

Terms and Conditions

INTRODUCTION

Your retailer will have done everything possible to prepare your vehicle to the highest of standards prior to you taking delivery - but nobody can foresee the unexpected which can ruin even the best planned motoring budget. In conjunction with Buy A Warranty your vehicle is protected against major mechanical breakdown.

This warranty has been designed to ensure that in the unlikely event of a breakdown, you will experience minimal inconvenience to yourself. We would suggest that you keep this booklet in your vehicle at all times.

If there is anything that requires clarification, then please do not hesitate to contact us on:

Telephone -0330 229 5040

E-mail - **claims@buyawarranty.co.uk**

IMPORTANT

This booklet is a contract between the warranty holder and the supplying dealer. Buy A Warranty are appointed as administrators.

Please familiarise yourself fully with the Terms, Conditions, Exclusions and Servicing Requirements of this service contract document as failure to do so may invalidate any future claim. If there are any further points requiring clarification, please contact our appointed administrators on:

Telephone -0330 229 5040

E-mail - claims@buyawarranty.co.uk

THIS BOOKLET IS NOT A WARRANTY UNTIL:

- The Proposal Form has been completed and received by Buy A Warranty. (Herein called the "Company").
- The premium has been received by the Company.
- The Proposal Form has been accepted and confirmation issued by the Company of the acceptance of the warranty.

The retailer and the warranty holder are jointly and severally responsible

in ensuring that the full premium is received by the Company.

THE TERM 'MECHANICAL BREAKDOWN' IS DEFINED AS:

The sudden and unforeseen breakage of an item listed within the 'What is Covered' leaflet inserted within the back cover as verified by the Validation Certificate issued by the Company.

Failure or breakage, the proximate cause of which is wear and tear, or items which may be considered to have come to the end of their normal

life expectancy, are specifically excluded from coverage afforded by this warranty. **Automatic renewal**

TRANSFER OF WARRANTY

2

This warranty is transferable should the vehicle be sold privately, subject to the approval of Buy A Warranty.

The transfer request must be made in writing and sent with the warranty documents together with the transfer fee of £35. The fee is returnable in the event of non-acceptance.

Please ensure you supply full details of your vehicle including the mileage at time of sale together with the full name and address of the individual you have sold the vehicle to. If required please contact ourselves on:

0330 229 5040 for a transfer of ownership form or via e-mail from hello@buyawarranty.co.uk.

CLAIMS

PLEASE NOTE:

It is not possible for the Claims Department at our appointed administrators to authorise any repairs without issuing a specific authorisation number. No liability can be accepted for any repair undertaken or commenced without this authorisation.

CONDITIONS

- 01.** The warranty applies to the motor vehicle described on the Validation Certificate provided it is a vehicle in current use. The warranty applicable to commercial vehicles is subject to the mileage of the vehicle not exceeding 12,000 miles in any 12 month period. The mileage for other than a 12 month warranty shall be calculated on a pro-rata basis.
- 02.** No repairs are to be commenced without the prior authorisation of Buy A Warranty.
- 03.** Dismantling charges will only be reimbursed as part of a valid claim. The vehicle owner must authorise any dismantling and to pay such charges should it be established that the failure is not covered by the warranty.
- 04.** The Company reserves the right to examine the vehicle and/or damaged parts prior to any rectification work being undertaken. No claim will be considered where it is established by an Independent Engineer that the faults were caused by

a lack of servicing and/ or maintenance. Should the Independent Engineer be unable to carry out their assessment for any reason, other than their own, then the responsibility of arranging a further inspection, and payment for same, will be the responsibility of the vehicle owner.

- 05.** No refund (for whatever reason) of monies paid will be made in respect of this warranty.
- 06.** No liability shall exist or be deemed to exist whatsoever in the event of non-payment of the full years warranty before a claim is paid out.
- 07.** The warranty holder is responsible for the first £30 of any claim of a claim being admitted by the Company unless stipulated elsewhere. If any claim is fraudulent in any respect, all benefits under this warranty will be forfeited.
- 08.** In the event of a claim being admitted, the Company reserves the right to request a contribution from the warranty holder towards the cost of any parts and or labour in the event of the vehicle being in a better condition than it enjoyed immediately prior to the failure. The Company reserves the

right to specify the use of
reconditioned or exchange units.

