



Customer Services Bulletin

03/11/2020



Customer Services Update

Dear Colleague,

Following the Government announcement over the weekend of a second national lockdown in England to help prevent the further spread of the COVID-19 virus, I am writing to you with the following updates.

2020 Service Window Extension

In order to accommodate customers who have been unable to get their vehicle serviced during October and November we have taken the decision to extend the due date of the 2020 annual vehicle service by a further three months. Provided the vehicle is serviced in this extended window then the warranty will remain valid.

The three month window extension applies to all vehicle services during the warranty period. This will mean owners of vehicles requiring their third or six year annual service will therefore, as a gesture of goodwill, potentially enjoy an additional three months on the term on their manufacturers' warranty or bodyshell integrity warranty.

Whilst, at present, the COVID-19 restrictions in place across the four home nations differ markedly this service window extension will be applicable across the whole of the UK if required.

The date of the 2021 annual service will however need to be brought back in line with the anniversary of the original date of purchase. This will mean that the required interval between 2020 and 2021 annual services may well be less than twelve-months in order for the warranty to continue to be maintained.

120-Hour Product Inspections

We have been contacted by Retailers stating that although they will remain closed during the lockdown period they will still be in a position to accept new product deliveries, but will not however be able to carry out the usual 120-hour vehicle inspection of the vehicles upon receipt.

This being the case we will allow Retailers a period of five working days after they have re-opened once the lockdown has ended to complete the 120-hour inspections on any products received in the interim period. Please submit any warranty claims in relation to these inspections in the usual manner

Repair Centre

The Bailey Repair Centre will remain operational during the lockdown period working on the warranty and insurance repairs on customer vehicles currently held at the factory. Where possible we will continue to collect and return customer repair vehicles based upon the existing schedule. Unfortunately for safety reasons our Rapid Response Service will be suspended until further notice.

Customer Service Support

Our existing team will continue to provide a full Retailer and Customer support service and can be contacted in the usual manner either via the main telephone switchboard or on the following e-mail addresses:

Customer Services Support Team – Caravans North
Bob Swain & Marianne Larne
warrantynorth@baileyofbristol.co.uk

Customer Services Support Team – Caravans South
Ian Turner & Ludek Selepa
warrantysouth@baileyofbristol.co.uk

Customer Services Support Team – Motorhomes
Darryl Wandless & Danny Ford
warrantymotorhomes@baileyofbristol.co.uk

PRIMA Leisure will also remain open during this period supplying parts and accessories to Retailers and Customers where circumstances permit.

Thank you for your continued support and understanding in the face of these challenging circumstances.

Best regards
Dave Evans
Head of Customer Services