

Plan A - Maintenance and Breakdown Care Terms and Conditions

WHAT THE AGREEMENT PROVIDES

Our promise to you

We aim to provide a safe, high-quality service to maintain and repair your vehicle from the later of the date of your application or upon expiry of the manufacturer's warranty and for the period selected, which is confirmed on your Validation Form. If you have any questions or complaints about the Agreement, please contact us on 0330 100 3305.

Service Agreement

We base the Agreement on the information you have provided, which is detailed on your Validation Form. Your Validation Form, together with these terms and conditions constitute our agreement with you (the 'Agreement').

Section A

Our responsibilities under the agreement

We will meet our responsibilities under the Agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control.

We accept responsibility for the quality of all periodic maintenance inspections, maintenance and repairs which are carried out by any third party on our behalf in order to meet our obligation to you under the Agreement.

What is included in the Agreement

The Agreement is for maintaining and repairing your vehicle and includes:

Periodic Maintenance Inspection

– One maintenance inspection of your vehicle during the term of the Agreement and annually thereafter for agreements of more than one year. Please read Section C headed 'Periodic Maintenance Inspection' for listed items and full details.

Maintenance

– Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function (including maintenance repairs required following a manufacturer's service), up to the repair value detailed on your Validation Form and subject to the Maintenance and Repair Conditions detailed within Section H ('Administration'). Please read Section D headed 'Maintenance' for listed parts and full details.

– Vehicle hire if your vehicle suffers a failure of parts which requires 8 hours or longer (according to the manufacturer's recommended repair times) to carry out the required maintenance repair. See Section G under the heading 'Extensions to the Agreement' for full details.

Breakdown

– Labour and parts costs for included parts in the event of a breakdown which immobilises the vehicle, up to the repair value detailed on your Validation Form and subject to the Maintenance and Repair Conditions detailed within Section H. Please read Section E headed 'Breakdown' for listed parts and full details.

– Vehicle hire if your vehicle suffers a breakdown which requires 8 hours or longer (according to the manufacturer's recommended repair times) to carry out the required repair. See Section G under the heading 'Extensions to the Agreement' for full details.

– Recovery of the vehicle if your vehicle suffers a breakdown. See Section G under the heading 'Extensions to the Agreement' for full details.

Section B

Your responsibilities under the agreement

Servicing Requirements

In accordance with the manufacturer's servicing requirements, your vehicle must be serviced at the intervals recommended for your particular make, type and age of vehicle. For completion of a service we allow a maximum of 1,000 miles or 4 weeks' leeway on either side of the stipulated time, whichever occurs first. Please ensure that you are fully aware of the manufacturer's recommended servicing intervals for your particular make and age of vehicle. We would recommend that you return to the dealer who supplied your vehicle (the 'Supplying Dealer') or to one of our preferred repairers (please see Section H below for more details) to service your vehicle. Any maintenance repairs, which are covered by the Agreement and are required following completion of the manufacturer's service, will be covered as a benefit under the Maintenance Section of the Agreement.

New vehicles

During the manufacturer's warranty please ignore the servicing schedules shown in this document and adhere to those in the manufacturer's warranty booklet.

If you fail to service the vehicle in accordance with the manufacturer's requirements then any serviceable items (i.e. items that would have been otherwise identified during the service) will not be covered under the Agreement. However, any non-serviceable items will continue to be covered under the Maintenance and Breakdown Sections of the Agreement.

After each service, please ensure that the relevant service details are completed in this booklet by the servicing garage and obtain a receipt for the service. Keep the receipt – you will need it should you make a maintenance or repair request.

Section C

Periodic Maintenance Inspection

Your Supplying Dealer will complete the periodic maintenance inspection after you purchase your Agreement for your vehicle. If, however your Supplying Dealer is unable to perform the periodic maintenance inspection, please contact the Administrator for details of our preferred repairer. The Supplying Dealer or our preferred repairer will complete a Periodic Maintenance Inspection Form to show you what he or she has checked. If the periodic maintenance inspection reveals a problem, the Supplying Dealer or our preferred repairer may:

– tell you what work is needed which is included under the Maintenance element of the Agreement (see the Maintenance section for details).
– tell you what other work may be required or is recommended and what it may cost if you decide for that work to be done.

