

Eriba warranty conditions

1. Assignment of claims under the Volkswagen Van Warranty UK applicable to Volkswagen Commercial Vehicles

Hymer GmbH & Co. KG hereby assigns its rights under the Volkswagen Van Warranty UK of Volkswagen Group United Kingdom Ltd. / Volkswagen AG (the "VW warranty") to the purchaser of the Crafter Volkswagen Commercial Vehicle bearing the ERIBA brand (the "vehicle").

The VW warranty shall begin from the warranty start date stated in the seller's warranty registration.

Any and all rights under the VW warranty are assigned as they are.

2. Eriba warranty

I. General information

Hymer GmbH Co. KG – as the owner of the ERIBA brand (warrantor) – hereby grants the vehicle owner (warranty holder) a warranty in accordance with the following provisions (Eriba warranty).

The Eriba warranty shall not restrict the non-remunerated statutory rights of the warranty holder as the purchaser of the vehicle in the event of defects against the seller of the vehicle, as well as possible claims under the Product Liability Law against the warrantor as the vehicle's manufacturer.

The conditions of the VW warranty shall apply mutatis mutandis to the Eriba warranty, unless otherwise stipulated below.

II. Scope of the Eriba warranty

The Eriba warranty shall apply to Eriba vehicles from model year 2026 onwards that have been ordered for the first time from Hymer GmbH & Co. KG or an authorised Eriba dealer in the United Kingdom.

III. Start and duration of the Eriba warranty, territorial scope of application

The warrantor hereby grants the present warranty, provided that the vehicle is delivered to or registered in the territory of the United Kingdom. Should the vehicle be delivered to or registered outside this area, this warranty shall not apply.

The warranty shall remain valid for three (3) years from the start of the warranty or for the first 90,000 miles, whichever comes first.

The warranty period shall begin on the warranty start date stated in the seller's warranty registration.

IV. Content and scope of the Eriba warranty

The Eriba warranty shall apply to all defects occurring during the warranty period with regard to the bodywork, installations, conversions and other modifications of the vehicle performed by the warrantor (warranty object), which are demonstrably based on material or manufacturing defects attributable to the warrantor (warranty case).

Leaks shall be covered by this Eriba warranty to the extent that they affect the following parts of the vehicle's construction, installation, removal and conversion: External connecting seams (roof/side wall, roof/rear wall, roof/cab, walls/underbody, chassis/underbody) and external sealing seams between built-in parts and the cut-out sections in the body (doors, windows, service and garage hatches, roof hatches, and water filling devices).

With regard to the content and scope of this warranty, express reference is hereby made to the section "what your warranty doesn't cover" of the VW warranty. In particular, attention is hereby drawn to the fact that, in accordance with the VW warranty, no claims beyond the rectification of defects shall be granted.

V. Requirements for the Eriba warranty

The assertion of a claim under the warranty shall require, in addition to the VW warranty conditions set out in Clause 5, the following:

- The warranty has been registered by an authorised Eriba partner.
- The maintenance intervals have been adhered to. The following shall also apply:

The warranty holder shall be obligated to have an annual leak test performed on the vehicle. This test must be performed by the seller (or an authorised contractual partner) in accordance with the manufacturer's leak test protocol.

The costs of the leak test shall be borne by the warranty holder.

In order to maintain the warranty claims, the annual leak tests must always be performed in the period from 6 months before to 6 months after the start of this warranty specified in Clause III.

Printed copies of the leak test reports must be filed in the warranty holder's service documents as proof.

- The warranty certificate is to be presented.

Otherwise, the warrantor shall be released from their obligation under this warranty. The latter shall not apply if the customer can prove that a failure to comply with this requirement did not cause the warranty claim.

