Warrantywise

Warrantywise warranty plan

EV

Welcome to Warrantywise

the UK's best used car warranty.

Your supplying dealer has provided this warranty as part of the vehicle sale to you and has chosen Warrantywise to administer it. Warrantywise is the UK's market-leading used car warranty provider and administrator.

Your dealer is providing a warranty like no other, and if your **vehicle** breaks down subject to the terms of the warranty, the following is included:

- 24/7 roadside assistance and recovery,
- **Parts** and labour garage repairs,
- **Vehicle** hire, hotel and travel expenses,
- Service throughout Great Britain, Northern Ireland, Isle of Man, Channel Islands and inside the EU,
- Repair limit up to the retail value of your **vehicle**.

This warranty is designed to keep your **vehicle** on the road and offers you **parts** and labour garage repairs plus many other related benefits that will assist in maintaining your investment.

We are really proud of our high level of customer satisfaction and the thousands of positive reviews we receive from happy customers. It is very important for you to understand **your warranty**, so please read each page carefully.

I hope that your **vehicle** will provide long and trouble-free service, but in the event you hit a problem, Warrantywise is here to assist.

Drive safely

Lawrence Whittaker
CEO Warrantywise

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Section A

Definitions.

The following words and terms have the meanings shown below whenever they are printed in bold in this document:

1. Addition

Any of the following items which may be included in **your warranty** and shown in **your warranty schedule:**

- Airbag
- Air-conditioning
- Driver assistance
- MoT failure
- Multimedia
- **EVB**

2. Administration fee

A fee of £50 to include our administration costs and expenses.

3. Approved repairer

A VAT registered garage business, whose performance is monitored and works on an account basis with Warrantywise. (If your **supplying dealer** has workshop and repair facilities, then they will probably be an **approved repairer**).

4. Breakdown

This is when a **part** stops working and requires repair or replacement to work again.

5. Consequential failure

This is where a component **part** (not necessarily included in **your warranty**) fails and this causes the **breakdown** of a **part** included in **your warranty.**

6. EVB

The batteries used to power your **vehicle**.

7. Geographical limits

Great Britain, Northern Ireland, the Isle of Man and the Channel Islands. (Your main home must be within this area).

8. Independent vehicle examiner

An independent **vehicle** expert (a third party) who is qualified in motor-**vehicle** engineering theory and practice, with specific knowledge and expertise relevant to your **vehicle** and the **part** being examined.

9. Level your warranty

This is shown on **your warranty schedule** and the terms applicable to **your warranty** are set out in section B

10. Manufacturer's service information

The operational information issued with your **vehicle** by the manufacturer, that includes details of the servicing requirements for your **vehicle.**

11. Part

A mechanical or electrical component **part** that forms **part** of your **vehicle's** original specification, and is included in the **level of warranty**, as shown in **your warranty schedule.**

12. Parts replaced in pairs

Parts that your **vehicle** manufacturer recommends should be replaced in pairs, even when only one of them has suffered a **breakdown** or **premature failure.** Examples include brake discs, brake drums, coil road springs, and hydraulic shock absorbers.

13. Period of your warranty

The number of months **your warranty** is in force as selected by **your supplying dealer** and as shown in **your warranty schedule.**

14. Premature failure

This is when a **part** (that is not a **worn-out part**) develops an unexpected fault, which if not repaired or replaced could (in our opinion) lead to a **breakdown** of the **part** within the **period of your warranty.**

15. Repairer

A full-time VAT-registered motor-**vehicle** repair business located within the **geographical limits**.

16. Repair cost

The total cost of **parts** and labour repairs, **additions**, **independent vehicle examiners**, roadside assistance, recovery, car hire, diagnostic charges, hotel and travel expenses (including VAT).

17. Repair number

This is a number we issue to you or your **repairer** as proof that a repair has been authorised.

18. Service items

Items replaced when your **vehicle** is serviced (as recommended by the manufacturer) as listed within the **manufacturer's service information**.

19. Single repair limit

The maximum amount that **your warranty** will pay towards any single repair as set out in **your warranty schedule**. It includes all charges against the **level of warranty.**

20. Supplying dealer

Your **supplying dealer** named on **your warranty schedule**, who sold your **vehicle** along with this **warranty.**

21. Total warranty value

This is the most **your warranty** will pay out during the **period of your warranty**. It will not be more than the retail value of your **vehicle** shown in **your warranty schedule** (including VAT).

22. Vehicle

The battery powered electric **vehicle** owned by you as specified in **your warranty schedule** and in your V5 registration document.

23. Warranty number

The unique reference number for **your warranty**, as shown in **your warranty** schedule.

24. Warranty schedule

Together with this booklet sets out further specific details of **your warranty**.

25. Warranty start date

The date **your warranty** starts, as shown in **your warranty schedule**.

26. Worn-out parts

These are **parts** that are worn-out and at the end of their expected service life.

27. Your warranty

This is **your warranty** which is provided by your **supplying dealer**.

Section B

What your warranty includes.

Your warranty is administered by (us) Warrantywise Limited (we trade as Warrantywise) 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

Your warranty provides the benefits set out in this booklet which includes the cost of **breakdown, premature failure** and **consequential failure** that happens to your **vehicle** during the **period of your warranty** within the **geographical limits** subject to the terms and conditions in this booklet and **your warranty schedule.**

Level of warranty

The **level of warranty** at **your warranty start date** as shown in **your warranty schedule**.

