



Here are the ins and outs of receiving your new Happier Camper!

In order to better facilitate your first adventure, Happier Camper can help you select the best logistics option for you: shipping or picking up at our headquarters in Los Angeles.

The Logistics Form will be sent to you upon finalizing the purchase of your camper. This will be your opportunity to let the Logistics team know your delivery preference as well as your availability. The information that you provide here will also help with the preparation of your final documents.

LOGISTICS 101: YOUR OPTIONS

SHIPPING

Happier Camper can coordinate your camper's shipment to your preferred location. We'll share insights into this process and the associated fees in this guide.

PICK-UP

Whether you live close to our headquarters or are ready for an epic road trip, picking up at our HQ is a fun way to kick off your first adventure in your new Happier Camper.

STORAGE

Customers are required to be ready to receive their camper soon after it is completed. Once your camper is completed, we can store it complimentary for **one week**. Any additional storage time will incur storage fees. [Filling out the logistics form](#) as soon as possible will help us coordinate your camper's logistics better and help you avoid any fees.

SHIPPING INFORMATION

PROCESS

After filling out the Logistics Form, we reach out to confirm your information via email. We also send the Transportation Agreement, which reviews important information relayed from the transportation company.

When your camper enters production, we begin coordinating your camper's transportation. Once your camper is completed, we ship your camper with the next available shipment based on your availability.

FLEXIBILITY REQUIRED

We require you to be flexible to receive your camper. Variables such as road conditions, weather, traffic, our shipper's schedule, and (most importantly) the number of hours a driver is allowed to drive per day impact your delivery schedule. We want to make sure our drivers are safe and following regulations.

Due to these factors, we do not guarantee an exact delivery date or time and appreciate your flexibility.

COMMUNICATION

The [Happier Camper Logistics team](#) will work with you to coordinate your shipment and answer any questions you have.

Once your camper ships, we will notify you and share the transportation company's contact information. They will continue communicating with you any updates from the driver.

The driver will contact you 1-2 days before delivery to notify you of a delivery range and time.

TRANSPORTATION METHOD

Happier Campers are delivered on flatbed trailers. The size of these flatbeds restrict them from delivering to certain areas.

Restrictions include (but not limited to):

- Dead-end streets
- Narrow streets
- Sharp & tight turns
- Dirt roads
- Steep roads
- Busy intersections
- Islands
- Exclusive tolls or bridges
- Road closures

It is the transporter's discretion where they deliver. If the driver cannot deliver to your road because of the conditions mentioned above or similar, the driver will select a more suitable location.

SHIPPING OPTIONS

SHIPPING WITHIN MAINLAND USA

Your camper will be either shipped directly or go through a transfer.

If your camper goes through a transfer, this may add a few weeks to your delivery time.

Shipping fees within mainland USA range from \$1.25 - \$1.75 a mile set by the transportation company plus a \$400 administration fee from us.

CANADIAN SHIPPING OPTIONS

If you live in Canada, there are four shipping options:

Direct Shipment: This requires two transportation companies; an American shipper first ships the camper to a location close to the Canadian border. A Canadian shipper then picks up the unit and crosses the border to your desired Canadian destination.*

Canadian Showroom: You can ship your camper to our Canadian Showroom in Ontario, which will be the same process from above.*

Pick-up in USA near the Canadian border: This Canadian shipping option requires the most flexibility. Given the conditions of our shipper and variables such as traffic and weather, the shipper sometimes makes last-minute changes to the pick-up schedule. If you're on a tight deadline or can't accommodate changes to your schedule easily, this wouldn't be the best option for you.

Picking up at our Shipper's HQ in Ohio: Our shipping company is headquartered in Ohio. They can bring the trailer from Happier Camper HQ in LA to their secure lot in Huntsville, Ohio for you to pick-up.

***Please contact our Logistics team to get a quote.**

A Note on Brokers and fees: You are required to pay for Canadian importation fees and tariffs. If shipping, a broker is required. You can use our recommended broker who works well with the transportation company we use. However, you are welcome to use your own.



Your camper will be wrapped prior to shipping to keep it safe and clean while it's on the road!

SHIPPING IN LOS ANGELES

If you live within 50 miles of our headquarters, you qualify for direct shipping from Happier Camper. For a fee, we can ship your camper on a flatbed or tow it to your door.

OTHER SHIPPING LOCATIONS

Hawaii, Alaska, and International Shipments: Happier Camper can only coordinate the delivery of your trailer to a shipping port. If you live in Hawaii, Alaska, or abroad, you must facilitate the shipment of your camper directly yourself.

We cannot ship to other countries except for Canada. At this time, our trailers meet the USA's NHTSA, the National Highway Traffic Safety Administration, safety requirements. Our trailers may not meet the requirements of other country's requirements.

SHIPPING: PAYMENT & FEE SUMMARY

PAYMENT

Your camper must be paid in full prior to your camper's shipment. We cannot release campers to the logistics company until they are paid in full. Failure to process your final invoice promptly may result in shipping delays and additional fees.

TAXES

You are subject to pay taxes if shipping within California. If shipping outside of California, taxes will be collected upon registering your camper.

FEES

If you choose to ship your camper, the Logistics team will provide you with a shipping quote prior to your camper's completion. Once you approve the quote, we will coordinate your shipment with the shipper.

We work with our shippers to get you the best rate possible. As a result, we cannot alter the shipment once your reservation is confirmed.

PICKING UP AT LOS ANGELES HEADQUARTERS

SCHEDULING YOUR PICK-UP

The Logistics team will reach out to you to schedule your appointment once your camper is in production. If you need any significant notice (more than two weeks) to make arrangements, please contact the Logistics team as soon as possible.

SAFETY MEASURES

The health and safety of our team as well as our customers is our top priority.

Currently, we have implemented a “socially distanced” curbside pick-up. This includes a tutorial with your sales consultant via a mobile video call (either Google or FaceTime) or an in-person tutorial with a Happier Camper team member. Either way, we'll work to make you confident enough for your first journey with your trailer.

In addition to the tutorial, a technician will be available to connect your camper to your vehicle should you need assistance.

We are here to help. If you need additional accommodations during your pick-up, please reach out.

TOWING PACKAGE

Prior to your arrival, please ensure your car is equipped with the proper towing equipment. If you are not prepared to safely tow your camper, we will have to reschedule your pick-up.

- 7-pin plug
- 2-inch ball
- Class II hitch

If you are unsure, please reference our [Towing Guide](#) in our [resource center](#).

PICK-UP: PAYMENT & FEE SUMMARY

PAYMENT

Your camper must be paid in full in order to pick-up your camper. We cannot release campers until they are paid in full.

TAXES

You must pay the 9.5% Los Angeles County Sales Tax if you are picking up your camper. If you are outside of Los Angeles County, please check in with your local DMV to ensure that the sales tax you pay will reciprocate when you register your camper. Some DMVs may charge sales tax again.

FEES

There are no fees for picking up your camper at headquarters.

NEARBY CAMPING SITES

Looking to camp on your way back home? There are a few spots you can check out:

- Malibu Beach RV Park
- Chilao Campground in Angeles Forest
- Bonelli Bluffs RV Resort & Campground
- Crystal Cover in Orange County
- Joshua Tree National Park
- Point Magu State Park

