MAVERICK OUTDOORS



FOR OUR CUSTOMERS

Your Maverick Build Journey

Every step from your quote to your first trip: what happens, when, what you pay, and how we'll keep you in the loop.

WELCOME

Your journey at a glance

Thanks for considering a Maverick. This guide explains every step from your quote to your first trip: what happens, when, what you pay, and how we'll keep you in the loop. Your own dates and amounts are always on your latest quote.

1. **Your quote**
   Build your van on our configurator or with us on a call, and we'll send a full quote, usually the same day. It's valid for 30 days.

2. **Book your build slot**
   A £500 deposit holds your slot, starts the search for your van and holds your quote prices for 6 months.

3. **Your van**
   We find a van to your brief at cost, or you bring your own. If you buy one yourself, we can arrange to get it to us.

4. **Choose your spec**
   A call or visit to finalise colours and options, with photos and samples to help. We aim to confirm everything 10 weeks before drop-off.

5. **Lock your order**
   You sign your order confirmation online and pay your 50% conversion deposit, and we order your parts.

6. **Drop-off**
   About 30 minutes at the workshop. Your 25% drop-off payment is due on the day.

7. **The build**
   Your van is with us for about 5 weeks, and we send photos as each stage is finished.

8. **Collection and handover**
   We walk you through everything, and you pay the final 25% less your £500 deposit.

9. **Life on the road**
   Your 2-3-5 year warranty, a yearly Maverick Health Check to keep it valid, and a team who are always a message away.

PAYMENTS

What you pay and when

You pay in four stages, each just before we commit to the next stage of your build. Every payment request comes by email with an invoice, and your quote always shows the exact amounts.

STAGE 1 · WHEN YOU BOOK

£500

Build slot and van sourcing deposit

Holds your slot and your quote prices for 6 months.

STAGE 2 · ABOUT 10 WEEKS BEFORE DROP-OFF

50%

Conversion deposit

When you confirm your options and sign your order.

STAGE 3 · DROP-OFF DAY

25%

Drop-off payment

Due when you bring your van in.

STAGE 4 · COLLECTION DAY

25%

Collection payment

Less your £500 deposit, cleared before you drive away.

On a £26,872 core conversion that's £500, then £13,436, £6,718 and £6,218.

- All our prices include VAT at 20%.
- Your quote is valid for 30 days. Once you've paid your £500, the prices on it are held for 6 months. Anything you add later is priced at the current price list.
- The £500 deposit is non-refundable, and it comes off your final payment.
- We keep our prices the same for everyone and don't discount, so you can be sure everyone pays the same as you. If budget is tight, we'll gladly show you where the spec could change.
- We supply vans we source for you at cost, with no margin added.
- Payment is by bank transfer. **Our bank details never change.** If you ever receive a message saying they have, call us on 01926 504452 before paying.

FRONT SEATS

Front seats and captain's chairs

Most vans come with a driver's seat and a double passenger bench, and that's what our quotes assume. If you'd like two single front seats (captain's chairs) instead, tell us early, because it affects which van we look for.

Included

Driver + double passenger bench

Seats three up front.

£1,995

Captain's chairs: we swap the bench for a single seat

The new seat may not match your existing upholstery exactly, and it has one armrest.

Included

Your van already has a single passenger seat

No swap needed. Buying your own van? One that already has a single passenger seat saves you the swap.



YOUR SPEC

Choosing your spec

We aim to have every choice confirmed 10 weeks before your drop-off. Some parts take weeks to arrive, and each one has to be ordered in time for your build. That date shows on your quote as "Changes allowed until".

We'll guide you
Expect a spec call or visit, photos of past builds, and samples of anything you're unsure about.

Some choices come first
Seats, the bed and a few other parts have the longest lead times, so we'll ask about those early.

Need longer?
Just tell us. We'll agree in writing which choices can wait, and the date each one is needed by.

Every change gets a new version
Your quote carries a version number (v1, v2, v3…) and lists what changed, so you always know which one is current.

Changes after ordering
Once a part has been ordered, we've already paid for it. A change is still usually possible, but it costs the new part as well and can move your dates. We'll always tell you before anything is changed.

Locking your order
When everything is confirmed, we email your Order Confirmation with our Conversion Agreement and Warranty Terms. You'll then get a separate email from Google to sign it electronically, which takes a minute.



BEFORE YOU BOOK

Good to know

We'd rather you hear these now than after you've booked.

Full conversions only
We convert from a bare panel van. If your van has been part-converted, it needs stripping back to bare panels first, with no carpet or ply.

Outdoor shower
This comes with the 35L underslung water tank (£945). It can't run from the standard 12L container.

Alarms
A carbon monoxide alarm comes as standard with the diesel heater. We can add a smoke alarm on request.

No touchscreen
We've found the free Clayton app does the job better. It shows your battery level and switches your 12V and 230V power from your phone.

Brighton layout
This layout takes a single induction hob only.

Wheels, tyres and exterior extras
These are priced once our supplier quotes, so they show as TBC on your quote until then.

Windows already fitted
Back door windows already fitted take £200 off. Front quarter windows already fitted don't change the price.

Existing lining
If your van has ply or wood panelling, we remove and dispose of it for a charge.

Bodywork
We don't do bodywork, including extra locks beyond the factory ones.

Your build slot
We can only fit what's on your order. We can't take on extra jobs at drop-off, or fit anything left with the van, unless we've agreed it in writing first.