Note:
The **level of warranty** as selected by your **supplying dealer** will remain the same throughout the **period of your warranty.**

1. EV Plus

a. Parts Included

(i) This **level of warranty** includes:

a. all mechanical and electrical **parts** of your **vehicle**, excluding those **parts** listed in section E; and

b. all items listed in "c Other Items included" in this level EV Plus.

b. Labour rate

(i) This **level of warranty** includes the hourly labour rate of up to a limit of £50 per hour (including VAT) or any higher rate noted on **your warranty schedule.**

c. Other items included

This **level of warranty** also includes the following:

(i) **Oil seals**
Any oil seal causing a major oil or fluid leak (oil or fluid must be dripping) and need to be replaced immediately.

(ii) **Wiring and cables**
All wiring looms and cables.

(iii) **Parts replaced in pairs**
Brake discs, coil road springs, and hydraulic shock absorbers.

d. Your warranty

Your warranty will also pay for any **service items** which may be required in order to complete a valid repair.
Including fluids and filters.

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.

2. EV

a. Parts Included

Only the **parts** listed below are included in **level of warranty**. Any **part** not specifically described below is not included:

(i) **Auxiliary battery**

(ii) **Onboard charger**

(iii) **Electronic Vehicle Control Unit (VCU)**

(iv) **AC power inverter**

(v) **DC to DC converter**

(vi) **Traction motor**

(vii) **Braking system**
Brake discs, servo, master cylinder, wheel cylinders, callipers, vacuum pump, pressure-restrictor valve, brake pedal, handbrake lever and cable.

(viii) **Anti-lock braking system**
Electronic-control unit, ABS pump, actuator, modulator and wheel sensors.

(ix) **Power regeneration braking system**
Brake drums, motor/generator.

(x) **Driveshafts**
All internal mechanical and electrical **parts**.

(xi) **Thermal cooling system**
Radiator, water pump, cooling-fan motor temperature sensor and thermostat.

(xii) **Suspension**
Wheel bearings and cages, coil and leaf road springs, shock absorbers, wishbones, track-control arms and linkages, suspension pump, ball-and-swivel joints.

(xiii) **Steering**
Rack and pinion, steering box, power-steering rack and pinion, power-steering box, pressure pipes, idler box, hydraulic and electrical power-steering pump, reservoir, steering-column joints and bearings, track rod ends.

(xiv) **Electrical system**
Front and rear windscreen wiper motors and washer motors, electric-window regulators and motors, sunroof and cabriolet motors, electric window switches, sunroof switches, central-locking mechanism, key fobs, cruise-control unit, headlamp motors, horn, multifunction indicator-stalk switch, alarm control unit and siren.

b. Labour Rate

(i) This **level of warranty** includes the hourly labour rate of up to a limit of £50 per hour (including VAT) or any higher rate noted on **your warranty schedule**.

c. Other items included

(ii) **Parts replaced in pairs**
Brake discs, coil road springs, and hydraulic shock absorbers.

d. Your warranty

Your warranty will also pay for any **service items** which may be required in order to complete a valid repair.

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.

Section C

Additional warranty items.

1. Your warranty

Your warranty schedule will show which **additions** (if any) are included in **your warranty**. The following terms and conditions will apply to any **additions** included:

2. Limits on repair cost

(a) The maximum **repair cost** we will pay in connection with any **addition** is shown on **your warranty schedule**.

3. Airbag

(a) This is to pay for the **repair cost** due to **breakdown** or **premature failure** of any component **part** of your **vehicle's** airbag system.

(b) **Things not included:**

(i) Any component **part** of the airbag system that needs to be replaced due to accident, impact or shock.

(ii) Any repair where the airbag has previously been deployed.

4. Air-conditioning

(a) This is to pay for the **repair cost** due to **breakdown** or **premature failure** of your **vehicle's** air-conditioning system.

(i) **Parts Included:**

- Compressor
- Condenser
- Receiver Dryer
- Air Conditioning Clutch
- Pressure Sensors

(b) **Things not included:**

(i) Any component **part** of the air-conditioning system where the **breakdown** or fault is due to accidental damage, corroded pipes or wiring.

(ii) Re-gassing or pressurisation of the system (unless required along with an authorised repair.)

5. Driver assistance

(a) This is to pay for the **repair cost** for the **breakdown** or **premature failure** of one component **part** of the following systems, providing it was fitted to your **vehicle** by the manufacturer as original equipment:

- Active parking control.
- Braking control.
- Cruise control.
- Easy-entry steering column.
- Electronic stability program (ESP) curve assist.
- Cameras.
- Gesture control systems.
- Heads-up display and control unit.
- Heated steering wheel.
- Lane-keep assist.
- Outside temperature gauge.
- Remote boot open/close.
- Soft-close door locks.
- Speed-limit control.
- Traffic-sign recognition.

(b) **Things not included:**

(i) Aerials and antennas.

(ii) Any reduction in performance or the appearance of the display screen.

(iii) Any mobile phone or hands-free equipment connected to or in use with any component **part** of the equipment.

(iv) Software faults or upgrades.

6. MOT failure

(a) This provides for the **repair cost** of any of the components listed under the following headings (anything not mentioned is not included), which have failed the annual MoT test, including any re-test fee:

(b) The failed components must be recorded on the DVSA MOT fail certificate (VT30), which must be provided to us.

(i) **Section 1: Lighting equipment**

Including: All lighting equipment listed in the DVSA MOT Test schedule.

Excluding: Condensation, warning lights, replaceable bulbs and full-beam directional aim.

(ii) **Section 2: Steering and suspension**

Including: All steering and suspension component **parts** listed in the DVSA MOT Test schedule.