VI. Warranty claim, exclusion and cancellation, transfer of the Eriba warranty

A warranty claim shall be deemed to exist in the event of any malfunction affecting the warranty object that is due to a defect in material or workmanship. In particular, a warranty claim shall be excluded if the defect has arisen because:

- The warranty object has been improperly repaired, improperly maintained or improperly cared for by the warranty holder personally or by a third party, unless this was realised as part of a warranty service by the warrantor; or
- The regulations governing the operation, handling and care of the warranty object, which result from the operating instructions, have not been followed; or

- Parts have been fitted or installed in the warranty object, the use of which has not been authorised by the warrantor; or
- The warranty object has been improperly handled or overused, e.g. due to overloading; or
- The warranty object has been damaged by external influences (e.g. accident, hail, flooding); or
- The warranty holder has not reported a defect immediately; or
- The warranty holder has not immediately provided the opportunity to rectify the defect despite being requested to do so.

Natural wear and tear, i.e. normal signs of wear and tear of the warranty object that have not been caused by defects in material or workmanship, and consequential damage caused by natural wear and tear are not covered by this warranty.

In the event that the vehicle is sold, the warrantor hereby agrees to the new purchaser taking over the warranty contract. The new purchaser shall take the place of the warranty holder and may assert the rights arising from the warranty to the extent that it exists at the time of the takeover.

VII. Statute of limitations

Claims arising from the Eriba warranty due to a defect asserted within the warranty period shall expire after 6 months. The limitation period shall begin upon discovery of the defect, or upon discovery of gross negligence regarding the defect.

VIII. Contact and processing of the warranty claim

A warranty claim must be submitted to an authorised service partner of the warrantor, or to the warrantor:

Hymer GmbH & Co. KG
Holzstraße 19
88339 Bad Waldsee
Germany
E-mail: service@service.eriba.com
Telephone: +497524 999360

The following shall apply to the processing of a warranty claim:

- Claims arising from this warranty (i.e. pertaining to the warranty object specified in Clause IV) must be asserted with an authorised Eriba partner.
- Claims under the VW warranty (i.e. pertaining to the chassis) must be asserted in accordance with the regulations under “Claiming for warranty repair or replacement” of the VW warranty.
- In case of any doubt regarding the allocation of claims, the warranty holder must contact an authorised Eriba partner. If necessary, this can be obtained from the contact address of the warrantor.

Volkswagen Van Warranty UK, 07.04.2026

Our three year warranty

Our comprehensive three year warranty takes care of your vehicle, so you can take care of your business. We'll fix any problems with manufacture or workmanship completely free of charge, giving you peace of mind that your vehicle is in the expert hands of our specialists.

Your warranty applies to new Volkswagen Commercial Vehicle bought from a Van Centre which are registered and normally used in the UK. Crafter models (2E and 2F only) registered after the 01 June 2009, or Crafter vehicles registered after 24 April 2018 are covered for three years with unlimited mileage. For all other models the warranty is unlimited in the first two years and limited to 100,000 miles in the third year. The warranty begins on the date of delivery to the first owner and is automatically transferred to any new owner, subject to the same terms and conditions. Due to the mileage limit, this warranty will only be valid for so long as the vehicle is not installed with any aftermarket device that can manipulate, edit, or change the vehicles displayed mileage figures (whether such device has in fact been used to manipulate, edit or change the vehicle's mileage figures). Should any such device be fitted with the vehicle the Volkswagen Commercial Vehicles UK warranty will be invalidated and no warranty claim will be covered by the terms of this warranty.

What your warranty covers

Volkswagen Commercial Vehicles warrants that your vehicle will be free from manufacturing defects. Your warranty covers:

The repair or replacement of defective parts according to technical requirements determined by the Manufacturer.

The repair of any consequential damage to standard components caused by a manufacturing defect.

The labour costs of removing and installing parts for warranty repairs at any Volkswagen Centre. You may be charged, at the Van Centre's discretion, for any extra work caused by modifications to your vehicle, such as removal and refitting of a tow-bar that has been fitted after manufacture.