If your vehicle is still within the manufacturer's warranty when you purchase your Agreement, your Supplying Dealer will contact you to arrange the periodic maintenance inspection. If your Agreement is for more than one year, your Supplying

Dealer will contact you to arrange your further periodic maintenance inspection, after the first 12 months of your Agreement have elapsed. You must take your vehicle to the Supplying Dealer or our preferred repairer on the date you have agreed with them for the periodic maintenance inspection. You must present them with this Agreement when you take your vehicle to them. They will carry out the periodic maintenance inspection and complete the Periodic Maintenance Inspection Form on our behalf.

The periodic maintenance inspection will comprise of a check on the operation of the items listed in Section 1 to 5 below to ascertain whether these items are failing to perform their normal function, together with the maintenance of any such items listed in Sections 1 and 5 if necessary.

Section 1

- 1) Check operation of instrument gauges and horn
- 2) Check operation of clutch (where applicable)
- 3) Check operation of brake pedal
- 4) Check parking brake performance
- 5) Check operation of door locks
- 6) Check operation of central locking
- 7) Check operation of door windows (manual/electric)

Section 2

- 1) Check operation of interior lights, exterior lighting equipment and respective control lights and cluster illumination; Rear view mirror/sun visors; Front and rear side lamps; Head lamps; Stop lamps; Reflectors; Number plate lamp; Direction indicator lamps; Hazard lamps; Front and rear fog lamps
- 2) Check operation of wipers and washers
- 3) Check operation and condition of seat belts/mountings
- 4) Check security of seats mountings and head restraints
- 5) Check condition of windscreen
- 6) Check operation and condition of sun roof mechanism (if applicable)
- 7) Check engine mountings for security and condition

Section 3

- 1) Check operation of bonnet latch, safety catch and hinges
- 2) Check condition of road wheels for damage
- 3) Check condition for tyre wear and damage
- 4) Check exhaust condition, including clamps, security, leaks and damage
- 5) Check all items complete in tool kit
- 6) Check satisfactory starting, general performance and behaviour. Pay particular attention to the operation of clutch, transmission, steering, suspension and brakes including A.B.S. Listen for abnormal noises and after road test perform a visual check for fluid leak.

Section 4

- 1) Check fluid levels of brake, power steering, clutch reservoir, washer reservoir and battery (including security)
- 2) Check engine level, gear box levels manual/automatic (where applicable). Check engine for oil and water leaks and for extensive noise.
- 3) Check wiring, pipes, hoses, oil and fuel feed lines for routing, damage, chafing and leaks (where visible)

Section 5

- 1) Check steering operation and condition for leaks and security, tie rod ends, CV boots and rack boots condition

- 2) Check front and rear suspension condition
- 3) Check coolant system level and condition
- 4) Check condition of auxiliary drive belts and tension
- 5) Check catalytic converter

Please Note: If during the periodic maintenance inspection it is discovered that any items listed under Section 1 or Section 5 have suffered a failure whereby they no longer perform their normal function then the Supplying Dealer or our preferred repairer will notify the Administrator of a maintenance request on your behalf. The request will be dealt with in accordance with the Maintenance element of the Agreement (see Section D overleaf) and subject to the terms and conditions of the Agreement. The replacement or repair of parts listed under Section 2, Section 3 and Section 4 remains your responsibility. We will only be responsible for the periodic maintenance inspection of such items.

After the periodic maintenance inspection the Supplying Dealer or our preferred repairer will give you a record showing that they have carried out the periodic maintenance inspection, which will include details of any faults which have been found and any repairs that are needed. You should attach this record to the Periodic Maintenance Inspection Form.

Periodic Maintenance Inspection Form

I certify that the inspection has been carried out.