Excluding: Rubber bushes, wheel balancing, wheel or suspension alignment.

(iii) **Section 3: Brakes**

Including: All braking components listed in the DVSA MOT Test schedule.

Excluding: Worn-out brake pads and brake shoes.

(iv) **Section 4: Tyres**

Including: Any defective tyre.

Excluding: Worn-out tyres and spare tyres.

(v) **Section 5: Seatbelts**

Including: All seatbelt components listed in the DVSA MOT schedule.

Excluding: Cut or accident damaged straps and webbing.

(vi) **Section 6: Structure, bodywork and general items**

Including: All 'General' items listed in the DVSA MOT schedule.

Excluding: Body and chassis repairs, welding, seat mountings and runners, registration and VIN number plates, tow bar and electrics, damaged or corroded wiring and connectors, cracked or broken mirror glass, fuel tank and fuel leaks.

(c) **Things not included:**

(i) More than one MoT in any 12-month period.

(ii) Any MOT failure within 90 days of **your warranty start date** or, more than 30 days before, or after the MoT due date shown in **your warranty** schedule.

(iii) Any advisory faults or component **parts** noted on any MOT Advisory Notice accompanying a VT20 MoT Certificate or service schedule.

(iv) Any MOT failure if your **vehicle** is older than 10 years or has travelled more than 100,000 miles at the date of the MoT test.

7. Multimedia

(a) This is to pay for the **repair cost** following the **breakdown** or **premature failure** of either the radio, CD player, DVD player or Sat Nav equipment which, was fitted to your **vehicle** by the manufacturer as original equipment.

(b) **Things not included:**

(i) Antennas and aerials.

(ii) Any reduction in performance or the appearance of the display screen.

(iii) Any mobile phone, Bluetooth or hands-free equipment connected to or in use with any component **part** of the equipment.

(iv) Software faults or upgrades.

8. Electric vehicle battery (EVB)

(a) This is to pay for the **repair cost** following the **breakdown** or **premature failure** of the **vehicle's EVB** provided it was fitted to your **vehicle** by the manufacturer as original equipment.

(b) **Things not included:**

(i) The **EVB** being flat or out of charge for 14 days or more in a row.

(ii) Corrosion of the charging socket.

(iii) Gradual loss of the **EVB's** capacity to maintain a charge.

(iv) Exposing your **vehicle** to temperatures of below -20 °C.

(v) Exposing your **vehicle** to temperatures above 40 °C (such as paint ovens).

(vi) Reduction in the appearance of the battery monitor screen.

(vii) Repeatedly overcharging the **EVB**.

(viii) Software faults or upgrades.

(ix) Using incompatible charging devices.

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.

Section D
Services in an emergency.

1. Your warranty

If your **vehicle** suffers a **breakdown** within the **geographical limits**, **your warranty** will provide for the following associated costs and expenses:

2. 24/7 roadside assistance and recovery

(a) **If, during a UK journey, your vehicle** suffers a **breakdown**, you can telephone 0800 054 2174 (at any time of the day or night) and **your warranty** will pay for a mobile engineer (provided by the Automobile Association) to come out to you to make repairs or will transport you and your **vehicle** up to 50 miles radius (usually to an **approved repairer**.)

(b) **Your warranty does not include the following:**

- Transport further than 50 miles radius,
- Support after an accident or criminal damage,
- Charges for your **vehicle** being stored or released back to you.
- Additional callouts for the same fault
- Flat batteries, tyres, no fuel, miss-fuelling are excluded unless due to a **Breakdown**.

(c) If you decide to arrange the services of your own recovery agent, you must provide appropriate receipts from a VAT-registered recovery operator (in your name) when **your warranty** will be limited to £250 including VAT per call out.

3. Replacement hire vehicle

(a) **If your vehicle** suffers a **breakdown** and is undergoing authorised repairs under **your warranty**, we can agree to provide a replacement hire **vehicle**, subject to the terms of the hire company. Please phone 01254 355102 (8:30am - 5pm Mon-Fri) and we will arrange or authorise **vehicle** hire.

(b) **Once authorised your warranty** will contribute up to a maximum of £75 per day **(including VAT), up to a maximum of 10 days, towards the cost of vehicle** hire while your own **vehicle** is off the road and undergoing authorised repairs.

(c) **We will try to provide a similar vehicle, but this may not be the same make and model as your vehicle.**

(d) **If we agree, you can arrange for your own vehicle** hire, you must provide appropriate receipts and a hire-agreement (in your name) from a professional VAT-registered **vehicle**-hire firm.

(e) **We will only agree to pay for vehicle** hire when your **vehicle** is undergoing authorised repairs for a reasonable period (in our opinion).

(f) **Your warranty does not include the following:**

(i) Any expenses if the **repair cost** is not included in **your warranty** (You will have to reimburse any costs or expenses that we have paid for **vehicle** hire).

(ii) Charges for your **vehicle** being stored or released back to you.

(iii) Insurance, deposits, excesses or fuel.

(iv) Any periods of **vehicle** hire which are due to matters outside our control, including **parts** etc.

(v) Car hire arranged by us where the driver is excluded from the relevant car hire company

4. Overnight hotel or travel expenses

(a) **If, during a journey, your vehicle** suffers a **breakdown** and you are left stranded more than 50 miles away from your home address, **your warranty** will pay up to £250 including VAT, within the **single repair limit**, towards the expense of an overnight hotel room (excluding food or drink) or onward travel costs, by rail, bus or taxi.

