



Warranty Handbook



Vehicle Protection: Reassurance guaranteed





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We (the dealer who sold you your vehicle) have provided your warranty. It applies as well as your legal rights as a consumer.

This handbook explains how your warranty works. Always keep this handbook in your vehicle.

Please make sure you fully understand the terms and conditions relating to the warranty and in particular the vehicle servicing requirements and the procedure for requesting a repair under this warranty.

When you receive the Welcome Letter, please check that it contains the correct details and tell us immediately if there are any mistakes.

The conditions of this warranty are set out below. We will only carry out repairs under this warranty if you agree to these conditions. Please take time to read them.

This warranty is not an insurance product.

- 1.** You must decide whether to authorise the repairer to take your vehicle apart. We will only accept the cost of taking it apart if this is part of an authorised repair under this warranty.
- 2.** We are not responsible for any statement or claim which contradicts the conditions of this warranty, unless we support the statement or claim in writing.
- 3.** We reserve the right to provide replacement parts and to carry out repairs under this guarantee or to arrange for their provision by other persons.
- 4.** We will not pay for more than the manufacturer's list prices for parts. If parts have to be ordered from outside the UK, we will pay only the UK price of an equivalent part. We will pay labour costs that are necessary to repair those parts, in line with the repairer's warranty labour rate. Actual repair times will be limited to those in the latest Glass's Guide Institute of Chartered Mechanical Engineers (ICME) manual or the manufacturer's recommended repair times. With every claim you make, you must provide a VAT receipt from the repairer, who must be authorised to carry out the repair.
- 5.** We reserve the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a qualified engineer.
- 6.** You have the right to cancel this warranty within 14 days of receiving this booklet and Validation Certificate. Should you wish to cancel within this period please contact either your supplying dealer or the administrator who will arrange cancellation and full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances if a claim has been made.
- 7.** If you don't follow the manufacturer's service schedules or maintain the vehicle as recommended by the manufacturer, this warranty will not apply if the problem was the result of you failing to follow the service or maintenance recommendations. When you have your vehicle serviced, your vehicle is allowed to be:
 - 500 miles either side of the service mileage; or



Warranty Conditions (continued)

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- four weeks either side of the time period given; whichever comes first.

It is important that you keep your service receipts as we may need them to confirm any repair request you make. We recommend that your vehicle is serviced by your supplying dealership.

8. If more than one part has failed at the time you contact the administrator, it will be dealt with as one claim.
9. This warranty is valid for breakdown in the United Kingdom (which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man). The warranty is also valid while your vehicle is outside the United Kingdom but within the European Union or the European Free Trade Association (Iceland, Liechtenstein, Norway and Switzerland) for up to 60 days a year.
10. This warranty does not cover the following:
 - a Any vehicle where the speedometer or milometer has been interfered with, altered or disconnected.
 - b Repairs, replacements or alterations we have not authorised.
 - c Routine servicing or maintenance and any failure due to wear and tear commensurate with the vehicle age/mileage.
 - d Repairs to vehicles which have been altered after you were provided with the warranty and that alteration has contributed to the failure or has failed itself.
 - e Any vehicle used, at any time, for hire or reward (such as taxis or driving school vehicles), any commercial vehicle that weighs more than 3.5 tonnes, any vehicle used in any sort of competition, rally or racing (this includes “track days”), or any vehicle used in providing a public service (for example, police vehicles or ambulances).
 - f Any liability for death, bodily injury, damage to other property or loss caused directly or indirectly by the failure or event giving rise to a claim under this warranty. However, this exclusion does not apply to any death or bodily injury caused by our negligence or that of our agents.
 - g Any damage due to any type of accident.
 - h Any damage which is a direct result of your or someone else’s (other than us or our agents) negligence or deliberate act.



Warranty Conditions (continued)

- i** Any parts which are replaced as part of normal servicing requirements.
 - j** Any loss, damage or failure which a qualified engineer appointed by the administrator thinks could have been avoided or was totally or partly caused by a lack of maintenance.
 - k** Any damage to non-covered or excluded components whether caused directly or indirectly by any covered repair.
 - l** Water ingress (including damage to covered parts caused by water).
- 11.** This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.
- 12.** Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
- 13.** If your claim is valid, we will pay for fault diagnosis charges subject to a maximum of £75 per claim including VAT or one hour of labour, whichever is lower.
- 14.** The period of the warranty is as detailed in the Validation Certificate. It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Validation Certificate. Additionally, if the warranty starts earlier than the date detailed in the Validation Certificate, because the manufacturer's warranty has expired earlier on mileage, then the expiry date of this warranty shall be earlier and reflect the period of warranty purchased/provided.