09. The maximum liability for repairs shall not exceed the maximum claim liability as stipulated on the Validation Certificate. This shall also include any Additional Benefits.

10. The Conditions and Exclusions of this warranty cannot be altered or amended by any party except by written authority of the Company. The benefits of this warranty may not be assigned without the written consent of the Company. Our free MOT offer includes the test fee only, not repairs.

EXCLUSIONS

THIS WARRANTY DOES NOT COVER

01. Mechanical breakdown where the fault(s) could be reasonably stated to have existed before the commencement of this warranty, or the breakdown or failure of any components not covered by the warranty.

02. Cylinder head cracks/porosity are specifically excluded under the terms of this warranty and so is the gradual reduction in operating performance of any of the components listed as being covered components.

03. Any loss unless the vehicle has been serviced in accordance with the requirements of this warranty as

detailed on the validation certificate or where the odometer has been tampered with, altered or disconnected.

04. Repairs, replacements or alterations not authorised by the Company, experimental equipment, routine servicing or maintenance, or vehicles in any way modified from the manufacturer's specifications, or any faults that can be attributed to the quality of fuel being used.

05. Any parts which have not actually failed, or parts replaced or reported during routine servicing and / or maintenance. Nor any parts which can be considered as having inherent

design faults, subject to

manufacturer's recall, or claimable under any existing insurance, warranty or guarantee.

06. Vehicles used for hire or reward, commercial vehicles with a carrying capacity of 35cwt or more, vehicles used in any sort of competition, rallying, racing, or any vehicles owned by a garage or its associated companies engaged in the motor trade.

07. Any damage occurred in whole or in part due to any type of accident which is wilful, unlawful or negligent.

08. Any consequential loss of whatsoever nature, arising directly, or indirectly from the claim, or event giving rise to a claim under this warranty. Any liability for death or bodily injury or damage to any property of any

03. Before any work is undertaken, the repairing garage must contact us on 0330 229 5040 for authorisation.

The garage will require the following:

HOW TO MAKE A CLAIM

description.

09. Claims not notified to the Company during the warranty duration, or any claims not notified by Recorded Delivery within seven days of any occurrence giving rise to a claim.

10. Deterioration of lubricants resulting in consequential damage.

Should it be necessary to make a claim, please ensure the following procedure is adhered to.

01. Refer to the “What is Covered” insert towards the rear of your booklet and ensure that the part(s) directly causing the breakdown are covered.

02. Deliver your vehicle to a reputable repairer, please ensure you take with you your warranty booklet and receipt(s) for any services carried out.

- The warranty booklet.
- Payment Authorisation form completed and signed by the warranty holder.
- Exact mileage and date of failure.
- Cause of breakdown.
- Estimated cost of repair for both part(s) and labour.

04. Where possible authority will be given by means of a specific authorisation number for the sum authorised. Any amount in excess of this amount is the responsibility of the warranty holder.

05. After the repairs have been completed, an itemised invoice, the warranty booklet with the Payment Authorisation form completed and signed by the warranty holder, together with any appropriate service

receipts should be forwarded to:

Buy A Warranty Ltd
86-90 Paul Street
London
EC2A 4NE

06. Please ensure that the authorisation number is quoted on the repair invoice. This will enable us to deal with your claim with minimal delay.

07. The warranty holder is responsible for the first £30 of each and every claim.

PLEASE NOTE: It is not possible for ourselves to authorise any repairs without issuing a specific authorisation number. No liability can be accepted for any repair undertaken or commenced without this authorisation

CANCELLATION

Customers wishing to cancel their vehicle warranty ("Warranty") provided by Buy A Warranty Ltd ("Company") must provide written notice of cancellation at least two months prior to the desired cancellation date. Notice of cancellation can be sent via email to sales@buyawarranty.co.uk or by contacting our customer service team by phone. You may cancel your warranty at any time as long as you have not made a claim.