(b) **You must provide appropriate VAT receipts from the hotel, rail, bus or taxi firm (in your name).**

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.

5. Driving within the European Union (EU)

(a) **If your vehicle** suffers a **breakdown** or **premature failure** while you are in an EU country you will have to pay your **repairer** and we will reimburse you any valid **repair cost**, at the current UK Post Office exchange rate, in Pounds Sterling, when we receive your **repairer's** invoice addressed to **Warrantywise**.

(b) **Your warranty** will not pay more than:

(i) The labour rate quoted in **your warranty schedule**, or

(ii) The equivalent UK manufacturer's labour rates and list prices for necessary **parts** on the date of the valid repair.

(c) **IMPORTANT:** You should keep any replaced **parts** for us to examine, or arrange to post the replaced **parts** to us. If this is not possible, you should take photographs showing evidence that the **parts** needed to be replaced.

(d) **You must provide copies of all repairer** estimates, including final receipts and any recovery, hotel or **vehicle** hire expenses as proof of **breakdown** or **premature failure**. All the information must be in English.

(e) If you believe you are likely to have to pay any of the above expenses you should contact us as soon as possible (and in any case within 7 days) as we will not agree to **any repair cost** at a later time. You should phone our Repairs Office on 01254 355 102 or email details of the additional expenses to repairs@warrantywise.co.uk

(f) **EU protection - Things not included**
We will not pay for any of the above expenses if we turn down your request for **repair cost**. **Your warranty** will not pay any costs relating to an accident or criminal damage, the costs of storage for your **vehicle** or charges for your **vehicle** being released or returned to you.

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.

Section E
What your warranty does not include.

1. Your warranty

Unless specified on Your warranty schedule, or in writing by **Warrantywise, Your Warranty** does not include any **vehicle** that:

- Does not have a current MOT.
- Does not have a current **Vehicle** Excise License (Road Tax)
- Is SORN
- Has not been serviced as recommended by your **vehicle** manufacturer. (see Section F - Servicing Requirements).
- Does not have a V5 DVLA logbook in your name.
- Where the current, displayed mileage is found to be false.
- Has been declared an insurance category A, B or S (formerly C) insurance write-off or stolen and recovered during the **period of your warranty.**
- Has been used as a taxi, driving-school or rental , off-road or in any competition, race, rally or track event which comes to light during the **period of your warranty.**
- Has been modified from the manufacturer's original design or specification which comes to light during the **period of your warranty.**

2. The following component parts are excluded unless specified within the level of warranty

- Accessories including, cycle carriers, roof racks, stabilisers and tow bars,
- Auxiliary drive belts,
- Battery 12 volts,
- Bodywork including cabriolet roofs,
- Chassis structure including sub-frames, mountings and brackets,
- Glass including mirrors, windows and windscreen (heated or otherwise),
- Lamps including bulbs, burners, covers, connectors, LED's and lenses,
- Brackets, catches, hinges, rails, runners and slides,
- Rubber components including, bushes, cv boots and engine mounts,
- Seat coverings including frames,
- Wheels and tyres including pressure sensors and valves,
- **Worn-out parts** including brake discs and drums, brake pads and shoes.

(a) Also excluded is any other component **part** that;

(i) is included on an MOT Advisory Notice accompanying a previous MOT certificate (VT20) (any such items should be attended to at your own expense) or,

(ii) is specified as requiring repair or replacement on a previous service or health check and not attended to, or

(iii) has not suffered a **breakdown** or **premature failure** but which is recommended for repair or replacement by your **repairer,** or

(iv) has suffered a **breakdown** or **premature failure** due to:

- Accident, criminal damage or negligence.
- Burning or melting.
- Coolant or oil leak not specifically included in **your warranty.**
- Electrically overloaded (such as incorrect use of welding, starting or charging equipment).

- Failure to carry out your **vehicle** manufacturer's recommended servicing.
- Flooding or water ingress, de-lamination or freezing.
- Lack of correct coolant, fluids, lubricants or oils.
- Seizure due to lack of lubricant, rust or corrosion.

3. Your warranty

Your warranty does not include the following reports by **independent vehicle examiners** unless we request them:

(a) We particularly exclude the repair or replacement of any **part** where a report by an **independent vehicle examiner** which shows the **breakdown** was likely to have existed on or before **your warranty start date.** In such circumstances you should report the facts to your **supplying dealer**.

(b) The repair or replacement of any **part** if you or your **repairer** have not allowed us to have that **part** examined by an **independent vehicle examiner** when requested.

(c) Any **breakdown** or **premature failure** that an **independent vehicle examiner** report shows:

(i) Was aggravated by the **vehicle** being driven after the condition was known to you, we may pay the **repair cost** that we believe would have arisen if you had stopped driving the **vehicle** earlier, or

(ii) is due to a lack of servicing as recommended by your **vehicle** manufacturer, or

(iii) is due to negligence, accident or previous failed repair attempt.

4. Miscellaneous items excluded:

(a) Any repair request where you or your **repairer** have not informed us and obtained our authorisation before repairs were carried out.

(b) Cleaning or flushing out of any components or **parts.**

(c) Any software update related issues.

(d) Any liability for damage to property, loss of earnings, out-of-pocket expenses or any other loss caused directly or indirectly by any event giving rise to a repair request under the terms of **your warranty.**

(e) Any liability caused directly or indirectly by war, riot or any similar event, vandalism, by theft or attempted theft from your **vehicle**, criminal damage or by bad weather such as lightning, wind or flood.

