

Reassure COVER LEVEL 4



for vehicles less than 15 years old and less than 150,000 miles at the start of cover.

Only components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered. Any component not specifically mentioned is not covered.

Engine

All internally lubricated parts are covered including:

Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears & chain & tensioner and valves & springs & guides (burnt or pitted valves and valve seats are not covered).

The following engine part is also covered:

Cylinder head gasket.

Gearboxes

(including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles.)

Automatic transmission brake bands & clutches, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchromesh hubs and rings and torque converter & flexible drive plate.

Transmissions

(including front & centre & rear differentials, front & rear live axles and drive shafts.)

Constant velocity joints, crown wheels & pinions, differential gears & thrust washers, external drive shafts, internal bushes & bearings & shafts and propeller shafts & propeller universal joints.

This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products.



**MOTOR INDUSTRY
CODE OF PRACTICE**
Vehicle Warranty Products

Terms and conditions

Definitions

The following terms have the same meaning throughout this document:

Breakdown means the sudden and unexpected failure of a **component** arising from any permanent mechanical or electronic fault, which causes the **component** to stop working, and means that it needs repairing or replacing before it will work properly.

Component means any mechanical, electrical or electronic part which formed part of the **vehicle** when it was new, and is listed in the schedule of covered **components**.

Customer schedule means the schedule attached to, and forming part of this Warranty, and detailing the cover that **you** have.

Repair contribution means the amount that **you** must pay towards each repair as confirmed in **your customer schedule**.

Servicing handbook means the handbook which the manufacturer issued with the **vehicle** when it was new. The servicing handbook lists the servicing and maintenance the manufacturer recommends for the **vehicle**.

Vehicle means the vehicle mentioned in the **customer schedule**

We, us, our means the Dealer who sold **you** and or serviced **your vehicle**

you, your, yourself means the purchaser named within the **customer schedule**.

The administrator means Warranty Direct Limited who will administer the warranty on **our** behalf.

What is covered

Introduction

We (the dealer who sold **you** and /or serviced **your vehicle**) have provided **your** warranty and this applies in addition to **your** legal rights as a consumer. This document explains how **your** warranty works.

Please make sure **you** fully understand the terms and conditions relating to the warranty and always keep this document in **your vehicle**, along with **your customer schedule**. **Your** warranty will be administered by Warranty Direct Ltd. (the **administrator**).

You may contact Warranty Direct Ltd in writing, write to Dealer Warranty Direct, Quadrant House, 20 Broad Street Mall, Reading, RG1 7QE.

Repair Following Breakdown

We will pay for the cost of repairing the **vehicle** detailed on the **customer schedule** up to the limit detailed in the **customer schedule** following the **breakdown** of any covered **component**. **We** will not pay for the repair or replacement of **components**, which have not suffered a Breakdown, for example, **components** fitted as a result of **your vehicle** being serviced or which were faulty prior to the commencement of this warranty. **Your customer schedule** details the scope of **your** warranty. Please see the section 'what is not covered' for full details of what **we** will not cover.

Other Benefits

The warranty includes the following benefits.

Vehicle Recovery

We will pay for the cost of recovering the **vehicle** to the nearest Garage following breakdown of any **component** up to £150 including VAT.

24 Hour Roadside Helpline

Whatever **your** motoring problem call 01737 815387. The Dealer Warranty Direct Control Centre will arrange assistance, however **you** will be responsible for the costs and payment by credit/debit card will be required. The costs will be reimbursed by this warranty up to the limit detailed in the **customer schedule** only if the problem is caused by the failure of a covered **component**.

Overseas Use

This warranty covers repairs undertaken in Great Britain and Northern Ireland. If **you** use **your vehicle** overseas for less than 60 days per year this protection is extended to cover repairs carried out overseas. **You** will have to pay the repairer direct and request reimbursement from the **administrator**.

What is not covered

We will not pay for repairing or replacing any parts that **we** specifically state are not covered or any parts that are not listed in the schedule of parts. Also, **we** will not pay for costs caused by, arising from, or connected with, the following.

1. The **repair contribution** applicable to the warranty as stated in **your customer schedule**.
2. Within the first 90 days of **your** warranty starting **we** will not cover; (a) **Breakdown** of any covered part where the **breakdown** of that part is caused primarily or in whole by wear and tear. (b) Damage to any covered part caused by **breakdown** of a non-covered part where the **breakdown** of

that non-covered part is caused primarily or in whole by wear and tear.