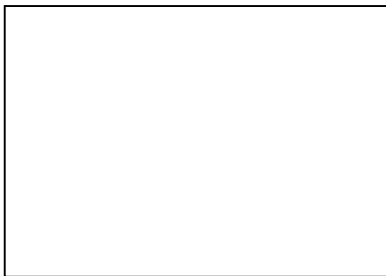
Agreement number.....

Mileage.....

Vehicle owner's name

Garage invoice no.....

GARAGE - PLEASE COMPLETE, STAMP HERE THEN SIGN AND KINDLY SUPPLY CUSTOMER



**Section D
Plan A Maintenance**

As part of the Agreement we include maintenance due to failure of certain parts, including maintenance repairs required following a manufacturer's service, as listed under the heading 'All mechanical and electrical parts'. A failure is the failure of a component to perform its normal function.

The most we will pay under the Agreement to maintain your vehicle is the repair value shown on your Validation Form. The amount includes parts, labour, VAT and any benefit from the Extensions to the Agreement shown in Section G.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

All mechanical and electrical parts

All mechanical and electrical parts are included for failure to perform their normal function on the vehicle together with:

Turbo/Supercharger (Factory fitted)

Catalytic Converter

Air Conditioning (Factory fitted)

In car entertainment (up to a maximum of £100 per repair request)

Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with and they are free from contamination.

Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.

Parts which are not included:

General

- (i) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats, carpets, seat belts, wiper arms/blades, wheels and tyres, wheel alignment / balancing, adjustments.
- (ii) On convertible vehicles the roof together with pumps and motor mechanisms is not included
- (iii) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs, points, condenser, distributor cap, rotor arm, HT leads, filters.
- (iv) Any item or accessory not in the manufacturer's original specifications.

Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the failure of an included part.

Clutch

Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.

Brakes

Brake discs, brake pads, brake linings/shoes.

Contaminated fuel

The clearing of fuel lines, filters, carburettors and pumps/nozzles.

Electrical accessories

Bulbs, lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, car telephones and satellite navigation systems.

Miscellaneous items

Air conditioning recharging, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, metal pipes and unions, all core plugs, air bags, decarbonisation, and failures caused by the build-up of carbon deposits (including burnt valves).

Section E

Plan A Breakdown

A breakdown is the failure of a component which results in the immobilisation of the vehicle. As part of the Agreement we include loss due to breakdown of certain parts as listed under the heading 'All mechanical and electrical parts'.

The most we will pay under the Agreement is the repair value shown on your Validation Form. The amount includes parts, labour and VAT and any benefit from the Extensions to the Agreement shown in Section G.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

All mechanical and electrical parts

All mechanical and electrical parts are included for breakdown together with:

Turbo/Supercharger (Factory fitted)

Catalytic Converter

Air Conditioning (Factory fitted)

In car Entertainment (up to a maximum of £100 per repair request)

Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with and they are free from contamination.

Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.

Parts which are not included:

General

- (i) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats, carpets, seat belts, wiper arms/blades, wheels and tyres, wheel alignment / balancing, adjustments.
- (ii) On convertible vehicles the roof together with pumps and motor mechanisms is not included.
- (iii) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs, points, condenser, distributor cap, rotor arm, HT leads, filters.
- (iv) Any item or accessory not in the manufacturer's original specifications.

Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the breakdown of an included part.

Clutch

Where the breakdown is due to the clutch having reached the end of its normal working life due to age or mileage or the clutch is burnt out.

Brakes

Brake discs, brake pads, brake linings/shoes.

Contaminated fuel

The clearing of fuel lines, filters, carburetors and pumps/nozzles.

Electrical accessories

Bulbs, lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, car telephones and satellite navigation systems.

Miscellaneous items

Air conditioning recharging, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, metal pipes and unions, all core plugs, air bags, decarbonisation, and breakdowns caused by the build-up of carbon deposits (including burnt valves).