Storage
We only charge for storage in two cases, at £10 a day: if your van is with us more than 8 weeks before your build starts (for the days beyond those 8 weeks), or if you decide not to go ahead with the conversion.

KEEPING IN TOUCH

How we keep in touch

Tilly looks after you from your first message to long after you've collected your van. We reply within 2 hours in working hours, and usually much sooner.

WHATSAPP · 07466 486276

For quick things

Quick questions, arranging calls, and photos of your build as it comes together.

EMAIL · HELLO@MAVERICKOUTDOORS.CO.UK

For anything official

Every quote version, your choices, dates, invoices and any change.

- If we agree something on WhatsApp or the phone, we'll confirm it by email the same day. Please reply to confirm, because the emailed version is what we build from.
- Every email about your build starts with your reference number (for example MAV-1674), so it's easy to find.

THE BIG DAYS

Drop-off, the build and collection day

01

Drop-off day

- It takes about 30 minutes. We inspect the van with you, answer any questions, and show you round if you haven't visited yet.
- Bring your keys. Please make sure the van hasn't been modified since your quote, and take out your belongings.
- Your van is insured while it's with us, including when it's driven to specialist fitters. Tax or SORN stays with you.
- Your 25% drop-off payment is due on the day.

02

During your build

- Your van is with us for about 5 weeks. Work may start a few days after drop-off, depending on our workshop schedule. That's planned in, and your collection date already allows for it.
- We send photos on WhatsApp as we finish each stage.
- If we find anything that needs your decision, or would change the price or your dates, we'll email you with photos. Nothing extra happens without your written OK.

03

Collection day

- About a week before your van is ready, we'll book your collection and send your final invoice.
- At handover we walk round the van together and show you how everything works: the pop-top, bed, seats, power, water and heating.
- Your final payment (25% less your £500 deposit) needs to have cleared before you drive away. Sending it before you set off makes the day easiest.
- Please arrange your insurance from collection day.
- Completed vans need collecting within 7 days of us letting you know they're ready.

AFTERCARE

Your warranty and looking after your van

Every Maverick comes with our 2-3-5 year warranty.

2
YEARS FROM COLLECTION
The whole conversion
Parts and labour on our workmanship and every component we fit.

3
YEARS · THE PART ITSELF
Webasto heater
We're a Webasto qualified and approved installation centre.

5
YEARS · THE PART ITSELF
Pop-top roof and Clayton power unit
The roof over your bed and the heart of your power system.

The 3- and 5-year cover runs from the date we buy the part, which is after your conversion deposit and before drop-off. After the first 2 years, labour to diagnose and fit a part is charged at £80 + VAT per hour.

To keep your warranty valid, follow the maintenance guide we give you at handover and book a Maverick Health Check every year. The main points are:

- Drain the water system fully before frosty weather, and treat it with a de-calcifier every three months.
- Charge the power unit fully before storing the van, and switch the Clayton off when it's not in use.
- Secure the pop-top properly before driving, and polish it once a year.
- Don't store heavy items in the overhead cupboards.
- Book your Maverick Health Check every 12 months, within a month either side of the anniversary of your collection. We'll remind you.

If something isn't right, email us with photos or a video. We'll talk you through a fix remotely if we can, or book you in.

EVERY YEAR

Your yearly Maverick Health Check

A thorough check of your conversion at our Warwick workshop, so small things never become big ones.

- **Power:** your Clayton unit and battery, charging from solar, hook-up and driving, and every 230V and 12V circuit
- **Water:** pump, taps, tanks and pipework checked for leaks, and the drain-down valves
- **Heating and kitchen:** a Webasto run test, the carbon monoxide alarm, fridge and hob
- **Pop-top:** canvas, seals, struts, hinges and catches
- **Seats and bed:** the seat-bed, rails, seat belts and fixings, and swivels
- **Furniture and seals:** fixings, catches and blinds, window and roof seals, with damp readings
- **Your report:** written, with photos, for your records and ours

HEALTH CHECK

£149

Including VAT. About 90 minutes, once a year. It keeps your warranty valid.

Make a day of it

Add extras while your van is with us:

Full valet, inside and out	**£179**
Gel-coat roof polish and protect	**£99**
Pop-top canvas clean and reproof	**£89**
Upholstery deep clean	**£79**
Water system sanitise and descale	**£49**
Winter preparation	**£49**

All prices include VAT.

Live a long way from us? A habitation check from a workshop approved under the NCC Approved Workshop Scheme counts instead. Every fault or recommendation on its report needs putting right, so send us the completed report and proof the work was done (the workshop's invoice is fine) within the same window, and we'll keep them on your warranty record.

SELLING OR RENTING

Selling your van, or hiring it out

Selling?

The rest of your warranty can pass to the new owner. They register with us within 30 days of buying the van, pay a £50 transfer fee, and show it's been looked after, including its Health Check reports. We then put the warranty in their name. It's a real plus when you sell.

Thinking of renting it out?

Please talk to us first. Hire or rental use, including through peer-to-peer sites, may invalidate the warranty unless we've agreed it in writing.

MAVERICK OUTDOORS

CONTACT US

EMAIL	hello@maverickoutdoors.co.uk
WHATSAPP	07466 486276
PHONE	01926 504452
WORKSHOP	Unit 18, Space Business Centre, Plato Close, Warwick CV34 6YA (visits by appointment)
WEBSITE AND FULL TERMS	maverickoutdoors.co.uk/terms (valid from 10 November 2026)