3. **Breakdown** or damage caused by the use of incorrect or contaminated fuel, oil, lubricant, coolant or other fluid.
4. Vehicles that are or have been used for competitive purposes including but not limited to; rallying, racing, time trials, pacemaking. Vehicles that have been used for hire or reward, as a taxi, by a driving school, for commercial delivery purposes such as despatch or delivery courier, vehicles that are used off-road.
5. Any loss arising from **your** failure to have the **vehicle** serviced in accordance with the conditions of this warranty, or lack of routine maintenance as detailed in **your** Servicing Handbook, or through failure to use the manufacturer's recommended type, grade and quality of engine oil or where the cambelt has not been changed in accordance with the manufacturer's recommendations.
6. Any loss where the odometer has been tampered with or altered or disconnected.
7. Repair or replacement of **components** which have not suffered a Breakdown or the replacement of any **components** to enable **your** Vehicle to pass the Government Vehicle Testing Requirements (MOT).
8. The cost of any exploratory, investigation or dismantling work not associated with a covered repair.
9. Any repairs or replacement, loss or damage or liability, which is covered by any other existing warranty or guarantee, or any form of consequential loss, faulty design, or faults which are the subject of a recall by the manufacturer.
10. Oil leaks that are not specifically mentioned as covered or oil leaks where there is only evidence of oil marking and staining and no oil is dripping from a joint or seal or when repairs to rectify the oil leak do not necessitate the removal of the engine, transmission or final drive unit.
11. Damage to covered **components** caused by frost or the freezing of liquids, worn friction materials (including a worn clutch friction plate damaging a flywheel), or corrosion.
12. **Breakdown** (including repeat repairs) or damage caused by poor workmanship or faulty parts.
13. The repair or replacement of **components** which were faulty or had suffered a **breakdown** prior to the start of the warranty.
14. Service and maintenance related parts including (but not limited to) anti-freeze, brake drums & brake discs & brake fluid & brake friction materials (brake pads & brake shoes),

continued overleaf...

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Terms and conditions continued

- clutch covers, clutch friction plates, clutch release bearings, exhaust pipes & exhaust pipe gaskets, filters, grease, oils, sparking plugs, refrigerants, and tyres.
- Burnt or worn out clutch **components**, burnt or carbonised valves.
 - Any faults, damage or connected loss arising from errors, viruses, omissions or defects in any application or systems software.
 - Vehicles which are owned temporarily or otherwise (resulting from trade-in or acquisition for the purpose of resale) by a business formed for the purpose of selling or servicing motor vehicles.
 - Any liability for death, bodily injury or damage to other property or to other **components** of the **vehicle**, or any connected loss of whatsoever nature arising directly or indirectly from mechanical **breakdown**.
 - The cost of the contribution applicable for any repairs made under the warranty as specified in the **customer schedule**.

Conditions

This warranty is subject to the following conditions:

- Servicing** - In order to maintain the validity of your warranty you must have the Vehicle serviced by a VAT registered repairer and look after the Vehicle in accordance with the manufacturer's Servicing Handbook and ensure that the manufacturer's recommended type, grade and quality of engine oil is used. To prove this you should make sure the garage fills in and stamps your Servicing Handbook. You should also keep all service invoices (which you must ensure detail the exact oil specification used) as you must verify that correct servicing has been completed when repairs are made under the warranty. You should also ensure that the cambelt is changed in line with manufacturer's recommendations (documented proof of this will be required in the event of a claim for cambelt failure). A maximum allowance of 30 days or 1,000 miles (whichever occurs first) in excess of the manufacturer's stipulated time or mileage for scheduled servicing is permitted.
- Procedure for recovery of repairs** – This procedure is detailed on page 3. **You** must follow this procedure, failure to do so may result in non-reimbursement of **your** repair.
- Repair Authorisation** - No repairs are to be commenced until the Administrator has given authorisation and an authorisation number obtained.
- Investigation Costs** - It is **your** responsibility to give the repairer permission to commence exploratory, investigation or dismantling work and to pay the costs if such work proves that the fault is not **our** responsibility. Any exploratory, investigation or dismantling costs will only be reimbursed if they are part of a valid repair.
- Use of Engineers** - **we** reserve the right to instruct an independent engineer to inspect **your vehicle** before authorising any repair. When this right is exercised **we** shall have no liability for any loss to **you** arising from any possible delay. Should **you** decide to give permission to the repairer to commence repairs, without an authorisation number being obtained from **the administrator**, **you** do so in the full knowledge that **we** may not meet the cost of **your** valid repairs because **you** have denied **us** **our** right to inspect the **vehicle** prior to its repair.
- Contribution** - It is not the intention, implied or otherwise, of the warranty to make new vehicles from old. In certain circumstances where replacement **components** are fitted to replace old worn **components** which have suffered a **breakdown** and this results in **your vehicle** being in a better condition than it was before the **breakdown**, **you** are required to pay a contribution towards the cost of the repairs. For vehicles older than 6 years or with more than 60,000 recorded miles this warranty will provide cover based upon the limits detailed in the **customer schedule** and in accordance with the following table based upon **vehicle** age and mileage at time of failure. Warranty pays:

