signature below, I agree to the terms outlined in this two-page form. I also agree to take possession of my RV immediately after the completion of repair unless other accommodations have been made. **In the event that you are not able to pick up your RV within fourteen (14) days of the repair completion, you will be subject to a retroactive storage fee of \$25 per day.** I further understand and agree that Tiffin Motorhomes, Inc. is not responsible for any loss or damage to any RV including, but not limited to, dead batteries, damage caused by animals, exposure to weather, including freeze damage, water leaks, fire, theft, vandalism, accident, or any causes beyond Tiffin's control. This facility is not responsible to carry insurance protecting against any of these losses.

During the customer drop off program, please be aware that Tiffin does NOT allow work from outside vendors or companies on a RV until it is checked out, service order is paid, and the vehicle is out of storage and off Tiffin property.

NAME (print) _____ SIGNATURE _____

COLLISION DAMAGE, WINDSHIELD AND/OR SIDE GLASS ISSUES ONLY
IF YOU ARE FILING WITH INSURANCE, YOU NEED TO FILE A CLAIM AND THEN FILL OUT THE INFORMATION BELOW.
NOTE: Your RV must be present and inspected by Tiffin Motorhomes to receive an estimate of repair.

NAME OF INSURANCE _____ INS. DEDUCTIBLE \$ _____
PHONE # _____ CONTACT NAME _____
POLICY # _____ CLAIM # _____ FAX # _____

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105 Second Street NW
Red Bay, Alabama 35582
tiffinmotorhomes.com

TIFFIN

Phone: 256-356-8661
Fax: 256-356-8219
info@tiffinmotorhomes.com

I understand and agree that Tiffin Motorhomes, Inc. is not responsible for any vandalism or theft that may occur while the motorhome is here for repairs.

Valuables/Medications: Valuables include everything from the mail, that has personal information, to such items as money, jewellery, computers, guns and cell phones. You should also remove any medications. Please remove these items or any items of importance or value from the motorhome altogether, including items from the safe.

Please fill out and sign below:

Name: _____

Service Number: _____

Last eight digits of VIN: _____

Date: _____

Signature: _____