Section F

General exclusions

1. We will not pay for any maintenance or repair requests directly or indirectly caused by:

- non-compliance with the conditions relating to the manufacturer's servicing requirements for the vehicle in relation to those items that would have been otherwise identified during the service;
- any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel;
- any act, omission or negligence by you (or any user of the vehicle), which adds to the loss or damage;
- fire, collision, frost, snow, ice, flooding, freezing or corrosion;
- the failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- any failure of parts which have reached the end of their normal working lives because of age or mileage;
- any parts which have not actually failed to perform their normal function;
- exhaust emission MOT failures;
- the cost of repair to components not listed as included for Maintenance or Breakdown under the Agreement.

2. The Agreement does not include the following:

Design or existing faults

Parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults; or faults which existed before you entered into the Agreement.

Diagnosis

We do not include diagnostic work to ascertain the failure of the vehicle.

Accidental damage

The costs relating to losses normally covered under a road risks insurance policy or losses resulting from an accident to the vehicle.

Consequential damage

Consequential damage is not included if it is reasonable for us to conclude that further damage has been caused by your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from:

1. excluded parts;
2. incorrectly fitted parts;
3. insufficient servicing;

4. faults present at purchase.

Section G

About the agreement

Vehicle use

The Agreement is not valid for vehicles which:

- are altered or modified from the manufacturer's original specification, or are raced, rallied, used in competition, or for hire or reward;
- are beneficially owned by a company or person involved in the business of vehicle repair, servicing or dealership or by an employee of such a company or person.

Period of agreement

The Agreement will run for the period chosen by you, as detailed on your Validation Form, or until the Agreement is cancelled (please see 'Cancellation' Section).

Start date

The Agreement begins from the later of the date of application or upon expiry of the manufacturer's warranty. However, the Administrator will issue you with a Validation Form confirming the Agreement.

Extensions to the Agreement

If we accept a maintenance or repair request for a failure of parts or a breakdown, you may also be entitled to the following benefits, but the amount we will pay must not exceed the repair value stated on your Validation Form. You must always get our prior authorisation for these costs.

(1) **Vehicle hire:** We will pay up to £50 per day including VAT for a maximum of 7 days. Vehicle hire is only available when the manufacturer's recommended repair time exceeds 8 hours. You will be reimbursed on receipt of a bona fide car rental agreement. The period of hire does not include delays while awaiting the start of maintenance or repairs or delivery of parts.

(2) **Recovery:** If the vehicle is immobilised we will pay for towing charges up to £50 including VAT.

Cancellation

The Agreement may be cancelled by you at any time but we will only consider a refund if the vehicle has been written off or if you die and provided no maintenance or repair requests have been made and no periodic maintenance inspection has been provided under the Agreement.

We will cancel the Agreement if you fail to provide us with the necessary information or knowingly provide incorrect information which affects our ability to provide a service to you. In such cases no refund will be due.

The Agreement ends if you sell or dispose of the vehicle unless you make a valid transfer of the Agreement. The Agreement can only be transferred to a private individual who first agrees to be bound by the terms of the Agreement by sending us a completed 'Transfer of Ownership' Form (as included in this document), together with the transfer fee. If, in the event of your death, ownership of the vehicle passes to an immediate relative, the Agreement automatically continues for the benefit of that person.

Section H

Administration

Maintenance & Repair Requests

If the vehicle shows signs of an imminent failure of parts or breakdown, DO NOT continue to use it. This may aggravate the problem and cause greater damage, for which we will not pay. Find the cause of the

problem and check whether it is included under the Agreement. We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance or repair request. The most we will pay in total is the repair value as stated on your Validation Form.

If you consider you have a maintenance or repair request, DO NOT proceed with maintenance or repairs until the request is authorised by the Administrator. NOTE: If the Supplying Dealer of your vehicle does not have maintenance or repair facilities, you should contact one of our preferred repairers, Autosafe or NSN (National service network) to arrange for the maintenance or repair(s).

Their telephone numbers are:

**Autosafe – Tel: 0845 217 1905
NSN (National service network) - Tel: 0871 871 1704**

You must gain authorisation from us before proceeding with any maintenance or repairs.