Vehicle age or Mileage	Labour	Parts
Up to 6 years or 60,000 miles	100%	100%
Up to 7 years or 70,000 miles	100%	80%
Up to 8 years or 80,000 miles	100%	70%
Up to 9 years or 90,000 miles	100%	60%
Up to 10 years or 100,000 miles	100%	50%
Over 10 years or 100,000 miles	100%	50%

(N.B. The mileage limits as stated above are the total miles from the date of the **vehicle's** first registration for use on the road.)

- Return of warranty cost – No return of **your** warranty charge can be made if a repair has been accepted under the warranty or if **you** sell the **vehicle**.
- Transfer of warranty - **You** may transfer the warranty to the new owner provided that **you** have paid the Transfer Fee.
- Fraud - If any repair request is found to be fraudulent or if any fraudulent means or devices have been used by **you** or anyone acting on **your** behalf **we** will not repair **your vehicle** or return any costs.
- Cancellation - **we** may cancel the warranty by sending 14 days notice in writing direct to **you** by Recorded Delivery to **your** last known address. A proportionate return of **your** warranty charge will be given.
- Right to Cancel - If, having purchased a warranty **you** decide that **you** do not want it after all, simply write to **us** within 14 days of receiving **your customer schedule** and it will be cancelled. Any costs paid will be refunded to **you**.
- Renewal of cover - When **your** warranty expires **you** may be able to obtain a Mechanical Breakdown Insurance direct from **the administrator**, Warranty Direct. **You** will need to contact them before **your** warranty expires and provide a copy of **your customer schedule**. Please call Warranty Direct on 0845 052 1178 or write to them at the address on page 1 of this warranty document.
- Using **your** information for marketing purposes - Warranty Direct may use **your** information in order to select and tell **you** about products and services available from them or from other companies in their Group that may be of interest to **you**. **We** may share **your** information with Warranty Direct for analysis, marketing purposes or so that they may contact **you** about their own products or services.

Warranty Direct may also use **your** information to tell **you** about products and services that they can introduce from selected businesses outside their Group. If a supplier passed **your** application to **us** then **we** may pass **your** information to them for possible further business with **you**. Warranty Direct may also pass **your** information to agencies carrying out market research.

You have the right at any time to ask **us** not to contact **you** or give **your** details to others for these purposes. **You** may write to **us** at Customer Care Department, Dealer Warranty Direct, Quadrant House, 20 Broad Street Mall, Reading RG1 7QE if **you** wish **us** to stop. **You** also have the right at any time to ask **us** not to telephone **you** for sales purposes. Again **you** may write to **our** Customer Care Department if **you** wish **us** to stop.
- Telephone calls - Some telephone calls may be monitored or recorded. This is only for the purposes of maintaining and improving service standards or for training staff.
- English Law - In the absence of any agreement to the contrary, English Law will apply.

What to do in the event of a failure – procedure for recovery of repairs

Prevent further damage

You should use all reasonable means and precautions to protect **your vehicle** from further damage. **We** will not pay for repairs caused by **your** failure to look after **your vehicle**.

Telephone Warranty Direct Warranty Administration Department 0845 052 1178. If **you** are not able to bring **your vehicle** back to **us**, as **your** supplying dealer for repairs, the Warranty Direct Warranty Administration Department will tell **you** **your** nearest recommended garage. (**You** can then choose to use any garage of **your** choice, however by using one of **our** approved garages **we** will settle direct with the repairer). **Our** central billing system will ensure that **you** are not out of pocket.

