

# HAPPIER CAMPER RESOURCES

## Roadmap to Happier Camper Ownership



Because Happier Camper is a manufacturer (not a dealership), joining the Happier Camper family is a unique process. This guide will help prepare you for the sales process to support our growing business and join our robust community.

## OVERVIEW

### 1. ECOMM DEPOSIT + EDUCATION

The \$2,500 eComm deposit is a mandatory step. It will secure your place in the production queue. Whether you choose to work with a sales consultant before or after placing your deposit, our team will guide you through our different models and packages to determine the best package for you. Please note, you will have 10 days to complete step 2. Otherwise, we will refund your deposit and you will lose your place in the production queue.

### 2. CUSTOMIZE YOUR BUILD + SIGN SALES CONTRACT

Your Sales Consultant will help you build your dream camper. Once you have your customized order, we will email your quote and the sales contract. Once you sign both the quote and the sales contract, you have officially bought your camper!

### 3. \$15,000 DEPOSIT

Once we have received your signature, we will send you a deposit invoice for \$15,000. You will have 10 days to send us this deposit. If you are financing, please refer to the Financing section on page 3, under section 3.

### 4. LOGISTICS INFORMATION

The Logistics Team will send out the Logistics Form. This is a mandatory form that will inform us on your choice of pick-up or shipment of your camper. Once it is complete,

we will finalize your invoice with shipping and/or taxes. It also allows you to confirm the name(s) and address to be included in your final documentation. For more information, please refer to the Logistics Resource form.

### 5. PRODUCTION UPDATES

Your camper will be in the queue for several weeks before starting production. You will receive two main updates from our Production Admin Team: once it enters production and when it enters final production. This team will also send you updates if there are any anticipated updates or delays in your camper's production.

### 6. FINAL INVOICE

Once your camper enters production, you will have one week to pay your final invoice. If we do not receive payment, we will halt your camper's production until payment is received. You are more than welcome to request an invoice before this stage to ensure there are no disruptions with your camper's production.

### 7. TUTORIAL + OTHER RESOURCES

Once you receive your camper, your Sales Consultant will reach out to you to schedule your virtual tutorial. Please note, if you wish to pick your camper up at HQ, our team on the ground will provide you with a tutorial upon pick-up. During your tutorial, your Sales Consultant will review your custom order and share the ins and outs of how to use your Adaptiv® system. They will also review your final documentation provided, as you will need this to register your camper.

**Each step is reviewed in depth in the following pages. Please contact us if you have any questions.**

# 1. ECOMM DEPOSIT + EDUCATION

## ECOMM DEPOSIT

You can place your \$2,500 deposit on our website in our Order page. Choose the model you want, and then click checkout. Placing a deposit secures your spot in the production queue. You will have 10 days to finalize your custom build and sign the sales contract once you have made your eComm Deposit.

## RESEARCH

There are ample resources available to learn about the Happier Camper product suite. We recommend you take a deep dive into the Happier Camper website, especially the Resource Center.

Want to see some of the ways our customers have built out their custom Happier Camper? Our Instagram is a great way to see some of the accessories and components in action.

You'll also want to make sure you fully understand the Nature of Fiberglass Products. Fiberglass is the perfect material for our trailers: it's lightweight, strong, and with proper care and maintenance, it can last you for generations. *It's worth noting these fiberglass trailers can sometimes experience small cosmetic cracks, such as gelcoat cracks, that won't interfere with your enjoyment or use of the trailer.*

## CONNECTING WITH A SALES CONSULTANT

Once you've explored the information we have on the website, a Happier Camper sales consultant can help you design the camper of your dreams. Our team of sales consultants are experts in adventure. They can make recommendations on the different components available to you to configure a camper of your own, no matter where you live or work from.

Just contact us via the Get in Touch form on our website to get started.

## VIRTUAL SHOWROOM TOUR

Though there may not be a showroom near you, it's still possible to get a good "feel" of our campers by visiting us virtually!

Schedule a Virtual Showroom Tour (VST) to learn more about our product suite and customization options. This typically runs about an hour and is hosted on a video call via Google Meet. After the call, you will feel a lot more confident about the right model and package for you, with an initial camper build to review. Our sales consultants are here to guide you and will be able to answer any questions you have.

## NATURE OF FIBERGLASS

Before we finalize your order, your sales consultant will help make sure a fiberglass trailer is the best choice for you. They'll review the [Nature of Fiberglass](#) with you so you're aware that things like condensation build up, small cosmetic cracks, and [little leaks](#) often occur in trailers (not just fiberglass).



# 2. CUSTOMIZE YOUR BUILD + SIGN SALES CONTRACT

## CUSTOMIZE YOUR BUILD

Once you've had your questions answered during a VST, you can build your order with your sales consultant.

You'll sit down (may be virtually) with a sales consultant to review each of the accessories and components in depth before adding the items that will work best for your needs.

At this point, it would be helpful for you to have a good understanding of what kind of camping you'll want to do.

Some good questions to ask yourself are:

- Do you want to stay mostly in campsites or off the beaten path, gravel or dirt roads?
- Do I want to use sensitive electronics, such as my laptop or photography equipment, while camping?
- How many people will I be camping with?
- Will I be using this camper for my business?

One of the benefits of the Adaptiv system is that you will always be able to swap out components and change up your configuration as you go. Many of these items can even be shipped as after-market accessories. However, when making your initial camper order, it is important to select anything you need to build-in or install into the fiberglass from the beginning.

Options such as a solar panel, heater, fiberglass bunk, or a concession window require cutting into the fiberglass. The cost of labor to install these components will be included in the cost of your camper. If you decide to add these components later, you'll have to pay for the cost of labor out-of-pocket.