You must report a failure of parts or breakdown as soon as reasonably possible, but no later than 7 days afterwards, following the instructions below. We will not pay for the maintenance or repair if you do not report the failure of parts or breakdown as required.

1 The repairer must telephone the Administrator on 0330 100 3305 and obtain a repair request authority number. At that time (or as soon as possible thereafter) the Administrator will need the:

- Agreement Number
- Contract holder's name
- Current mileage
- Nature of maintenance or repair request
- Total cost
- Service history

2 The Administrator may authorise maintenance or repairs immediately; call for other estimates; nominate another repairer; investigate the maintenance or repair request further; or appoint an independent assessor to inspect the vehicle.

3 When maintenance or repairs are authorised a repair request authority number will be given. However, we will only pay for a maintenance or repair if the terms and conditions of the Agreement having been kept to, for example, manufacturer's servicing requirements.

4 On completion of maintenance or repairs, send the following documents to the Administrator at the address on the 'Maintenance and Repair Request Form':

- (a) fully completed 'Maintenance and Repair Request Form'; and
- (b) the repairer's invoice for maintenance or repairs, which must quote the Agreement number, repair request authorisation number and details of whom to pay; and
- (c) evidence of the vehicle service history, including invoices, from the start date of the Agreement.

Out-of-hours maintenance or repair requests

The Administrator's hours are 9am - 5pm Monday to Friday. If a maintenance or repair request arises outside these hours, the maintenance or repair request must be registered on the answering service on 0330 100 3305.

Payment

On completion of the maintenance or repairs, the repairer must invoice TWG Services (Isle Of Man) Limited and send the documentation mentioned in the Section entitled

'Maintenance and Repair Requests' quoting the Agreement Number and the repair request authority number to the Administrator,

**TWG Services (Isle Of Man) Limited,
Repair Department
The Aspen Building, Floor 2,
Vantage Point Business Village,
Mitcheldean,
Gloucestershire GL17 0AF.**

Telephone calls may be recorded for the purpose of staff training and improving customer service.

Maintenance and Repair Conditions

– If we accept a maintenance or repair request we have the right to take into consideration the age and mileage of the vehicle when settling the maintenance or repair request which may require a contribution from you if the repaired vehicle

will ultimately be in a better condition than before the failure of parts or breakdown occurred. The Agreement is limited to the maintenance or breakdown of each included part on only one occasion during the period of the Agreement.

– If more than one included part has failed at the time you contact the Administrator, it will be dealt with as one maintenance or repair request.

– We have the right to specify the use of guaranteed reconditioned or exchange units. our entitlement under the Agreement will be limited to the cost of these parts.

– If we give provisional authorisation for maintenance or repairs, we will assess repair times in line with the manufacturer's recommended repair times.

Gaining access to Your Vehicle

You must allow us free access to examine the vehicle at all times. If you make a

maintenance or repair request we have the right to:

- (a) examine the vehicle;
- (b) obtain an expert assessment, the result of which will be binding on all parties;
- (c) nominate the repairer.

If, following specific arrangements for inspection, and through no fault of ours, the engineer cannot inspect - for example, because the vehicle is not available or is not stripped etc - we will deduct fees for the second inspection visit from the authorised amount of the repair request.

Third-party rights

Nobody other than you, the legal owner of the vehicle as detailed on the Validation Form, will be able to benefit from the Agreement, which cannot be passed to someone else without our agreement. Please see the 'Transfer of Ownership' Section.

Maintenance and Repair Form

Maintenance or repair requests will not be accepted unless this form is fully completed and signed.