Your warranty applies to the base vehicle only. It does not cover any special fittings, conversions or additional bodywork.

Any defect must be reported to a Van Centre as soon as it is discovered. This must of course be within the warranty period.

What your warranty doesn't cover

Your warranty does not cover damage or defects caused by factors outside the Manufacturer's control or which are the result of normal wear and tear. Examples of this include:

Damage or defects as a result of repairs made by an unauthorised workshop.

Damage or defects as a result of the installation of parts, components, software or accessories not authorised by Volkswagen Commercial Vehicles.

Damage to components, equipment or software which were not part of the vehicle at the point of original manufacture.

Damage or defects as a result of the use of poor quality or incorrect fuels or additives.

Damage or defects as a result of failure to comply with the operation instruction in the Owner's Instruction Manual, Service Schedule Book or any literature supplied by Volkswagen Commercial Vehicles or a Van Centre. It is your responsibility to ensure that servicing is maintained in line with the Manufacturer's recommendations and sufficient records are kept to confirm this.

Damage or defects caused by modifications, special fittings, conversions or additional bodywork.

Damage or defects caused by use of the vehicle in countries for which it has not been designed.

Noise and vibration related to the normal operation of the vehicle.

Damage or defects caused by improper handling or misuse (racing, for example).

Parts that have reached the end of their expected service life.

Damage caused by industrial pollution, climate, external heat, chemicals or mechanical force. Your Owner's Instruction Manual tells you how to minimise such damage.

Parts which have reached the end of their expected shelf life

Normal maintenance, servicing and wear and tear. Items can only be considered under the wear and tear policy if the cause of the complaint cannot be associated to abnormal external influence or use, and is a manufacturing defect.

Components normally subject to wear and tear include but are not limited to:

Brake linings and disc pads

Brake discs and drums

Clutch release bearings

Clutch pressure plates and centre plates (DSG clutches are covered for the full warranty offered with the vehicle)

Tyres

Wiper blades (wiper rubbers have no Warranty owing to their conditions of use)

Seat and backrest covers

Floor coverings

Spark plugs

Batteries for key fobs and alarms

Light bulbs (Xenon/gas discharge bulbs and LEDs are covered for the full warranty offered with the vehicle)

Shock absorbers

Mechanical Adjustments including:

Adjustments to doors, flaps, boot lids, bonnets, sunroof etc...

Brake adjustment

Clutch adjustment

Headlight adjustment

Steering geometry adjustment

Wheel balancing

This list is not definitive and similar adjustable or wear and tear items are also excluded from the terms of the warranty.

After six months or 6,500 miles, wear and tear items will not be accepted unless a manufacturing defect can be identified by a Van Centre as the cause.

Please note that wheel balancing and wheel alignment will not be carried out under the terms of your warranty, as the frequency with which this needs to be done is dependent on individual driving technique and road conditions.

We would ask that you report any defect to a Van Centre as soon as it becomes apparent. Any consequential damage arising from the continued use of a vehicle with a defect may not be covered under warranty.

Your vehicle must be serviced in accordance with the manufacturer's recommendations. Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be remedied under the warranty. Please ensure that you maintain sufficient records to enable the Volkswagen Centre to confirm that the vehicle has been appropriately serviced. In any event, please ensure that the digital service schedule has been updated by the business carrying out the service work, or detailed invoices supplied with date, mileage, plus specific parts and fluids used.

Unless expressly specified in this warranty, Volkswagen Commercial Vehicles is not responsible for any consequential loss or damage, whether direct or indirect, that arise from an incident necessitating warranty repairs. This includes towing fees, hotel charges, alternative transport costs, loss of income, loss of business, damage to goodwill, damage to or loss of personal effects and clothing or fuel costs.

The cost of repairs carried out by unauthorised workshops will not be reimbursed under any circumstances.

These exclusions apply to all parts of the Volkswagen Warranty.

This warranty does not affect your statutory rights.

