

PenPod Warranty Policy

Thank you for purchasing a PenPod trailer. Each unit is handcrafted in the UK by our skilled team in the Ribble Valley, built to perform across a wide range of environments and conditions.

To ensure your continued confidence, PenPod Overland Ltd provides a manufacturer's warranty covering material and workmanship defects, subject to the terms below.

This warranty is offered in addition to your statutory rights under the Consumer Rights Act 2015, which remain unaffected.

Scope of Cover

Comprehensive Warranty (12 Months)

PenPod guarantees that for 12 months from the original purchase date, your trailer will be free from defects in materials and workmanship. If a defect arises under normal use, PenPod will repair or replace the affected component at no charge.

Structural & Chassis Warranty

The galvanised steel chassis and body structure are covered during the 12-month warranty period. PenPod will repair or (if required, replace) any defective parts or fittings other than, subject to conditions, terms and exclusions below.

Conditions

- All warranty work must be carried out at the PenPod Overland Ltd facility in the Ribble Valley unless otherwise authorised in writing. Transport, towing, or recovery costs to and from the facility are the responsibility of the owner.
- The trailer must undergo a full annual service inspection by PenPod or an approved partner within 30 days of each anniversary of purchase. Proof of service (invoices or a stamped record) must be kept and shown if a warranty claim is made. The trailer must be clean, and safe to inspect before being presented for service or repair.
- The trailer must only be used within its design limits — suitable for road, track, and light off-road use. Overloading, racing, or towing beyond manufacturer weight limits will void warranty coverage. Use must comply with UK towing regulations, including appropriate braking, lights, and hitch connections.
- The trailer should be stored securely, ideally under cover or using a weatherproof cover, to prevent unnecessary wear, water ingress, or corrosion. Evidence of neglect (e.g., long-term exposure to standing water or salt corrosion) may invalidate a claim.
- Any alterations, modifications, or repairs not approved in writing by PenPod Overland Ltd will void the warranty. Only approved parts, fittings, and accessories should be used.
- Any defect must be reported to PenPod within 10 days of discovery. Continued use of the trailer after discovering a defect may result in further damage not covered by warranty.

Terms

- The Comprehensive Warranty and Structural & Chassis Warranty cover any defect with the panels and seams of the trailer. This includes body leaks, water ingress through any permanently sealed seam joints and delamination of panels or floor.

- The Structural warranty provides PenPod with the responsibility to repair or replace (at PenPod's discretion) defective parts affecting the body, chassis, electrical systems, or fittings.
- In the first 12 months, the comprehensive warranty will cover the following components:
 - Chassis Components: all chassis members, including corner steadies, overrun device axle and braking system (excluding brake drums and shoes)
 - Electrical System: PSU, Battery charger and interior lighting units, including wiring and connections were original and unmodified.
 - Windows: the functionality of window opening and closing systems, including stays, handles, hinges and catches) and a warranty against the cracking of acrylic. Excludes discolouration.
 - Upholstery: zips, seams and colour fastness.
- Any defect specified above will not be covered after the 12-month period is completed.

What the Warranty Does Not Cover

This warranty does **not** apply to:

- Normal wear and tear, corrosion due to neglect, or deterioration caused by lack of maintenance.
- Damage caused by misuse, overloading, impact, accident, or exposure to corrosive environments.
- Damage caused by unauthorised modifications or accessories.
- Water ingress due to improper maintenance or failure to close hatches or seals.
- Off-road use beyond light, non-technical terrain for which the PenPod is designed.
- Consequential losses, such as accommodation, transport, or business interruption.
- Consumable items (tyres, brake pads, bulbs, fuses, seals, etc.).
- Cosmetic imperfections not affecting function.

Owner Responsibilities

To maintain warranty coverage, you must:

1. Conduct an annual inspection by PenPod or an approved service partner within ± 30 days of the purchase anniversary.
2. Retain all maintenance and inspection records.
3. Use, store, and tow the trailer in accordance with the owner's manual and UK towing regulations.
4. Report any defect within 10 days of discovery.

Failure to follow these conditions may invalidate warranty coverage.

Back-to-Base Warranty Terms

All warranty repairs must be carried out at the PenPod Overland Ltd factory in the Ribble Valley, Lancashire.

- Transportation of the trailer to and from our facility is the responsibility of the owner.
- If the repair is confirmed as a valid warranty issue, PenPod will cover the parts and labour cost only.
- Where practical, PenPod may provide technical support or parts to assist a local repairer, but only with prior written authorisation.

Claims Procedure

1. **Initial Contact**
Contact PenPod Customer Service with your serial number, proof of purchase, and a description (with photos) of the issue.
2. **Assessment**
PenPod will review your claim and may request additional information or inspection.
3. **Authorisation**
Written authorisation is required before any warranty work begins.
4. **Repair or Replacement**
Once approved, the trailer must be returned to our facility for repair. If the fault cannot be repaired, a replacement part or component will be supplied.
5. **Non-Approved Work**
Any work carried out without PenPod's written approval will void warranty coverage for that issue.

Legal and Regulatory Notes

- This warranty applies only to trailers purchased within the United Kingdom.
- Your statutory rights under UK law are not affected by this warranty.
- PenPod Overland Ltd reserves the right to modify design or specification without obligation to update previously sold models.
- Any disputes arising under this warranty shall be governed by the laws of England and Wales.

Contact Information

PenPod Overland Ltd

Unit 12, Twin Brooks Industrial Estate, Lancashire, United Kingdom

 info@penpodltd.co.uk

 www.penpodltd.co.uk