## PURCHASING YOUR HAPPIER CAMPER

Once you are ready to join the Happier Camper family, the sales consultant will send you your final quote for you to review and sign. In addition to that, your sales contract will be sent out for your signature. By signing, you are agreeing to the terms and conditions of the sale. You will have officially become part of the HC Family once signed!

## ORDER CHANGES

At the moment, we do not accommodate order changes after signing your contract. Please contact us if you have any questions about your order.



### 3. \$15,000 DEPOSIT

#### PAYMENT INFORMATION

Once we have received your signed sales contract, we will send you a deposit invoice for \$15,000. You can pay via wire transfer or through the link available on the invoice. You will have 10 days to send us this deposit.

#### FINANCING INFORMATION

Happier Camper is proud to announce that we are RVIA Certified, making it easier for you to finance your camper. When and if you choose to finance, we highly encourage you to connect with us to prepare your initial custom build to determine special financing deposit rates available to you. In addition to the RVIA status, you can find the Happier Camper Suite listed on the National Automobile Dealership Association database.

While many of our customers have been successful in acquiring financing options through their local bank and/or federal credit union, you can also apply through LightStream to compare the best options for you.

To get started, ask your sales consultant for the financing form that you can provide to your lender. Feel free to connect us with your loan officer directly should they require additional information.

### 4. LOGISTICS INFORMATION

#### LOGISTICS FORM

The logistics Team will reach out to you to confirm the details of your pick up or shipment by sending out the Logistics Form. This is a mandatory form that will inform us what your option is. For more information about your options, please refer to the Logistics Resource page.

#### TAXES

Taxes must be paid if you are picking up/shipping to California. If you pick up your camper at headquarters in Los Angeles, you'll have to pay LA Sales Tax on your unit, even if your residence is out-of-state. Most counties and states allow tax reciprocity. Since each county and state has different fees and rules associated with registering or insuring a travel trailer, we recommend researching these requirements beforehand. This way, you know what to expect prior to receiving your camper.



### 5. PRODUCTION UPDATES

#### PRODUCTION QUEUE

Once your deposit has cleared, your order is submitted to the production queue. This is the phase of the production process in which you are waiting for your camper to enter fiberglass production. This takes several weeks, and we will not be able to offer a concrete date for when fiberglass production will begin. This is because there are many variables that affect the production timeline of each custom fiberglass trailer.

#### MAIN PRODUCTION UPDATES

You will receive two main production updates from our Production Admin Team. We will notify you when your camper enters the first stage of production and the second stage of production. In the first stage, your camper's fiberglass shell is handcrafted and placed on a chassis. The second stage is when your camper enters final production. During final production, we install your custom upgrades and your Adaptiv® configuration.

#### COMPLETION WINDOWS AND DELAYS

Happier Camper provides seasonal completion windows estimates to help accommodate changes in the production schedule. These windows are a "moving target". An example of something that may shift the production schedule of your camper would be changes in or disruptions to our supply chain. Customers must be comfortable with this prior to making a purchase.

It's important to note that each Happier Camper is custom-built to order and the production of every camper will last for a different length of time. If there are any delays, the Happier Camper team will be proactive about reaching out to you. *We encourage you to remain flexible about your camper's completion date.*

Your completion window will not be set in stone, but we'll help narrow it down by the time your camper enters production. *We don't recommend committing to any plans until the Happier Camper team has confirmed your pickup or shipment date in an email.*

#### HC LABS

Since innovation is at the heart of what we do, Happier Camper products are never static. Some of the components you see now may have a new design by the time you receive your camper. Every design change we make is to help promote the longevity, durability, and enjoyment of your camper. You can learn more about our innovation process by checking out HC Labs.

### 6. FINAL INVOICE

You'll receive your final invoice when your camper has entered the first stage of production. Once you receive your invoice, you will have one week to pay your invoice. If we do not receive payment within one week, your camper's production will be paused until it is paid. You may request your invoice at any time, if you would like to pay before your camper enters final production.



## 7. TUTORIAL + OTHER RESOURCES

### TUTORIAL

Once you have your camper in hand, your sales consultant will have a one-on-one training session with you to walk you through your camper's accessories and components. If you have any questions about your camper after this scheduled tutorial, you're always welcome to reach out to your sales consultant or our Support team!

### MAINTENANCE

If you haven't owned a fiberglass trailer before, you'll need to be ready to fix and maintain it for years to come. As opposed to other fiberglass objects like hot tubs or bathtubs (which are stationary throughout their lifetime), Happier Campers, like fiberglass airplanes, endure a lot of jostling while in transit. This can result in these minor cracks developing (like what you see in private aircraft). There is no way to truly avoid them but remember, they are completely normal and can be expected.

You can always reach out to the Happier Camper team whenever you have a question about your fiberglass travel trailer, production, custom options!

### HOW TO REGISTER YOUR CAMPER

You are responsible to register your camper. Please note that each municipality may have different regulations about registering a travel trailer. You should be aware of these requirements prior to registering your camper. Generally, this must be done within the first 30 days of ownership to prevent any fines.

### SUPPORT

The Support team will always have your back! They are available to help you diagnose or troubleshoot any issues you have with your camper. They can help clarify if an issue is covered by your warranty and can recommend a service provider should you require any repairs. Contact them by phone (844-755-2267, #2) or email ([support@happiercamper.com](mailto:support@happiercamper.com)).

### WARRANTY

Happier Camper, Inc. warrants the trailer to be free from defects in workmanship for a period of 12 months from the ship date or pick up when in normal use. Gel-coat finish: Cosmetic hairline cracks, "spider cracks", and/or chipping are not considered to be defects under this warranty. Our obligation under this warranty shall be limited to make good any part produced or assembled by Happier Camper, Inc.

