

Terms & Conditions — On-Site Mobile RV Repair

Oct 22, 2026 · @Robert Leal

1. Agreement to These Terms

These Terms & Conditions apply to every service booked with, and every use of the website at on-site-rv.com operated by, On-Site Mobile RV Repair LLC, a California limited liability company ("On-Site Mobile RV Repair," "we," "us," or "our").

By booking a service, approving an estimate, paying an invoice, or using our website, you agree to these Terms. If you do not agree, please do not book services or use the site.

Effective date: October 19, 2026

2. Our Services

We provide mobile, on-site repair and maintenance for recreational vehicles, including trailers, fifth wheels, motorhomes, and truck campers. We come to your home, RV park, storage facility, marina, or campsite within our service area in the San Joaquin Valley.

Services include, but are not limited to: generators, air conditioners, appliances, refrigerators, water heaters, furnaces, plumbing, LP/propane systems, 12V and 120V electrical, batteries, roofs and sealing, awnings and slide toppers, slide-outs, leveling and jacks, and seasonal maintenance.

What we do not do:

- We do not provide towing or 24/7 emergency roadside assistance.
- We do not repair vehicle engines, transmissions, drivetrains, or emissions/smog systems. We refer that work to a licensed automotive repair dealer.
- We may decline any job that we believe is unsafe, outside our expertise, or cannot be performed properly in the field.

Some repairs can only be done in a shop. If we determine on site that a repair cannot be completed in the field, we will tell you and recommend next steps.

3. Booking, Scheduling and Cancellations

Booking. You can book online through our website, by phone at (209) 901-7667, or by text. A booking is confirmed only when we confirm it with you.

Arrival windows. Because we travel between job sites, appointment times are arrival windows, not exact times. Traffic, weather, and earlier jobs can cause delays. We will contact you if we are running late.

Same-day and weekend service. Same-day and weekend appointments are offered when our schedule allows and are not guaranteed.

Rescheduling and cancellations. Please give us at least 24 hours' notice to cancel or reschedule. If you cancel with less notice, or if we arrive and cannot access the RV or perform the work (see Section 5), the mobile service fee may still be charged.

Our right to reschedule. We may reschedule if weather, unsafe conditions, illness, or parts delays prevent us from doing the job properly. If you prepaid and we cannot reschedule to a time that works for you, we will refund the unused amount.

4. Pricing, Estimates and Payment

Mobile service fee. Every on-site visit carries a flat mobile service fee, shown on our website or quoted when you book. It covers travel within our service area and our time on site to assess the problem.

Labor and parts. Repairs are billed as labor plus parts. Labor is billed at our posted hourly rate unless we quote a flat price for the job. Parts are billed separately.

Diagnostic fees. Diagnostic services (for example, a generator diagnostic) are charged whether or not you choose to go ahead with the repair.

Travel outside our service area. Jobs outside our normal service area may carry an additional per-mile or flat travel charge. We will tell you the amount before we schedule.

Estimates. On request, and before any work beyond the initial assessment, we will give you an estimate. Estimates are based on what we can see and test at the time. If we find additional problems or the job needs more time or parts than estimated, we will contact you for approval before going past the estimate.

Special-order parts. We may require payment in advance for parts we order specifically for your RV. Special-order parts that are cancelled after ordering may be subject to the supplier's return or restocking fees.

Payment. Payment is due when the work is completed, unless we agree otherwise in writing. We accept payment through our online booking system and invoicing platform, including major credit and debit cards. Online-payment discounts and other promotions, when offered, apply only as stated in that offer.

Unpaid balances. If an invoice is not paid when due, we may pause further work, and you are responsible for reasonable costs of collecting the balance as allowed by law.

Price changes. Prices on our website may change at any time. The price quoted or shown when you book applies to that booking.

5. Your Responsibilities

To let us do the job safely and on time, you agree to:

- **Be the owner or have permission.** You confirm you own the RV or are authorized by the owner to approve and pay for the work.
- **Get site permission.** If the RV is at a park, storage facility, marina, or other property, you are responsible for getting any permission needed for us to enter and work there.
- **Provide access.** Make the RV, keys, and any needed hookups (power, water, propane) available at the appointment time. Pets should be secured.
- **Provide a safe work area.** The RV should be on stable ground with reasonable space around it. We may decline or stop work if conditions are unsafe.
- **Share what you know.** Tell us about the problem, prior repairs, known hazards (such as propane leaks or electrical issues), and any warranty or insurance coverage.
- **Remove valuables.** Please remove personal belongings from the work area. We are not responsible for items left in or around the RV that are unrelated to the repair.

