TERMS & CONDITIONS

DELIVERY

We deliver worldwide, UK postage charges will automatically calculate on checkout. Orders heading outside of the UK may incur an additional charge, you will be contacted within 2 working days after your order has been placed. We aim to process orders within 2 working days. We will contact you if for any reason your item is out of stock or delayed and offer you either a revised delivery date or refund.

EXPORT OUTSIDE OF UK

Goods shipped to EU and other countries may be subject to local customs and tariffs/and or courier charges to administer delivery. Campervantastic does not have control or responsibility for such charges and these may have to be paid locally subject to your countries import rules.

RETURNS POLICY

For your extra peace of mind all purchases are covered by our 14 day exchange or money back guarantee (excluding any carriage charges incurred). If you change your mind for whatever reason please contact us (email) of your wish to return the item within 14 days of receipt of your order. We will then instruct you to return the **unused** item(s) in its **original** packaging (where possible) to CamperVantastic, including the order reference number. On receipt we will be pleased to offer you an exchange or refund. Items must be received within 14 days of notification to return. We cannot accept returns for used or assembled items unless a fault has occurred.

All returnable goods must be reported to the company. Goods returned without any notice will not be accepted. Carriage charges are non refundable unless goods are faulty or not fit for their purpose due to a manufacturing error. In this case we will arrange for collection of the goods through our courier. It is your responsibility to ensure the description of the item/s supplied are correct for your use. A 15% restocking fee may be applied for large and special order to supply items. If an item is damaged through use or returned in a condition that makes it unsuitable for processing, we'll get in touch with you to discuss the next steps.

Please note: We are unable to accept items that are heavily soiled or damp/wet due to the risk of mould and deterioration in transit. If a product arrives back to us in a sub standard condition, we may need to send it back to you. Once it is dry and in a suitable condition for inspection, you can may then return it again to us at your own expense.

Custom & Made-to-Order Items – Returns & Cancellation Policy (UK)

Under the Consumer Contracts Regulations 2013, the right to cancel (cooling-off period) does not apply to goods that are made to the customer's specifications or are clearly personalised for their use.

Accordingly, any items that are custom-made, personalised, or specially ordered to your requirements cannot be cancelled, returned, or refunded once production has begun.

This does not affect your statutory rights under the Consumer Rights Act 2015. If the goods are faulty, not as described, or not of satisfactory quality, you remain entitled to a repair, replacement, or refund in accordance with your legal rights.

Gift Vouchers

Voucher Terms & Good to Know

Validity: Gift vouchers are valid for 12 months from the date of purchase and can be used towards shop purchases or hire packages, as applicable.

7-Day Hire Package – Peak Date Restrictions: Bookings covering Glastonbury week (22nd–29th June 2027, and 20th–25th June 2028 and beyond) will incur an additional £150 surcharge.

Weekend Hire Package: Valid for any 3-day weekend hire (Friday to Monday).

Weekend Peak Date Restrictions: Due to our 7-day minimum hire policy during peak summer and festival periods, weekend vouchers cannot be redeemed for hires between 9th July and 31st August, or during Glastonbury weekend.

Rental Terms & Driver Eligibility: All hires are subject to our full Rental Terms and Conditions and driver eligibility requirements.

Refunds & Exchanges: Gift vouchers are non-refundable, cannot be exchanged for cash and cannot be used in conjunction with any other offers.

CANCELLATION POLICY

Right to Cancel

As a consumer, you have the legal right to cancel your online order under the Consumer Contracts Regulations 2013.

You can cancel your order within 14 days of receiving your goods without giving any reason. Returned goods must be unsused and in original packaging, (some exceptions apply, e.g. personalised/customised goods that have been through production, perishable items, sealed hygiene products once opened).

How to Cancel

To exercise your right to cancel, please contact us by email using the form below or by writing to us at: sales@campervantastic.com

Campervantastic Ltd Unit 5 118 Stanstead Road, Forest HIl London, SE231BX

When contacting us, please include the following information:

Your full name

Your order number

The items you wish to cancel or return

The date you received the goods

Your contact details

Alternatively, you may use our Cancellation Form (available here, MAIL TO: but it is not compulsory).

Once we receive your cancellation, we will confirm it by email.

Returning Goods

Please return the goods to us at the address provided in our confirmation email within 14 days of cancellation.

You are responsible for the cost of returning goods unless they are faulty or incorrectly supplied.

Refunds

We will refund all payments received from you (excluding postage, unless faulty or incorrectly supplied) within 14 days of receiving the returned goods.

PRICES & VAT

All prices on the web site are in £'s sterling and include VAT at 20%.

PAYMENT

Payment can be made securely using American Express, MasterCard or Visa. We do advise customers not to send any cash through the post, as CamperVantastic will not be held responsible for any losses.

GUARANTEE

All our products are guaranteed against manufacturing defects for 12 months from date of purchase unless otherwise specified. If a fault does occur during this period, we shall arrange to have the item repaired or replaced after it has been inspected. Any delivery charges will be met after inspection of the item.

AVAILABILITY

We aim to hold all items in stock, however should an item be more popular than we expected, there may be occasional delays when ordering. If this does occur then an advice note will be attached with your invoice. Sometimes we may experience difficulties with the supply of certain products and may therefore provide a substitute of the same or better quality at no extra cost.

PART DELIVERY / DAMAGED GOODS

All your goods should arrive in perfect condition, however, if you do receive any goods that appear to be faulty or damaged, the company must be advised within 72 hours of receipt in order to be able to raise a claim against the courier/supplier. This applies to any items that may appear to be missing, unless stated on the invoice that the item is currently out of stock. If any items are not to be used straight away, we advise customers to check that these have been received in perfect condition and working order. The company will do everything possible to ensure your delivery arrives on time and intact, we will not accept responsibility for any additional expenses occurred due to late or incomplete deliveries.

STATUTORY RIGHTS

These terms and conditions do not affect your statutory rights as a customer.

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