All the bases covered



Replacement parts

All our original replacement parts carry a warranty for a period of two years with unlimited mileage from the date of purchase.

We'll let you know which items have a longer warranty when you buy your vehicle. Any parts fitted under the terms of the vehicle warranty will be covered for the remaining period of the vehicle warranty.

All replaced parts become the property of the Volkswagen Commercial Vehicles.

Accessories

Volkswagen Commercial Vehicles approved, supplied and fitted accessories are covered by the vehicle warranty which may extend up to three years/unlimited mileage provided that they are ordered and included in the purchase price of the vehicle at the date of delivery.

Most Volkswagen Commercial Vehicles approved accessories that are supplied and installed after delivery include two years' warranty. For further details please check the length of the accessories' warranty with your local Van Centre. If you specify an accessory which is not approved the terms of warranty should be clarified with the manufacturer of that accessory.



Paintwork protection

Your warranty also covers any manufacturing defect in paintwork. All models are covered for a total of three years starting from date of first delivery.

Paintwork defects can be fixed free of charge under warranty if:

- You report the defect to a Van Centre within your warranty period.
- You tell a Van Centre about the defect as soon as you detect it to ensure there is no further deterioration.
- The defect was not caused by external influences such as accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance.

Vehicle conversions

Where your vehicle has been converted by a third party, warranty claims will only be accepted in connection with parts of the vehicle that have not been modified by and are not affected by the conversion.



Chrome accent on radiator grille and headlights are not available on Crafter and Grand California vehicles.

Anti-perforation warranty



Your new vehicle is manufactured with full protection against rust attacking the internal cavities from the inside to the outside leading to perforation and will be covered for 12 years starting from the date of first delivery. Some Amaroks are covered for six years. Please check with your local Van Centre if you are unsure of the length of your anti-perforation warranty.

If this protection fails while your vehicle is under warranty, your Van Centre will fix free of charge, providing that:

- The defect is reported to a Van Centre as soon as it's discovered and within the warranty period.
- Your Van Centre must determine that the perforation has stemmed from within the internal cavities and is the result of a manufacturing defect.
- The perforation is the result of a defect in manufacture or workmanship and has not been caused originally by external influences such as accident damage, poor quality repair work, neglect, insufficient care or maintenance or by external rusting.

All body repairs will be carried out promptly in accordance with our specification and procedures, using only approved parts and materials, so that your vehicle will continue to enjoy its original level of anti-corrosion protection.