(f) **Premature failure** will no longer be included in **your warranty** when your **vehicle** is 8 years old or has travelled 80,000 miles (whichever comes first.)

(g) **Premature failure** is not included in for commercial **vehicles** with a gross weight above 2,000 kgs.

5. Additions parts exclusions

(a) **Your warranty** does not include any of the **parts** listed as excluded for a specific **addition** in section C.

Section F
Servicing requirements.

1. Servicing

(a) During the **period of your warranty** you are responsible for carrying out your own **vehicle** servicing as recommended by your **vehicle's** manufacturer using a **repairer** of your own choice and at your own cost and expense.

(b) If you fail to service your **vehicle** during the **period of your warranty** any associated repair request will be refused and **your warranty** may be cancelled.

2. Proof of servicing

(a) When we need proof of servicing we will ask you or your **repairer** to provide:

(i) details held within the **vehicle's** integrated information centre, or

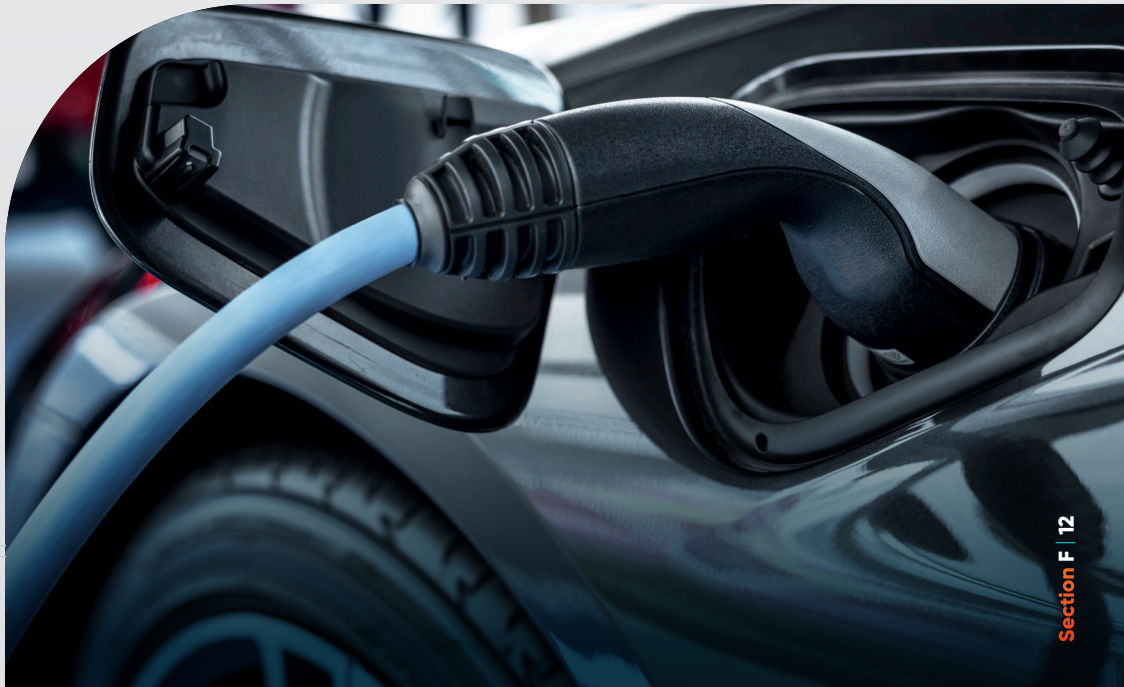
(ii) dated stamped entries in your **vehicle's** service book, or

(iii) dated VAT receipts or service schedules showing exactly which **service items** were checked or replaced on the previous service dates for the **part** in question.

3. Things not included

(a) We will not pay the **repair cost** if you have failed to maintain your **vehicle** servicing up to date as recommended by your **vehicle's** manufacturer.

Note:
For a full list of exclusions, see section E, 'What **your warranty** does not include'.



Section G

Repair procedure.

1. Approved repairer

(a) **Within the UK we have a network of approved repairers.**

(b) **We prefer that you use an approved repairer** for any other repairs although you are free to use any VAT registered repair garage of your choice.

(c) To contact your nearest **approved repairer** telephone our repairs office on 01254 355102 or email repairs@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number.**

2. How to report a fault

(a) **You or your repairer** should report a fault to us as soon as possible (always within 7 days) if you are not sure if the repair is covered by **your warranty** then please call our Repairs Office on 01254 355102 or email repairs@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number.**

(b) If you do not report any suspected fault within 7 days this will result in us not authorising repairs even after a **breakdown** or **premature failure.**

3. Dashboard warning

(a) **If a dashboard warning indicates a fault with your vehicle** you should stop driving and read the **manufacturer's service information**, you should only continue to drive if the **manufacturer's service information** says it is safe to do so.

(b) **A dashboard warning light or a fault code in your vehicle's** on-board diagnostic (OBD) system may indicate a fault, but is not in itself proof of the **breakdown** or **premature failure** of any **part**, but should be investigated at the earliest opportunity and report the matter to us.

(c) **You should stop driving if there is any other indication of a problem, such as an unusual noise or vibration or if any oil, water or fluid is leaking from the vehicle.** If you make a fault worse by continuing to drive your **vehicle**, we will not pay towards repairs.

(d) **If you become aware of a problem, if it is safe to do so, immediately take your vehicle** to a **repairer** or contact us for the details of our nearest **approved repairer.**

(e) **Do not agree to any repair work until we have authorised the repairs and given you a repair number.**

(f) **If your vehicle** cannot be driven to a **repairer**, and you are away from your home, you may use our emergency 24/7 roadside assistance and recovery service. To use this service, phone 0800 054 2174 . Please see section D, 'Services in an emergency', for full details.

