

Dear Customer,

During these unprecedented times, we are aware that this is going to impact on Lunar owners being able to have their caravan serviced. Lunar Automotive are willing to assess all cases on merit covering the situations below:

1. If a customer has to cancel their appointment due to self-isolation.
2. If an appointment is cancelled by dealer or NCC agent
3. If a service is due during a self-isolation period or an enforced Government lockdown and unable to be booked in, then we will also take all factors into account.

For points 1 & 2, we would ask that proof of the original service date is kept and submitted with any potential warranty claim that may be needed when the service is completed.

We are also conscious that once things return to normal, there will be a backlog of services required, we will also take this into account if a warranty claim is submitted.

Finally, to all our Lunar customers, stay safe and well over the coming weeks.

We thank you for your continued support

Best Regards

Lunar Automotive

**Lunar Automotive Limited**



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