You will need to provide proof of servicing and **your vehicle's** valid MOT certificate. If **you** do not know where to take **your vehicle** for repair contact Warranty Direct Warranty Administration Department on 0845 052 1178 first to find the nearest recommended repairer. Using one of the recommended garages will speed up and simplify the repair and recovery process as they can issue repair recovery forms and check documentation. In addition Warranty Direct operate a central billing system with them, which means that **you** will not have to pay the bill **yourself**. **You** will need to provide proof of servicing and **your** latest MOT certificate (if applicable).

You may take **your vehicle** to any VAT Registered Garage together with the following documents.:

- This Warranty Document and the **customer schedule**.
- Proof of Servicing and **your** latest MOT certificate (if applicable).
- The Repair Recovery Form with the Failure details

completed as far as possible.

The Garage will establish the cause of the **breakdown** and check that this warranty covers the parts directly causing the **breakdown**. The garage will be responsible for agreeing the cost of repair by telephoning the Warranty Direct Warranty Administration Department (0845 052 1178) or by submitting a job request using the 1Link Platform. They must include in their request a description, and the exact content of, any relevant fault or failure codes read from your vehicle's computerised systems and will proceed with the agreed repairs on your instructions.

NO REPAIRS ARE TO BE COMMENCED UNTIL THE COST HAS BEEN AGREED BY WARRANTY DIRECT WARRANTY ADMINISTRATION DEPARTMENT ON **OUR** BEHALF.

Following completion of repairs **you** will need to pay the Garage. (Other than **us** as the supplying dealer or one of the approved repairers that **we** will pay direct) If **you** are VAT registered, **you** will be responsible for paying the VAT element of all repairs. The completed Repair Recovery Form, Paid Invoice and any supporting documents (this may include **your** Warranty Document and proof that the servicing requirements have been complied with) should then be forwarded by **you** to the **administrator**. Correctly submitted requests for repair or reimbursement will be paid within 30 days of receipt. They will issue a new Repair Recovery form and return the supporting documents. Additional Repair Recovery Forms can be obtained by telephoning the **administrator** on 0845 052 1178 with **your** details.

The Warranty Direct Administration Department must receive requests for repair or reimbursement within 30 days of the date of completion of the repairs. Requests for repair or reimbursement received beyond this date will be subject to review of the reason for delay and it will be at **our** discretion to accept such requests for repair or reimbursement. Any cars repaired outside the Dealer Warranty Direct approved repairer network will be subject to the published network labour rates.

Complaints and Arbitration

How to make a complaint

We hope that **you** will be pleased with the service **we** provide. In the unlikely of a complaint, **you** should contact the **administrator** in the first instance on 0845 052 1178 or in writing to: Dealer Warranty Direct, Quadrant House, 20 Broad Street Mall, Reading, RG1 7QE.

This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. In addition to **your** statutory rights, should **you** remain dissatisfied with **our** decision **you** may refer the dispute to the Motor Industry Codes Advisory and Conciliation Service.

Consumer Advice Line 0800 692 0825. www.motorindustrycodes.co.uk. Code Advisory and Conciliation Service, Motor Industry Codes, P.O. Box 44755, London SW1X 7WU.



MOTOR INDUSTRY
CODE OF PRACTICE

Vehicle Warranty Products

The above rights are in addition to **your** legal rights as a consumer. This warranty is administered by Warranty Direct Ltd, Quadrant House, 20 Broad Street Mall, Reading RG1 7QE.

Dealer Warranty Direct 24 hour roadside helpline

The DWD helpline is available for the full period of cover of **your** warranty. **Our** 24 hour/365 days of the year Control Centre will arrange assistance for **you** whatever the motoring problem. Call 01737 815387. All costs involved in recovering a vehicle will be **your** responsibility. Payment will be required on a credit/debit card before help is provided. However if it is a mechanical **breakdown** some or all of the costs involved may be recoverable from the warranty.

Dealer Warranty Direct, Quadrant House, 20 Broad Street Mall, Reading, RG1 7QE. Registered in England 4399548.

Phone: 0845 052 1178

Fax: 0118 971 9702

Email: info@dealerwarrantydirect.co.uk

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