Claiming for warranty repair or replacement

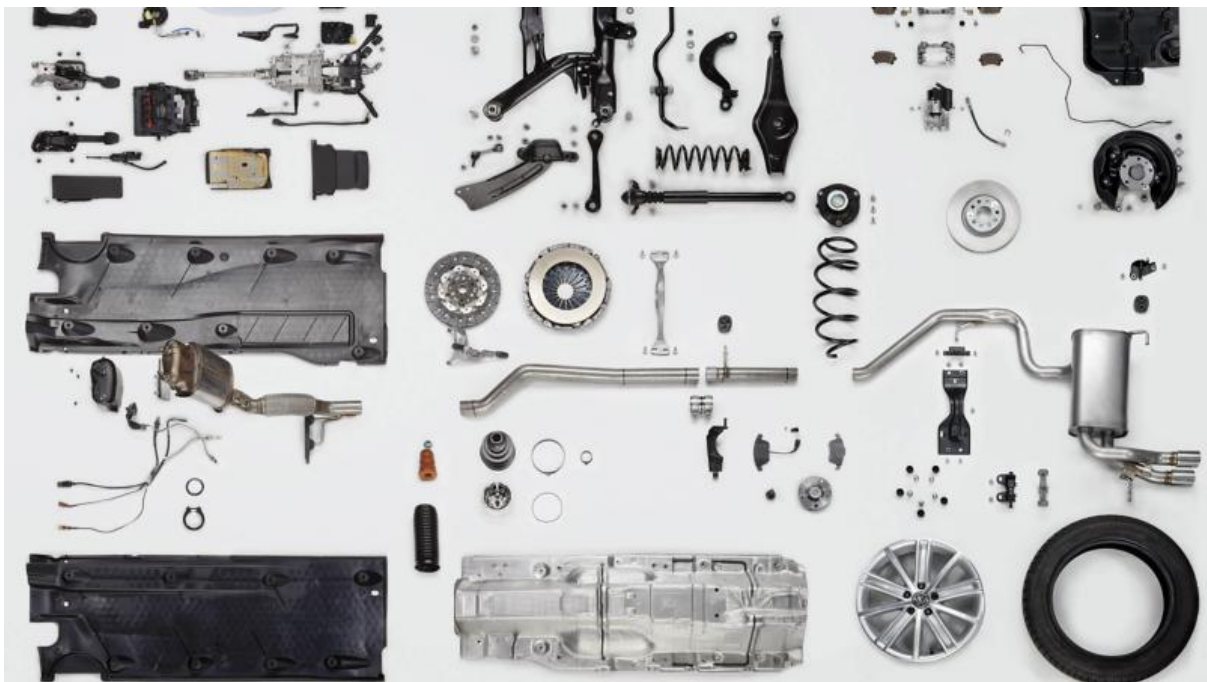
If a defect in manufacture should arise, any Van Centre in the UK can put it right even if you did not buy the vehicle from that Van Centre. A claim for a repair under your warranty can only be made at a Van Centre, and any claim must be made as soon as the defect arises.

If requested, you will complete any forms, give details and provide any proof required in relation to a warranty claim. It is your responsibility to ensure that you maintain sufficient records to confirm that the vehicle has been appropriately serviced. If you do not agree with a Van Centre's decision on your warranty claim, you are entitled to obtain the opinion from another Van Centre.

Your warranty claim may be referred to Volkswagen Commercial Vehicles which reserves the right in its sole discretion to determine whether the defect is warrantable or to appoint its own engineer to inspect the vehicle and/or the defect that has arisen.

Vehicles that undergo accident repair work are covered by the warranty provided that they are repaired by a competent repairer to Volkswagen Commercial Vehicles standards. You should be able to furnish Volkswagen Commercial Vehicles with records to demonstrate this, if requested. Warranty claims will not be accepted if the defect is likely to have been caused by accident damage or subsequent repair work.

Peace of mind wherever you are



In the event of warranty repairs being necessary when travelling in Europe in the first two years of your warranty any member of the Volkswagen Commercial Vehicles authorised repair network in the country you are visiting will be able to carry out rectification work under the terms of the warranty.

