

## VanLab Terms and Conditions: Terms of Service

- VanLab kits are designed specifically to a 3D scan of an empty vehicle. Some vehicles can vary from this state based on their previous use (minibus, chair lift, false floors, different plastic trims, seats and seat fittings etc.). If your vehicle is different to the base vehicle, you may need to make some small modifications during installation.
- VanLab provides a kitset product for each vehicle design. For any design modifications prior to manufacturing the product, the first 30mins of design work are free. After that changes to the 3D model and machine programming will be charged at \$100/hr.
  - A modified kit will be the first prototype of a new design. Efforts will be made to ensure the product is 100% correct. However, VanLab accepts no responsibility for any remedial work necessary with prototype kits.
  - It is strongly recommended that VanLab install any design modified kits.
- As each kit is cut to order, it is your responsibility to confirm the vehicle is correct on the quote. VanLab will assist in identifying the model, wheelbase, vehicle generation and specification. If in doubt, please send us a photo and we can advise on key measurements.
  - An administration fee and freight cost will apply for replacing your kit if the van is incorrectly identified.
- Our kitset allows you to build a complete campervan! It's a big project, but we strive to make your project easier and more enjoyable. Your kit is made from 40-60 panels of plywood, hundreds of screws, meters of wire and a bunch of fittings! Everything is cut and drilled to millimetre precision, measured out, cut to length and subassemblies are pre-assembled to form a flatpack kit. Very occasionally, we can experience variation in our manufacturing process. As such, small modifications are occasionally required to install the kit. If you have to make any alterations, please let us know.
  - The kit is provided as it comes off the machine. To maximise your kit, a little sanding and sealing on the cut edges is advised with an oil or varnish.
- Your kit is made from wood, a natural material. This gives your kit a huge amount of character but is not immune from defects. If you experience any defects (de-lamination or bowing), you should tell as you build. Once built, normal wear and tear is expected.

## REFUNDS & RETURNS

You may return most new, un-opened and unused items within 30 days of delivery for a full refund. We'll also pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.). To be eligible for a return, your item must be in the same condition that you received it.

To start a return, you can contact us at [contact@vanlab.co.nz](mailto:contact@vanlab.co.nz). If your return is accepted, we will help organise shipping or collections for the return. Items sent back to us without first requesting a return will not be accepted.

Change of mind returns are not accepted.

You can always contact us for any return question at [contact@vanlab.co.nz](mailto:contact@vanlab.co.nz)

#### Damages and issues

Please inspect your order upon reception and contact us immediately if the item is defective, damaged or if you receive the wrong item, so that we can evaluate the issue and make it right.

#### Exchanges

The fastest way to ensure you get what you want is to return the item you have, and once the return is accepted, make a separate purchase for the new item.

#### Refunds

We will notify you once we've received and inspected your return, and let you know if the refund was approved or not. If approved, you'll be automatically refunded on your original payment method. Please remember it can take some time for your bank or credit card company to process and post the refund too.

#### Warranty

Specified parts are usually covered by a manufacturer warranty. In the event of a failure please contact the manufacturer to enquire about their returns or replacement policy.