4. Information from your repairer

(a) **When you have taken your vehicle to a repairer,** ask them to give us the information listed in (i) to (vii) below via our website (www.warrantywise.co.uk/repairs.) We must receive this information within 7 days of you first reporting a fault, alternatively, your **repairer** can call our Repairs Office on 01254 355102 and ask for an assessment form to be emailed to them:

(i) **Your warranty number** (shown on the **warranty schedule**), or your **vehicle's** registration number or VIN number and your name and address,

(ii) A description of the **part** believed to be at fault and if possible including **part** numbers,

(iii) The date the **part** failed and the **vehicle's** mileage at that time,

(iv) An itemised estimate of the cost of repairs which shows any amount for diagnostic work,

(v) Details of your **vehicle** service history,

(vi) Any printed report of any on-board diagnostic (OBD) information,

(vii) The cost of any recovery, **vehicle** hire, hotel or travel expenses.

(b) **When you or your repairer** has provided all the information we need, we will correspond with your **repairer** directly in relation to **your warranty.**

(c) **IMPORTANT:** It is your responsibility to authorise any diagnostics and dismantling of your **vehicle** that is required to determine the cause of any problem. **Your warranty** will only pay for the diagnostics and dismantling if we agree that it can be included in the **repair cost**, otherwise you will have to pay for the work.

(d) On receipt of the information set out above, we will confirm to you and your repairer if the cost of repairs are included in **your warranty** and, if appropriate, authorise the **repair cost**, or

(i) if we wish to inspect your **vehicle**, or any **part** (at our expense) by an **independent vehicle examiner**, or

(ii) if we need to transport your **vehicle**, or any **part** (at our expense) to a **repairer** of our choice.

5. If we decide to inspect your vehicle, or any part, by an independent vehicle examiner, the following will apply:

(a) Neither your **supplying dealer** or us will be liable to you for any costs or losses arising from any delay your **repairer** may have in starting repairs.

(b) **If your repairer** fails to allow the inspection to go ahead at a previously arranged time and date, we may take the cost of the failed inspection off any **repair cost** we subsequently approve.

(c) From time to time we may need you or **your repairer** to provide supporting documents, such as the V5 logbook, details of service history, MOT certificates, sale or purchase receipts. We will not authorise any repairs until we receive this information.

6. When we authorise repairs, we will send you a confirmation by letter, email or call which will itemise the approved repair cost. You will be responsible for any amounts over and above the approved repair cost. The letter includes a section for you to complete and return to us, including;

(i) The completed and signed confirmation form accepting the authorised **repair cost**;

(ii) A copy of your **repairer's** VAT invoice addressed to you c/o Warrantywise Limited, The Rocket Centre, 3 Trident Way, Blackburn, BB1 3NU. Your **repairer** should include the **repair number**, your **vehicle** registration number and **your warranty number** on the invoice. If you do not provide a **repairer's** invoice addressed to Warrantywise Limited, we will not be able to reimburse you the VAT amount.

7. Repairs within the EU

(a) If your **vehicle suffers** a **breakdown** while in the European Union (EU), you will need to make your own arrangements. We may agree to reimburse **repair costs**, within **your warranty** limits, for a valid repair. Please see section D "Services in an emergency", for full details.

Section H

Repairs out of office hours.

Our repairs office hours are 8.30am to 5pm, Monday to Friday (except bank holidays).

1. If, during a journey within the geographical area, your vehicle suffers a breakdown, outside our office hours, please phone our 24/7 breakdown & recovery service on 0800 054 2174. We will arrange for a motor-vehicle engineer to attend to provide roadside assistance or recovery (usually within the hour).

2. If your repair request can wait until our office is open and until we can assess the repair costs, follow the procedure in section G.

3. If repairs must be carried out urgently for safety reasons, you should instruct your repairer to complete the necessary repairs at your own expense. You must then contact our repairs office to allow us to assess the repair request.

(a) To do this, email or post the information listed (i) to (vii) below to us at:

Email:
repairs@warrantywise.co.uk

Postal address:
Warrantywise Limited, (Repairs), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

(i) **Your warranty number**, or your **vehicle's** registration number and your name and address,

(ii) The **part** believed to be at fault, including (if available) **part** numbers,

(iii) The date the **part** failed, where this happened, and the **vehicle's** mileage at that time,

(iv) An itemised invoice showing your **repairer's** name, address and contact details, and the amounts (and currency) paid for diagnostics, **parts** and labour,

(v) Details of your **vehicle's** service history if required.

(vi) A printed report of any on-board diagnostics information (although a dashboard warning light or a fault code in the **vehicle's** on-board diagnostic system may indicate a fault, it is not in itself proof of the **breakdown** or **premature failure** of any **part**),

(vii) The cost, if any, of roadside assistance and recovery, **vehicle** hire, overnight hotel and travel expenses (see section D).

4. You must send us the necessary information within 14 days of the repair.

5. If possible, keep any parts removed from your vehicle so they can be inspected or send us photographs which clearly show the parts removed and what the faults were.

6. **IMPORTANT**: We will not pay for all associated costs and expenses that are not included in the repair cost. Please see section D, 'Services in an emergency' and section E, 'What your warranty does not include'.

7. **IMPORTANT:** We will not pay for any repairs that we do not authorise.

Section I

General conditions.