How to ask for a repair under this warranty

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Bring your vehicle to us, your supplier, and we will confirm that the warranty is still in force and the repair is valid. We will then handle the repair on your behalf. If you cannot bring the vehicle back to us please follow the instructions detailed below.

1. Take your vehicle to a VAT registered garage and provide them with the Warranty Handbook and your Welcome Letter.
2. The repairer must call our administrator by telephoning 0844 573 8002 for prior approval.

Our administrator will require details of:

- a The date that the fault was first noticed
 - b The vehicle mileage
 - c The reported fault
 - d Details of the parts being replaced including a full detailed estimate of parts and labour.
3. Our administrator will issue an authorisation number for the amount of the claim that they agree to.

4. The repairer should then make the invoice payable to AutoTrust and send the invoice to:

AutoTrust Warranty Administration
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG

5. Alternatively you may have to settle the invoice direct and claim the amount authorised by sending our administrator a copy of the invoice.



How to ask for a repair under this warranty (continued)

Important – Repair work must not commence until our administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.

Repairs Abroad

If a breakdown happens outside of the United Kingdom the following process applies:

- The repair must be carried out in countries who are members of the European Union or EFTA (European Free Trade Association).
- We will not pay more than the equivalent UK rates of labour charges and manufacturer's parts list prices at the date of repair.
- You should authorise the repair work yourself and contact our administrator for a refund when you return to the UK. Our liability is up to the claim limit set out in this handbook and detailed in the Welcome Letter we sent you.
- We will refund you in pounds sterling at the rate of exchange that applies at the time of the repairs, once we receive the original repair invoice.

Payment

Our administrator is not authorised to settle any amount until they have received the original repair invoice and, when requested, a completed claim form. These, together with the repair approval number, must be sent to our administrator.

To make sure you receive the highest levels of service, telephone calls to our administrator are recorded.

Temporary Replacement Vehicle

If your vehicle requires repairs which are covered by this warranty you may claim for a replacement hire car (UK only). Car hire is not provided for the first 24 hours of vehicle immobilisation or during any delay the repairer may have waiting for parts or commencing repairs. After this period we will refund your vehicle hire costs for up to a mid-sized saloon. You will be responsible for the cost of insurance, fuel and ancillary expenses. Please note that the maximum period for which you are entitled to a replacement vehicle following a single incident is seven days. Car hire must be from a recognised car hire company. A deposit may be required.

For authorisation, please telephone 0844 573 8002.



Maximum Claim Liability

The most the Dealer will contribute for each individual claim is shown on the Validation Certificate and is confirmed in the Welcome Letter accompanying this document, and will include VAT in total for each claim. In the event of more than one claim arising during the warranty period, the Dealer will only contribute up to the total value of the vehicle's purchase price in aggregate.

If your claim is valid, we will pay for fault diagnosis charges subject to a maximum of £75 per claim including VAT or one hour of labour, whichever is lower.

Important Information

How to make a complaint

We hope that you will be pleased with the service we provide.

In the unlikely event of a complaint, you should contact the administrator in the first instance on 0844 573 8002, or in writing to: The Customer Services Manager, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

This procedure is in addition to your legal rights as a consumer.

The AutoTrust Warranty is administered by Car Care Plan Limited.
Car Care Plan
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire
BD3 7AG

www.carcareplan.co.uk

Phone: 0844 573 8002 Fax: 0844 573 8108

Data Protection Authorisation Statement

In processing and managing this agreement, the administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG or by emailing CAPH_DPA@carcareplan.co.uk. We may charge you the statutory fee of £10 for this service.

Warranty Transfer (to a new owner)

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty to the new owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee. The transfer will be subject to our approval and the fee will be returned in the event of nonacceptance.

New Owner

Name

Address

Postcode

Telephone No.

Vehicle Reg. No.

Mileage at Transfer

Date of Transfer

Warranty Number

Warranty Holder's Signature

I/We have read and agree with the terms and conditions of this warranty and request its transfer.



Warranty Transfer (to a new owner)

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New Owner's Signature

Please check that all due services have been carried out as inadequate servicing may render this warranty void.

When completed this form should be sent with your cheque for £25 to:

AutoTrust Warranty Administration
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire
BD3 7AG

Please make cheques payable to:
Car Care Plan Ltd.

AutoTrust Warranty is administered by Car Care Plan Limited.
Car Care Plan, Jubilee House, 5 Mid Point Business Park,
Thornbury, West Yorkshire BD3 7AG

www.carcareplan.co.uk

Phone: 0844 573 8002 Fax: 0844 573 8108