For You to complete	For the repairing dealer to complete
Agreement Number	Date Vehicle inspected
Date of purchase	Description of faulty part
Vehicle registration number	Description of maintenance or repair
Date when failure of parts or breakdown occurred	Payment to be made to
Mileage reading at time of failure of parts or breakdown	Customer <input type="checkbox"/>
Your name (the contract holder)	Repairer <input type="checkbox"/>
Address	Repair request authorisation number
Contact telephone number	Amount
Your signature	Repairing dealer representative's signature
Date	Date
.....	Stamp

Repairing dealers maintenance or repair request checklist

- Maintenance or repair request authorised by Administrator
- Fully completed Maintenance and Repair Request Form
- Fully itemised invoice
- Full service history

On completion of the repairs please send invoices to: TWG Services (Isle Of Man) Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF

Administrator: TWG Services (Isle Of Man) Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF

Transfer of ownership

Conditions of transfer

The Agreement only applies to the vehicle as detailed on the Validation Form and is not transferable to any other. **If ownership of the vehicle is transferred, the Agreement ends immediately, unless a fee of £25 is paid to the Administrator within 7 days of the transfer.**

If the fee is paid, the Agreement is reinstated for the unexpired term of the Agreement. You should send the following by recorded delivery to the Administrator:

- Request For Transfer Of Ownership Form (please see below);
- Fee of £25 (**cheques to be made payable to TWG Services (Isle Of Man) Limited**);
- This booklet;
- Proof of sale;
- All service documents.

Unless these are received within 7 days, no transfer is possible. Transfer can only occur if the manufacturer's servicing requirements have been complied with since the start date of the Agreement.

Request for Transfer of Ownership

I certify that I have sold my Vehicle privately and wish to transfer this Agreement.

Date of transfer of ownership

.....

Agreement number is

Your signature

.....

.....

New owner's name and address

Date.....

.....

New owner's signature

.....

.....

.....

Date.....

Telephone number of new owner

Please see the list of requirements detailed above

.....

Mileage at transfer.....

Customer care

If you have any enquiry about your periodic inspection or any maintenance or repair work carried out on your vehicle under the Agreement, you should in the first instance contact the Supplying Dealer or the preferred repairer that carried out the inspection/maintenance.

If you have a complaint about the Agreement, the periodic maintenance inspection or any maintenance or repair work carried out on your vehicle under the Agreement, please write to the Administrator at **TWG Services (Isle Of Man) Limited**, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF.

If you are not satisfied with the way a complaint has been dealt with you may write to the Provider of the Agreement. Please see below for full contact details for the Provider.

Unless specifically agreed otherwise, the law that will apply is English law.

Guarantees

Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizens advice bureau or trading standards department.

Other ways to receive this information

If you would like this document in another format, such as in large print, in Braille or on cassette, please call us on 0330 100 3400 or textphone 0330 100 3330.

Administrator

The Agreement is administered by TWG Services (Isle Of Man) Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone: 0330 100 3305. This is a private company limited by shares and incorporated in England.

Provider

The Agreement is a contract between you, the legal owner of the vehicle as named on the Validation Form and the Provider, The Warranty Group Services (Isle of Man) Limited, of St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. Registered Number 094279C.

Servicing Schedules

Please Note: For new vehicles, during the manufacturer's warranty please ignore the servicing schedules shown in this document and adhere to those in the manufacturer's warranty booklet.

1st Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name
.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

2nd Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name
.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

3rd Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

4th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

5th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

6th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no.....

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed.....

Date.....

NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

RAC Assistance

Lookers Motor Group Limited has entered into an agreement with RAC under which Lookers Motor Group is able to procure the following services:

Definitions

Below are certain words that have a specific meaning and wherever these words appear they have the following meaning:

“**Breakdown**” means any unforeseen mechanical or electrical failure during the Period of Cover in the UK which has either immobilised the Vehicle or made it unsafe to drive.

“**Contractor**” means any person, including RAC, who we use to provide the services described in this document.

“**Breakdown Start Date**” means the first day of the Period of Cover indicated on the Policy Schedule.

“**Dealer**” means the dealer specified on the Policy Schedule.

“**Details**” means your name and Vehicle registration number, make and model.

“**Home**” means the address where you live in the United Kingdom.

“**The Party/Your Party**” means the persons travelling in the Vehicle.