The following conditions apply to all sections of **your warranty.**

1. Duty of care

(a) You have a duty of care to carry out the preventative maintenance and servicing as recommended by your **vehicle** manufacturer within the **manufacturer's service information.**

2. Labour costs

(a) If your **repairer** charges a higher labour rate than **your warranty** includes or, higher than the rate normally charged to customers, you will have to pay the difference. Labour times will be limited to those in the latest Autodata manual or as listed in the manufacturer's recommended repair times guide or reasonably considered if no such data exists.

3. Parts cost

(a) For **repairs** at a franchised main dealer, if **your warranty** includes an hourly labour rate higher than the rate charged by the main dealer including VAT, **your warranty** will pay their cost of **parts**, in all other cases, we will not pay more than the motor factor recommended retail price of OE **Parts** (including VAT).

(b) For **parts** which can only be obtained from outside the UK, **your warranty** will pay the UK price of an equivalent or similar **part.**

4. Service exchange and refurbished parts

(a) We may decide that your **repairer** uses service exchange or refurbished **parts** or we may supply **parts** direct to your **repairer** or have **parts** repaired by a specialist or **approved repairer** of our choice.

5. Repair procedure

(a) You must follow the repair procedure set out in section G. If you don't, we may refuse to pay any **repair cost**. Please phone 01254 355 102 or email repairs@warrantywise.co.uk if you need any help or advice.

(b) If your **vehicle** suffers a **breakdown** or **premature failure**, before we authorise the **repair cost** we will, first decide whether to inspect your **vehicle**, using an **independent vehicle examiner.**

(c) We will only agree to pay for diagnostic tests or dismantling work if we consider this is necessary, and that the cost of the tests or work is reasonable. You must check with us before your **repairer** starts any diagnostic tests or dismantling work.

(d) **Your warranty** will not pay more than the **single repair limit**, which must also be within the **total warranty value.**

(e) There is no limit to the number of repairs we could authorise within your **total warranty value.**

6. Consequential failure

(a) **Things not included**

(i) We may not meet any **repair cost** where your **repairer** requires to repair or replace several **parts** at the same time (or as good engineering practice) where there is no evidence that this is due to **consequential failure** or where only one **part** has recently suffered a **breakdown** or **premature failure.**

(ii) In such cases we may decide to pay the average cost of all replaced **parts** and labour included in your **level of warranty.**

7. Replacing a complete unit

(a) If a component **part** within a complete unit (such as a shaft or bearing) suffers a **breakdown** or **premature failure** and could be repaired with a replacement **part**, we may decide to only approve the associated **repair cost** rather than replacing the whole unit (especially if it is more cost effective to do so) otherwise you will have to pay the difference.

(b) You must make sure your **vehicle** is correctly serviced with a valid MoT. If you cannot provide proof that your **vehicle** has been serviced or has a valid MOT, we will turn down any request for **repair cost** (see section G for more information).

8. If we approve repair cost for a repair under your warranty, the single repair limit applies to the repair cost even if benefits are included under more than one section of your warranty.

9. Warranty transfer

(a) **Your warranty** cannot be transferred to another **vehicle** or person.

10. Cancellation of your warranty by you

(a) You can cancel **your warranty** at any time. If **your warranty** was provided by your **supplying dealer** with your **vehicle** there is no refund. If you have paid for **your warranty:**

(i) if you cancel **your warranty** within the first 30 days and there have been no repairs on the warranty, you will be entitled to a refund from your dealer. Please refer to your **supplying dealer** for their refund terms and process.

(ii) if you cancel you warranty after 30 days, there is no refund

(b) To cancel **your warranty**, email or call us at:

Email:
cancellations@warrantywise.co.uk

Telephone:
01254 355100

11. Cancellation of your warranty by us

(a) We are authorised by your **supplying dealer** to cancel **Your warranty** immediately, (subject to the payment of any **repair cost** which were authorised prior to this event occurring), without further notice, if

(i) you sell or part exchange your **vehicle**, or

(ii) you change your address to live outside the **geographical limits.**

12. Fraud

(a) If we have reason to believe that you, or someone authorised to act on your behalf, have made any dishonest, false or exaggerated statements or declarations in connection with **your warranty** or any repair request, your **supplying dealer** has instructed us to immediately cancel **your warranty** and we may decide to report the matter to the police. If we cancel **your warranty**, we will not make any payment of any **repair cost** authorised prior to this event occurring.

13. Transportation, storage and disposal

(a) Neither your **supplying dealer** or we, will be liable in any way for the costs of transporting, storing or disposing of your **vehicle** or any **part** of it.

14. VAT

(a) VAT (Value Added Tax) will be calculated at the rate that applies at the time the **repair costs** arise. If you do not send us your **repairer's** VAT invoice displaying our name and address, we will not be able to reimburse the VAT element of the **repair cost.**

16. Vehicle Age and Mileage Limits

(a) All the benefits of **your warranty** will end should your **vehicle** reach 15 years of age or 150,000 miles, excluding plans on a EV level of warranty which will end at 18 years of age or 200,000 miles from the date of manufacture, without rebate, even if during the **period of your warranty**.

17. Changes to your terms

(a) Warrantywise may update terms and conditions during the **period of your warranty**.

The latest version will be available at www.warrantywise.co.uk/downloads.

Section J
About your warranty.

1. Your warranty

Your warranty becomes effective when we issue **your warranty schedule**. The benefits provided under **your warranty** start from the **warranty start date.** The terms and conditions of **your warranty** are set out in this warranty document, which you should read along with the **warranty schedule.**

2. Your warranty schedule forms an important part of your warranty. Please check that the information is correct. If it isn't, please contact us as soon as possible (and in any case within 14 days).