In the event of any warranty claim(s), cancellation is not possible unless the remaining balance for the year(s) initially purchased is paid in full. For example, if you purchased a two-year warranty and make a claim after six months and decide to cancel for whatever reason, the remaining 18 months will need to be paid in full or you may continue with the monthly direct debit as normal. In the event of your first claim, the remaining balance of the year(s) warranty will need to be paid. Once that balance has been paid, you may make further claims if needed as you have paid your balance for the remaining year(s) warranty in full.

All warranties purchased are on a monthly or yearly rolling contract basis. If a customer fails to provide the required two months' notice of cancellation, the Warranty will automatically renew and continue to be active for the subsequent period. The customer will be responsible for any charges incurred during the renewal period.

Upon receipt of a valid cancellation notice via email or phone call, the Company will confirm the cancellation request and provide confirmation of the cancellation date. It is the customer's responsibility to ensure that the cancellation notice is received and acknowledged by the Company.

The Company reserves the right to modify, suspend, or terminate the cancellation policy at any time without prior notice. Any changes to the cancellation policy will be communicated to customers via the Company's website or other appropriate channels.

By purchasing a Warranty from Buy A Warranty Ltd, customers acknowledge that they have read, understood, and agree to abide by these cancellation terms and conditions. Failure to comply with these terms and conditions may result in the automatic renewal of the Warranty and continuation of contractual obligations.

MOT OFFER

Terms and Conditions: Free MOT Test Offer

Eligibility: This promotional offer ("Offer") is valid for customers who purchase a warranty from Buy A Warranty Ltd ("Company"). The Offer entitles the customer to one free MOT test per year of the warranty period.

Limitation of Liability: The Company does not guarantee that the customer's vehicle will pass the MOT test. Any repairs or costs incurred as a result of the vehicle failing the MOT test are solely the responsibility of the customer. The Company will not cover any financial obligations related to repairs or costs resulting from a failed MOT test.

Claim Period: Customers may only claim the free MOT test offer three months after the commencement of the warranty period.

Usage Limitation: The free MOT test offer is limited to one MOT test per year of the 12-month warranty period. Any additional MOT tests required during the warranty period will be at the customer's expense.

Modification and Termination: The Company reserves the right to modify, suspend, or terminate this Offer at any time without prior notice. The MOT test and our warranties do not cover vans over the weight of 3.5 tons.

Governing Law: These terms and conditions shall be governed by and construed in accordance with the laws of the United Kingdom.

By participating in this Offer, customers acknowledge that they have read, understood, and agree to abide by these terms and conditions. Failure to comply with these terms and conditions may result in the forfeiture of the free MOT test offer

PAYMENT AUTHORISATION

SECTION B - To be completed by the repairer

Repair Authorisation Number:

Date of Repair:

Mileage at Repair:

List of major items replaced by repairer:

Signed

Date

(Certified correct on behalf of the repairer)

VEHICLE OWNER/REPAIRER

Please post by recorded delivery to:

Buy A Warranty Ltd, 86-90 Paul Street, London, EC2A 4NE

If you require any further clarification, please do not hesitate to contact us.

If you have any questions or need additional information regarding the cancellation process or any other aspect of your vehicle warranty, please feel free to reach out to our customer service team. You can contact us via email at hello@buyawarranty.co.uk or by calling [insert phone number]. Our dedicated team is available to assist you and provide clarification on any queries you may have.

Your satisfaction is important to us, and we are committed to ensuring that you have a clear understanding of our terms and conditions. Thank you for choosing Buy A Warranty Ltd, and we look forward to serving you.

Buy A Warranty Ltd
86-90 Paul Street
London
EC2A 4NE

T: 0330 229 5040
claims@buyawarranty.co.uk
www.buyawarranty.co.uk

