

Dealer Care Extended Guarantee

Welcome.

Please read this document carefully. It sets out the terms and conditions that apply to your Dealer Care Extended Guarantee that will enable you to gain the maximum benefit from the Guarantee - as well as explaining the things you must do to keep the Guarantee valid, such as having your vehicle correctly maintained and serviced. If you have any questions on the contents, please clarify them with our sales staff who will be happy to help.

What does the Guarantee provide?

The selling dealer has certain responsibilities under The Sale of Goods Act 1979 to deliver your new vehicle as described and fit for purpose and of satisfactory quality. Your new Vehicle will have undergone our pre delivery inspection to ensure Your Vehicle reaches You in the best possible condition. The aim of the Guarantee is to give you the opportunity to extend your Guarantee to cover faults which may develop after delivery of Your Vehicle.

What is covered by the Guarantee

The purpose of the Guarantee is to protect against the unforeseen mechanical breakdown of the specifically listed components. The Guarantee does not cover maintenance, components failing due to wear and tear, or components which are not listed.

The duration of cover and claim limit will be detailed on the schedule.

Definition of Mechanical or Electrical Breakdown

The definition of Mechanical Breakdown shall mean, the sudden and unforeseen failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence) causing a sudden stoppage of its function, necessitating immediate repair or replacement of the component before normal operation can be resumed.

If you need to make a claim

The Guarantee is administered on behalf of the selling dealer by AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ. If you suspect that you have a fault, which may be covered by the Guarantee, in the first instance return your vehicle to the selling dealer. Alternatively telephone 0844 854 1500 to contact AA Warranty who will advise you of the correct procedure to follow. No repairs may commence until AA Warranty has issued an individual claims authority number to you.

AA Warranty operate a nationwide network of nominated repairers who are fully conversant with our repair procedures and we reserve the right to use these repairers at our option to carry out repairs to your vehicle.

Important Notes

- Serviceing - Please ensure you comply with the service requirements detailed in the section headed 'Caring for your vehicle'.
- The Guarantee does not cover servicing or maintenance.

It is our aim to provide our customers with the most prompt, efficient and courteous response of any provider.

What is covered

The Guarantee

The Guarantee will contribute towards the cost of repairs required to Your Vehicle, due to unexpected Breakdowns occurring within the Period of Cover, limited to the maximum Claim Limit(s) as stated on the schedule.

All mechanical and electrical Components of the Vehicle are covered, where they were supplied as part of the manufacturer's original specification, other than:

Bodywork, paintwork, light units, interior and exterior trim, glass (including mirrors), handles, hinges and fasteners, exhaust systems, diesel particulate filter (DPF) (along with any consequential damage caused to the catalytic converter), alarms, tracker units, immobilisers, central locking remote control unit, in-car entertainment systems including LCD / television screens, satellite navigation systems, seats, seat belt systems and air bag systems. Workshop consumables and service/maintenance items which includes, but is not limited to; spark plugs, glow plugs, filters, brake and clutch frictional material, wiper blades and arms, drive belts, pipes and hoses, bulbs, batteries and fuses.

For any of the following services please contact Us on 0844 854 1500 for authorisation.

Continental use

The Geographical Limits of the Guarantee have been extended to cover Mainland Europe and Republic of Ireland for a maximum period of 60 consecutive days. Claims made (in line with the Terms & Conditions) during Continental Use will be reimbursed according to U.K. parts and labour costs at that time. Vehicle hire and recovery benefits are not available during continental use.

Hotel/Accommodation and rail fare

Should Your Vehicle suffer a mechanical Breakdown away from home and leave You immobile, the Guarantee will pay up to £100 inc. VAT toward the cost of Hotel Accommodation or Rail Fare expenses to get You home, (provided the Breakdown results in a valid claim under the terms of the Guarantee).

Recovery

In the event of a Breakdown resulting in a valid claim and when Your Vehicle is immobile (or if continued driving could cause danger or further damage) the Guarantee will pay up to £50 inc. VAT. towards the cost of recovering it to a repairing garage.

Please note the additional Recovery feature does not include all benefits that would be provided under AA Roadside Assistance cover.

Replacement vehicle hire

In the event of a valid claim, where the repairs cannot be completed within 8 working hours, the Insurer will contribute up to £50 inc VAT per day towards the cost of hiring a replacement vehicle.

Replacement vehicle hire is limited to a maximum of 7 days for any one claim. The first 24 hours of any rental period or delays resulting from the non availability of parts are excluded.