3. Printed or large print copy of your warranty

(a) You can get a printed copy of this warranty booklet from us or download and print a copy from our website at www.warrantywise.co.uk/downloads. If your booklet version is not available online, please contact us. If you need a large-print paper copy of **your warranty** terms and conditions, please contact us at any time.

4. Data protection

(a) Warrantywise is the trading name of Warrantywise Limited, a company registered in England and Wales, registration number 07963594. Our registered address is at 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

(b) Warrantywise Limited is a **part** of Wise Group Holdings Limited, company number 10613336. Wise Group Holdings Limited (WGHL) is registered under the Data Protection Act. We are the 'data controller', meaning that we are responsible for how and why your personal information is collected, used and held. WGHL is the 'data processor', meaning that they are responsible, on our behalf, for correctly processing your personal information.

(c) WGHL will process your personal information in order to administer **your warranty**. They will pass your personal information to third parties, including your **supplying dealer**, only when this is necessary for those parties to provide

the services set out in **your warranty**. Those third parties will not be allowed to use your personal information for any purpose other than to provide the services, needed under **your warranty** and must delete your personal information after they have provided their service under **your warranty**.

(d) Dealing with us

(i) You and your **supplying dealer** are the only people authorised to contact us directly about the administration of **your warranty**. If you need any other person to deal with us on your behalf, including to receive any **repair cost**, we will need your permission in writing unless that person:

- quotes **your warranty number,** or
- is confirmed by you to be a **repairer** who is acting on your behalf.

(e) We will pass your personal information to any associated company only for the purpose of providing the services and benefits within **your warranty.** If we need to transfer your personal information to a party in a country where the data protection laws do not meet the level of protection provided in the UK, we will get assurance from that party that your personal information will be protected to UK standards.

(f) We may also pass your personal information to any relevant regulator or dispute-resolution service, and it may be used to prevent crime. We may also use your personal information for training and testing purposes.

(g) **Seeing and correcting personal information**

You can ask us for a copy of the personal information we hold about you to correct any inaccuracies. To improve our services and for training purposes, we may record our communications with you.

(h) **Your right to have all personal information deleted**

Under the Data Protection Act 2018, the UKs implementation of the General Data Protection Regulation (GDPR), you have the right to ask us to delete all your personal information. This right is often referred to as the right to be forgotten and you can exercise it at any time. You will need to make your request in writing by emailing dataprotection@warrantywise.co.uk or by writing to us directly. We will process your request as quickly as reasonably possible and will tell any third parties about your request.

(i) **Expert reports**

You can ask for a copy of any **independent vehicle examiner's** report we have received in connection with a request you have made for repairs. You will need to ask for the report by emailing repairsadmin@warrantywise.co.uk.

(j) **Marketing**

(i) We may use your personal information for marketing purposes and to tell you about other products and services we think may interest you. We may pass your information to other companies within WGHL for these purposes.

(ii) We and our agents (if appropriate) may contact you for marketing purposes by letter, phone, email or text message.

(iii) If you do not want us to use your personal information for marketing purposes and you have not already told us this, please email dataprotection@warrantywise.co.uk or write to: Data Protection Administrator, Wise Group Holdings Limited, 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

5. Excluding third-party rights

(a) **Your warranty** is only for the benefit of you. The Contracts (Rights of Third Parties) Act 1999 does not give anybody else any rights to or benefits under **your warranty.**

6. Notices

(a) All notices must be given in writing and sent by email or post.

(b) We will send notices to you at your last known email or home address.

(c) You must send notices to us at the appropriate email address set out in this warranty document, or by writing to us directly

7. Language

(a) All communications with you about **your warranty** will be in English, and we aim to make all communications easy to understand.

8. Governing law

(a) **Your warranty** is governed by and, interpreted in line with English Law.

(b) We are not regulated by the Financial Conduct Authority, Financial Ombudsman, the Financial Services Compensation Scheme does not apply.

9. Your rights

(a) **Your warranty** is provided in **addition** to your statutory rights and is not any replacement of those rights (the rights you have by law). Nothing within the terms and conditions of **your warranty** can reduce or affect the rights you have by law (your statutory rights.) For more information about your statutory rights you can contact your Local Authority's Trading Standards or Citizens Advice Bureau.

Section K

How to contact us.

Please quote your warranty number and vehicle registration in all correspondence and communications.

1. Administration

If you have any urgent questions or comments about **your warranty schedule,** please telephone our Administration Department on:

Phone:
01254 355107
Email:
admin@warrantywise.co.uk

2. Repairs Administration

If you need an explanation of any approved **repair cost**, please contact our Repairs Administration Department on:

Phone:
01254 355102
Email:
repairsadmin@warrantywise.co.uk

If you are unhappy about a repair decision, please send us any supporting information we may not have had at the time of our decision (this may be service history, your **repairer**'s inspection report, photographs or other documents).
We must receive all the details of your complaint within 14 days. To do this, please contact us on:

Email:
customerservices@warrantywise.co.uk
Website:
www.warrantywise.co.uk/complaints

Attach the information you want us to consider. We will then give you a response within five working days.

3. Complaints

If you are unhappy with any other aspect of your experience with us, please email, call or post the information to us or complete the online complaints form at;

Email:
customerservices@warrantywise.co.uk
Website:
www.warrantywise.co.uk/complaints
Address:
Warrantywise Limited, (Customer Relations), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

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The Rocket Centre, Trident Park, 3 Trident Way,
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