“**Period of Cover**” means the period during which Your Vehicle has breakdown cover which commences on the Breakdown Start Date and continues for the duration indicated on the Policy Schedule.

“**RAC**” means RAC Motoring Services and/or RAC Insurance Limited.

“**Resident of the United Kingdom**” means a person living permanently in the United Kingdom or a person employed by a company having its registered office in the United Kingdom.

“**Specialist Equipment**” is equipment in our view not carried by RAC patrols or RAC contractors.

“**United Kingdom**” means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

“**Vehicle**” means the vehicle whose Details have been provided to Us by Lookers Motor Group.

“**We/Our/Us**” means Lookers Motor Group Limited, 776 Chester Road, Stretford, Manchester, M32 0QH and/or any third party acting on our behalf.

“**You/Your**” means the owner of the Vehicle and any other person driving the Vehicle with the owner's consent.

How to Obtain Assistance

If your vehicle has a Breakdown, please follow these simple steps:

Telephone us on the following number – **0800 246 808**

- For our joint protection telephone calls may be recorded and/or monitored

- Quote the Scheme code for Lookers Motor Group: **0161**
- Advise the operator of the location of the Vehicle, the nature of any fault, and provide any
- Other information requested by the operator.
- The number of the phone you are using

- Please ring us back (on the free number) if you get going before the Patrol arrives.
- Only accept help from the Patrol or contractor that has been sent to assist you by RAC.
- Don't go directly to a garage (even an RAC appointed one); RAC are not obliged to reimburse you if you have had to pay for help which was not arranged by RAC.
- Recovery service can only be arranged by RAC.
- Please ensure these terms are kept with the vehicle, should any incident occur.

Please do not go ahead and make your own arrangements, as we cannot arrange reimbursement of costs incurred without prior authorisation.

Roadside

Roadside is available for the driver of the Vehicle . Roadside operates in the United Kingdom and the Republic of Ireland.

If you are stranded on a public highway (or other accessible road or area to which the public has the right of access) because the Vehicle has a Breakdown, We will arrange for a Contractor to assist you who will try to repair the Vehicle at the roadside.

Roadside includes labour at the scene of the Breakdown but not labour at any garage to which the Vehicle is taken.

If the Vehicle cannot be repaired at the roadside, or if repairs are unwise, we will arrange for the Vehicle and up to 8 people to be taken to a destination of your choice within ten miles. If you have no preferred destination, we will arrange for the Vehicle to be taken to a nearby garage. If you wish the Vehicle to be taken to any other destination we will use reasonable endeavours to assist if you pay for the towage costs for the whole distance.

If you cannot readily get to the Vehicle, We will arrange, if practicable, to have it towed to a place of safety and stored until you can collect it.

Please note:

- We will not arrange to tow or transport any Vehicle, which, in our reasonable opinion, is loaded beyond its legal limit.
- If the Vehicle is in a position where we cannot arrange for work to be undertaken on it or tow it, or wheels have been removed, we can arrange to rectify this but you will have to pay the costs involved.

Roadside does not cover:

- Routine servicing of Your Vehicle
- The cost of parts, fuel or other supplies
- Replacing tyres or windows
- Missing or broken keys. We will try to arrange the services of a locksmith if you pay them direct.
- The cost of ferry crossings, road tolls and congestion charges.
- Vehicles being demonstrated or delivered by motor traders, or used under trade plates

- Vehicles within 1/4 mile of Your Home or where you normally keep the Vehicle.
- Contaminated fuel. However, We will arrange for the Vehicle to be taken to a local garage for you to arrange and pay for any work carried out.
- Any Vehicle storage charges before, during or after any assistance provided by us.
- Assistance following an accident, fire, theft or vandalism or other incident normally covered by a motor insurance policy. We can arrange assistance if you pay for the cost of assistance. (You may be able to recover these costs under the terms of your motor insurance policy).
- If there are animals in the Vehicle, their onward transportation is at our sole discretion and is carried out solely at your risk. We will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

Recovery operates only in the United Kingdom.