Important

Replacement vehicle hire, hotel accommodation, rail fare and recovery expenses will constitute part of the total claim and costs will be limited to the maximum Claims Limit as stated on the Schedule. Please make sure You provide bona fide receipts so that these costs can be reimbursed.

Optional additional cover

The following will only be included if selected as optional additional cover items on the Schedule.

Tipplers & Taillifts

The factory or recognised specialist fitted electrical or hydraulic unit including power take off unit will be covered against mechanical Breakdown. (Excluding: pipes, seals, brackets and unions, collision damage, tipper body and hinges, tail lift platform and guide rails).

Refrigeration Unit

The factory or recognised specialist fitted refrigeration unit will be covered against mechanical Breakdown. (Excluding: pipes, seals, brackets and unions, collision and frost damage).

For the purpose of clarity:

No claim will be rejected on the grounds of Wear and Tear where the Vehicle has covered less than 80,000 miles and is under 5 years old at the time of the claim.

Oil Seals & Gaskets

All oil seals and gaskets are covered for sudden failure (except where the failure is due to Wear and Tear).

Timing Belt

If the timing belt has been changed in accordance with the time / mileage requirements specified by the manufacturer (receipt required) it will be covered against Breakdown.

Casings

Should the failure of a covered Component result in damage to any associated casing the replacement will constitute part of the claim within the Claims Limit(s).

Working Materials

Where an authorised repair requires the replacement or topping up of oils, antifreeze or other fluids, or replacement of the oil filter, these costs will be accepted as part of the claim within the Claims Limit(s).

Labour and parts costs

Labour times that can be claimed under the Guarantee will be in accordance with the time given in Glass's ICME Manual and in line with the rates charged by Our nominated repairers unless agreed beforehand. We may ask the repairer to use guaranteed exchange units or factor parts when repairing Your Vehicle. Any costs We agree will be based on the prices for these parts.

Compensation and costs

The Guarantee is a contract of compensation which means that if the repairs to Your Vehicle result in the condition of Your Vehicle being better than immediately prior to the Breakdown, You may be asked to pay a contribution towards the costs.

How to Make a Claim

1. If at any time you suspect you have a fault covered by the Guarantee you should first contact AA Warranty (the Administrator) on: 0844 854 1500 during office hours where you will be advised of the best course of action to take. Your call may be recorded for training purposes and your own security. No repairs may commence until approval has been given by AA Warranty. You must take all reasonable steps to avoid further damage occurring.

2. We will require the following information: (Please have ready prior to telephoning).
 - (a) Your name, the Guarantee number and vehicle registration number.
 - (b) Confirmation that your relevant service schedule has been complied with and original receipts are available.
 - (c) Mileage at time of breakdown.
3. Take your vehicle to the AA Warranty Nominated or agreed repairer and obtain an estimate. The repairing garage must then telephone AA Warranty quoting the above Guarantee information and an exact cause of failure. AA Warranty operate a nationwide network of Nominated Repairers. We recommend the use of these repairers wherever possible.
4. The Guarantee holder must authorise the dismantling of any components for inspection. If a claim is accepted AA Warranty will reimburse the Guarantee holder the cost of dismantling as part of the total claim. (Important - if after dismantling no liability has been found the Guarantee holder must bear the cost of dismantling). Only the components specifically listed will be covered by the Guarantee. Labour will be allowed in accordance with the I.C.M.E. standard repair times. Diagnosis costs are the responsibility of the Guarantee holder.
5. If the claim is accepted by AA Warranty a Claims Authority Number will be issued for a specified agreed cost. Any costs in excess of this amount will remain the Guarantee holders responsibility. If a claim is made prior to receipt of the Guarantee a provisional authority may be issued. No payment can be released until confirmation of cover has been received by AA Warranty.
6. On completion of the repair an original, fully detailed, itemised invoice and any proof of servicing requested should be sent to AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ. Quoting the Authority Number with a clear indication to whom payment should be made. Photocopied invoices will not be accepted.
7. Fraud - If any claim is in any way fraudulent or if you or anyone acting on your behalf or with your knowledge or consent has used any fraudulent means, including inflating or exaggerating the claim or submitting forged or falsified documents, all benefit under the Guarantee shall be forfeited and the Guarantee cancelled and legal action will be taken.
8. Authorisation of repairs will remain valid for 30 days. If no further communication is made during this period the authority will be rescinded and the claim rendered null and void.

Important

It is not possible for AA Warranty to authorise any claim without issuing a Claims Authority Number. No repair may commence until explicitly authorised by means of such an Authority Number.