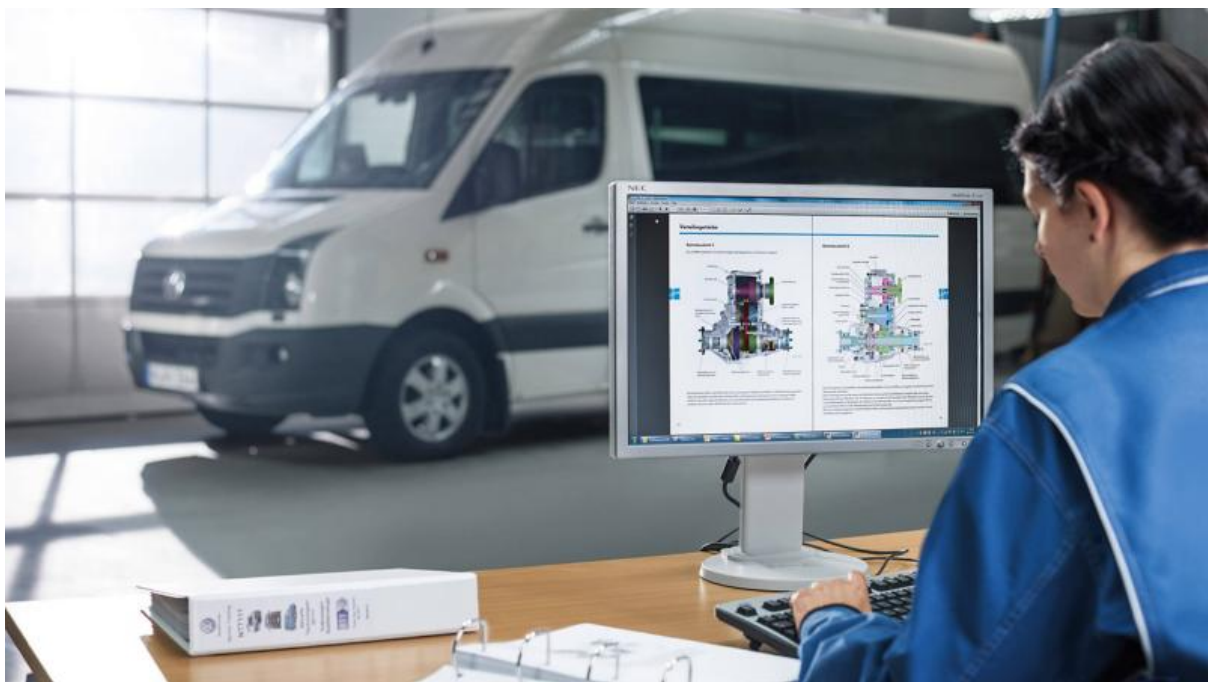
They will require the vehicle information data details contained in the front of your vehicle's service schedule booklet to enable them to carry out the repairs. They will undertake the repairs free of charge.

Should your vehicle suffer a manufacturing defect covered by the third year warranty while outside the UK, the repair must be carried out by a member of the Volkswagen Commercial Vehicles authorised repair network in the country you are visiting. The cost should be settled by you with the repairer and a claim made for reimbursement by providing the repair invoice to a UK Van Centre within 14 calendar days.

If you are travelling abroad you must take documentation showing proof of purchase and service. This helps the authorised repairer make an eligible claim (in the first two years) or confirm that a repair was made under warranty (in the third year).

In order for reimbursement to be possible, the repair invoice must be returned to a UK authorised Van Centre within 14 calendar days.

Van Centre workmanship warranty



Van Centres give a warranty for their workmanship on all warranty repairs. The warranty on most repairs is 1 year or 12,000 miles from the date of the work, whichever occurs first. Should any repairs be required in that period on work carried out by a Van Centre, the original Repairer will carry out such repairs free of charge, provided:

- Repairs are required as a direct result of faulty workmanship by that Van Centre.
- Repairs are not required due to normal wear and tear or other exclusions. Items replaced under the terms of this warranty become the property of the Van

Centre. A member of the Van Centre may choose to pay for work under this warranty to be carried out by another Van Centre.

The Van Centre warranty on bodywork warranty repairs lasts three years from the date of repair or for the unexpired term of the vehicle's original warranty, whichever is longer.

[Find your nearest Van Centre](#)

Compliance with recall notices

Volkswagen Commercial Vehicles may contact you in relation to product safety recall campaigns or service campaigns. We would ask that you promptly comply with the instructions given. In the event that you do not comply then the warranty may be invalidated if an incident arises that relates to the applicable product safety recall or service campaign.

[Find a Van Centre](#)



Notes:

“Volkswagen Commercial Vehicles” means Volkswagen Group United Kingdom Limited. “Van Centre” means any Centre in the UK authorised by Volkswagen Commercial Vehicles. “The Manufacturer” means Volkswagen AG, Berliner Ring 2, 38440 Wolfsburg, Germany.

No party, other than Volkswagen Commercial Vehicles, may amend the terms and conditions of the warranty in any way.