If we cannot arrange for the Vehicle to be repaired locally within a reasonable time, we will arrange for the Vehicle and up to 8 people to be taken home or to any other single address. If there are more than 5 people this may require two separate Vehicles. An adult must accompany any persons under the age of 16.

Recovery does not cover:

- Use of the services having the object or effect of avoiding repair costs. For example if a Vehicle can be repaired in a reasonable time we may not arrange recovery but arrange for repair instead.
- Recovery, which is required because we have previously arranged a temporary repair, which has not subsequently been properly repaired by you.

At Home

At Home has the same features and limitations as Roadside but with the following variations:

At Home is only available in the United Kingdom.

At Home allows you to use Roadside services within 1/4 mile of Home or the place where you normally keep the Vehicle.

At Home does not cover:

- Rectifying failed repairs attempted by you or someone on your behalf.

General

- Roadside, Recovery and At Home cover United Kingdom registered Vehicles only.
- We cannot procure services for Your Vehicle if it is unattended.
- We do not guarantee to procure services in whole, or in part, if we or Our Contractors are prevented from doing so due to any circumstances beyond our reasonable control.
- We reserve the right for us and Our Contractors to refuse to give service if anyone in Your Party behaves in a threatening or abusive way to our staff or Contractors.
- Your telephone calls to and from us and Our Contractors may be monitored and recorded for the purposes of staff training and quality assessment. This complies with Ofcom regulations.
- If the service you require is not included within Roadside, Recovery and At Home, We will try, if you wish, to arrange it at your expense. The terms of, and any payment for, any such service are a matter for you and the supplier and we will not act as an agent for you or the supplier.
- Vehicles, which have broken down as a result of taking part in a motor sport event, which takes place off the road and/or is not subject to the normal rules of the road are not covered.

Vehicle specifications: Assistance is available to you when you are travelling in a car, motorised caravan, van, minibus or motorcycle that complies with the restrictions set out below:

Maximum Vehicle weight: 3,500kg (3.5 tonnes) Gross Vehicle Mass (GVM) Maximum car length: no restriction. Maximum Vehicle length: 5.5 metres (18ft) including any tow bar. Maximum Vehicle width: 2.3 metres (7ft 6in).

Caravans and trailers: The above specifications will also apply to the caravan or trailer except the length which must not exceed the following:

Maximum caravan or trailer length 7.0 metres (25ft) including tow bar. If the Vehicle should breakdown whilst towing a caravan or trailer we will arrange for recovery of Your Vehicle together with the caravan or trailer. However, if your caravan or trailer breaks down in a way that means it cannot be repaired, we will be unable to arrange recovery of your caravan or trailer unless it can be recovered at the same time as Your Vehicle. If you require the broken down caravan or trailer to be recovered separately we can arrange for this service but you will be responsible for any costs incurred. We would recommend that you always carry a serviceable spare tyre and wheel appropriate to Your Vehicle, caravan or trailer.

The Dealer has the benefit of a policy from RAC to cover the services described in this document.

If RAC is unwilling or unable to provide the services the Dealer will not be obliged to provide those services to you or Your Party or to arrange for anyone else to do so. Please note that nothing in this document gives you any rights against RAC.

Caring for Our Customers

Dealer and RAC (who we use to provide the service) are committed to providing an exceptional level of service and customer care. However, things can go wrong and there may be occasions when You feel that you have not received the service you expect. When this happens, you should contact RAC at the following address so that RAC can try and put things right for you:

Customer Care, RAC House, PO Box 200, Brockhurst Crescent, Walsall, West Midlands WS5 4QZ

An acknowledgement that your complaint has been received will be sent to you within 5 working days following which your complaint will be investigated in accordance with RAC's internal complaints handling procedures. A copy of these procedures can be obtained by writing to RAC at the above address and a copy will be sent to you automatically if you make a complaint.

†0870 calls charged at national rate.

Calls from mobiles are charged at network operator's premium rate.

Calls may be recorded and/or monitored.