If we arrive and cannot access the RV or safely perform the work because of the above, the mobile service fee may still be charged.

6. Parts, Warranty and Third-Party Claims

Our workmanship warranty. We warrant our labor for **one (1) year** from the date of service. If a repair we performed fails because of our workmanship during that time, we will return and correct it at no labor charge. Contact us as soon as you notice a problem.

Parts warranty. Parts we supply are covered by their manufacturer's warranty. We will help you with the manufacturer's warranty process. Labor to replace a failed part under its manufacturer's warranty is covered for the first year under our workmanship warranty.

Customer-supplied parts. If you provide your own parts, we warrant only our installation labor, not the part. If a customer-supplied part is wrong, defective, or fails, any additional labor or service calls are billed at our normal rates.

What the warranty does not cover:

- Damage from misuse, accidents, collisions, weather, pests, or lack of maintenance
- Repairs or modifications by anyone other than us after our service
- Normal wear and tear, consumables, and sealants that need periodic upkeep
- Problems in other systems or components we did not repair
- Repairs you chose to postpone or declined after we recommended them

Extended warranties and insurance. We do not bill extended warranty companies or insurers directly. You pay us at the time of service, and we provide an itemized invoice, diagnosis notes, photos, and any forms needed so you can submit your own claim for reimbursement. Whether your claim is approved, and how much is paid, is between you and your warranty company or insurer.

7. Limits of Our Responsibility

Pre-existing conditions. RVs often have hidden wear, prior repairs, water damage, or corrosion. We are not responsible for pre-existing damage or defects, or for problems uncovered during a repair that we did not cause. We will tell you about anything significant we find.

Diagnostics. Diagnosis is based on the symptoms present and the tests we can perform on site. Intermittent problems may not show up during our visit, and some faults only appear after one problem is fixed.

Older and worn components. When working on aged, corroded, or brittle components (such as old sealant, fasteners, or plastic fittings), some breakage can happen despite reasonable care. We will tell you before continuing if we expect that risk.

Limitation of liability. To the fullest extent allowed by law, our total liability for any claim related to our services is limited to the amount you paid for the service that gave rise to the claim. We are not liable for indirect or consequential losses, such as lost trips, campground or lodging fees, lost use of the RV, or food spoilage.

Nothing in these Terms limits our liability for fraud, willful misconduct, gross negligence, personal injury caused by our negligence, or anything else that cannot be limited under California law.

8. Using Our Website

Information on the site. Our website, blog, and videos offer general information and tips. They are not a substitute for an in-person inspection. If you attempt your own repairs, you do so at your own risk. Always follow manufacturer instructions, and never work on propane or high-voltage systems unless you are qualified.

Online booking and purchases. Our site runs on Wix and uses third-party tools for booking, payments, and invoicing. When you book or pay online, those providers' terms and privacy policies also apply. Product availability, descriptions, and prices may change, and we may cancel and refund an order if an item is unavailable or was listed in error.

Accounts. If you create an account on our site, keep your login secure and give accurate information. You are responsible for activity under your account.

Reviews and submissions. If you submit a review, photo, message, or other content, you confirm it is honest and yours to share, and you allow us to display it on our website and marketing. We do not publish customers' personal details without permission.

Our content. The text, photos, logo, and design on this site belong to On-Site Mobile RV Repair LLC or are used with permission. Please do not copy or reuse them without our written permission.

Third-party links. Our site may link to other websites, such as parts manufacturers or review platforms. We are not responsible for their content or practices.

Privacy. Our Privacy Policy explains how we collect and use your information.

9. Disputes, Governing Law and Changes

Talk to us first. If you are unhappy with our work or a charge, please contact us directly before filing a dispute. Most problems can be fixed with a phone call or a return visit.

Governing law. These Terms are governed by the laws of the State of California. Any legal action related to our services or website will be brought in the state courts located in San Joaquin County, California, including small claims court where eligible.

Changes to these Terms. We may update these Terms from time to time. The version posted on our website when you book or use the site applies. The effective date at the top shows when they were last updated.

Severability. If any part of these Terms is found unenforceable, the rest remains in effect.

10. Contact Us

On-Site Mobile RV Repair LLC Veteran-owned mobile RV repair serving Stockton and the San Joaquin Valley

- Phone or text: (209) 901-7667
- Email: rob@on-site-rv.com
- Website: on-site-rv.com