

COMPLAINTS PROCEDURE

If you have had an unsatisfactory experience in dealing with Life of Leisure, we are sorry to hear that and we will endeavour to put things right. We sell many motorhomes a year and as much as we would like to make every customer experience perfect, we understand that mistakes can happen

How to Make a Complaint

Please tell us:

- Why you are unhappy, setting out the act or omission you believe has occurred;
- What you would like us to do to resolve your complaint;

Please allow eight weeks for us to:

- acknowledge your complaint;
- investigate the details thoroughly – including checking any details with third parties which can take a long time;
- get back to you with a full response.

Alternative Dispute Resolution

If we have exhausted our internal complaints handling procedure and we inform you in writing that we cannot settle your complaint, you have the option of referring your complaint to an Alternative Dispute Resolution ("ADR") provider to deal with the same. We are not obliged to use a specific ADR provider or procedure, however, a list of certified providers can be found at <https://www.tradingstandards.uk/commercial-services/adr-approved-bodies>. Please note that we are not obliged to participate in ADR.