Complaints

Whilst every effort is made to provide customer satisfaction, you may have a complaint or dispute that is unresolved. Should you have any query or complaint regarding the Guarantee please contact:

The Claims Manager,
AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ.

Please quote the details of the Guarantee and in particular the Guarantee Number to help us deal with your enquiry efficiently.

If you are not satisfied with the way in which a complaint has been dealt with you should contact the selling dealer:

If you take any of the action mentioned above it will not affect your statutory legal rights.

Caring for your vehicle

The Guarantee will not cover faults attributable to or caused by lack of routine or regular maintenance and or service.

It is Your responsibility to ensure that Your Vehicle is maintained in a legal and roadworthy condition at all times (preferably by following the manufacturer's recommended service schedule).

Where the original service book is not available any servicing undertaken may be recorded in the section below. You should retain service invoices as these may be required for validation purposes.

Terms and conditions

The following terms and conditions apply. AA Warranty act as administrators for all aspects of the Guarantee on behalf of The selling dealer.

1. The Guarantee document and Schedule shall be read together as one contract and any word or expression to which a special meaning has been given shall have the same meaning wherever it may appear. Only the components specifically listed will be covered by the Extended Guarantee.
2. In the event of any occurrence giving rise to a claim, the Guarantee holder must advise AA Warranty as soon as is reasonably possible and must adhere to the claims procedure specified within this document. The Guarantee holder shall take all reasonable steps to avoid further damage occurring. No liability will be accepted for drive on damage after a fault has occurred.
3. The selling dealer's liability under the Guarantee will be limited to the claim limit as stated on the Schedule. Where a claim limit is retail value, it will be understood as being the retail value of the vehicle at the time of the claim, taking into account the mileage and condition adjustments as recommended in Glass's Guide.
4. AA Warranty on behalf of the selling dealer reserve the right to agree or nominate a repairer. Should the Guarantee holder elect to take the vehicle to a repairer other than that agreed or nominated, AA Warranty will accept the Guarantee holders choice. The liability in this case, will not exceed the labour and components costs as charged by the nominated repairer. AA Warranty reserve the right to remove the covered vehicle to a repairer of their choosing.
5. No repairs may commence until approval has been given by AA Warranty.
6. If You or anyone acting on your behalf make any claim knowing it to be false or fraudulent in any respect, the Guarantee shall be deemed null and void and You will be required to repay all sums paid in respect of any previous false or fraudulent claims. Legal action will be taken to recover costs and damages.
7. The selling dealer shall not be liable in respect of any claim covered by any other existing Extended Guarantee, Insurance or Warranty; manufacturer's recall; as a result of inherent design faults; or any agreement with any other motoring breakdown organisation.
8. The Guarantee is in addition to your legal rights and is not to be substituted for the suppliers liability.

9. It is the responsibility of the Guarantee holder to understand all warning lights and gauges and ensure they are operating correctly at all times. No liability can be accepted for drive on damage, neglect or abuse of any kind.
10. The geographical limits of the Guarantee is the United Kingdom except for use as described under 'Continental Use'.
11. No liability will be accepted for faults caused by wear and tear, freezing, overheating, intrusion of foreign or harmful matter, corrosion, neglect or abuse, lack of servicing, lack of lubrication or antifreeze, inadequate or interrupted supply of lubricant, gradual deterioration or replacement of components which have reached the end of their effective working lives.
12. No liability will be accepted for resultant damage to, or caused by components not specifically listed in this document, faults that existed on the vehicle at the time of purchase, attributable to the faulty previous repair or servicing of the vehicle, use of an incorrect grade or type of fuel or oil, faults found during routine maintenance or servicing or progressive failures.
13. Any third party claims, resultant losses, bodily injury, road hazard or fire damage claims or losses occurring as a direct result of impact damage are not covered by this Extended Guarantee.
14. Payment for parts and labour on parallel, grey and non U.K. specification imported vehicles will be restricted to the equivalent nearest U.K. specification. AA Warranty accept no liability for the lack of availability of parts or excessive delivery times.
15. The Guarantee will not cover faults caused by overloading or exceeding the maximum stated gross vehicle weight.

How to contact us

The Guarantee is administered on behalf of the selling dealer by AA Warranty.

AA Warranty
Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ.

Please read the Guarantee document carefully and keep it safe. You will need this document should You need to make a claim.

Important telephone numbers

Claims Line _____ 0844 854 1500

Claims Fax _____ 0844 854 1501

Customer Services _____ 0844 854 1504

e-mail _____ customerservices@AAwarranty.co.uk

Calls to these numbers are recorded for training and security purposes.