WarrantyFirst

REPAIR PLAN BOOKLET

Electric Cars.

Charge · Charge+

warrantyfirst.co.uk

Why Warranty First.

With many thousands of repair plans taken out with us, we're trusted as a leading provider.

You may have just bought your used vehicle and considered the expense carefully. You now expect a long period of trouble-free motoring, and we hope that's the case. Vehicle parts can fail though — and a used vehicle repair plan in place means one unexpected repair doesn't take that good work away.

This repair plan operates on a discretionary basis. We have full discretion and will apply this to all repair request decisions that are made.

Accredited by The Motor Ombudsman

If you disagree with a repair decision we make, our complaints process will look into it first — and if the matter cannot be resolved, you have the right to seek mediation with The Motor Ombudsman.

Out of hours repairs.

Our office is open from 9am to 5pm, Monday to Friday (except public holidays).

If an issue arises on the vehicle out of office hours and the repairs need to be completed urgently, you are responsible for these repairs. Contact Warranty First as soon as possible when we re-open, to notify us and to allow us to consider whether to pay for the repairs.

If the repairs needed are not urgent, the usual process should be followed (see the repair request process section).

To assess the repair request, we will require the full invoice for the repairs completed, including a breakdown of the parts and labour. We may also require other information, such as the current mileage and service documentation. Our team will contact you if we require anything else.

The repair request will be considered by us at our absolute discretion, at which point we will also consider the plan level you have.

What your plan gives you.

Consequential damage.

If a non-listed part causes damage to a listed part, we may use our discretion to still consider the repair request.

Huge choice of garages.

If we authorise your repair costs, we will pay for that repair to be carried out by any garage you take your vehicle to — no forced network.

Keeping you on the road.

We may contribute to vehicle hire, hotel and travel costs. Worth knowing if you're away from home.

Multiple repairs.

There's no limit on the number of repair requests you can make. The total amount paid across repair requests cannot exceed the market value of your vehicle.

No mileage limit.

We will consider your repair request regardless of the miles you have done during the period of your repair plan. Useful if you commute and clock up the miles.

Wear and tear.

We may consider repair costs for wear and tear items if the items are listed under your repair plan. Refer to your plan level for specific details.

Service schedule.

IMPORTANT INFORMATION

To keep the repair plan validated, it is a condition that you keep your vehicle serviced in line with the manufacturer's service schedule by any garage.

Ensuring that your vehicle is serviced regularly will enhance its efficiency and make trouble-free motoring more likely.

If you have purchased your vehicle without any previous service history records, please ensure the correct service is carried out, commensurate with the current mileage of your vehicle, to the manufacturer's minimum standards. This must be done within 1,000 miles or 30 days of ownership.

Definitions.

The words below are used throughout the repair plan.

01 **Autodata** — An industry-standard database detailing accurate information on repair times and maintenance intervals.

02 **Consequential damage** — If a non-listed part causes damage to a listed part, we may use our discretion to still consider the repair request.

03 **Customer contribution** — A contribution to be paid by the plan holder towards the cost of each repair, as detailed in the plan schedule.

04 **Diagnosis** — A summary of the fault or faults identified by the plan holder's preferred repairer.

05 **Electrical failure** — The sudden malfunction or breakdown of electrical components or systems, which results in the loss of power or causes improper operation.

06 **Extra benefits** — As detailed on each plan level under extra benefits; these are included within the repair limit shown on the plan schedule and are inclusive of VAT.

07 **Independent assessor** — An independent body appointed by the plan administrator to provide an impartial opinion on a repair request.

08 **Labour rate** — Our contribution towards repair labour costs on an hourly rate, as detailed in the plan schedule.

09 **Mechanical failure** — The sudden malfunction or breakdown of a mechanical component which causes improper operation or function.

10 **Plan administrator / we / us** — Warranty First.

11 **Plan holder** — The named person or business on the plan schedule.

12 **Plan inception** — The start date of the repair plan, as detailed in the plan schedule.

13 **Plan level** — As detailed in the repair schedule.

14 **Plan schedule** — A document that defines your plan level, sent to you at plan inception.

15 **Repair plan** — This document and the plan schedule.

16 **Repair request** — The process to be followed by the plan holder should a fault arise with the vehicle.

17 **Shortfall** — Any monies owed towards a repair aside from the repair plan contribution agreed by the plan administrator.

18 **Supplying Dealer** — The business that applies for the repair plan on the plan holder's behalf.

19 **Term** — The duration of the repair plan, as detailed in the plan schedule.

20 **VAT** — Value Added Tax, which will be calculated at the prevailing rate.

21 **Wear and tear** — The natural and expected deterioration or damage that occurs over time as a result of normal usage.

Wear and tear.

The natural and expected deterioration or damage that occurs over time as a result of normal usage.

We may consider repair costs for wear and tear items that have failed, provided the items are listed under your repair plan. Wear and tear for the listed parts will only be considered up to a maximum miles and/or years, whichever is sooner, in accordance with the plan level.

Charge and Charge+.

The following may be considered for wear and tear up to 110,000 miles or 10 years, whichever is sooner (inspections may be required): active anti-roll bar, anti-lock brake system, anti-roll bar links, coil/air springs, McPherson struts, power steering pump, shock absorbers, top suspension mounts & wheel bearings.

Charge.

PLAN LEVEL 01

CARS UP TO 150,000 MILES AND LESS THAN 15 YEARS OLD · RECOMMENDED WHERE THERE IS A SEPARATE OEM HIGH VOLTAGE BATTERY/MOTOR WARRANTY AT PLAN INCEPTION · BEV

You can make multiple repair requests, and we may agree repair costs up to the current market value of your vehicle during the term of your repair plan.

Extra benefits per repair.

- **£75 or 2 days** Car hire contribution
  SEE CLAUSE 67
- **Included** Consequential damage
  SEE CLAUSE 7
- **£50** Diagnosis contribution
  AUTHORISED AND PAID REPAIRS ONLY
- **£150** Failed auxiliary battery contribution
  FIRST 90 DAYS OF THE PLAN ONLY
- **£50** Hotel & transport contribution
- Factory fitted multimedia contribution
  LCD DISPLAYS UP TO £750
  OTHER COMPONENTS UP TO £300

Parts we will consider.

We will consider paying the repair costs for the following parts if there is a mechanical and electrical failure. We will not consider payment for parts not listed below.

Air con & heating ventilation.

Compressor & drive clutch, condenser, evaporator, expansion valve, heater flap actuator, heater resistor, interior fan control switch, interior fan motor, pressure & temperature sensors and receiver/drier.

Braking system.

Anti-lock braking system (ABS) pump & control unit & sensors, calipers (not seized), drum brake self-adjusting mechanisms, handbrake control cables & linkages, master & wheel cylinders, pressure reducing & proportioning valves & vacuum pump & servo, regenerative braking system (not pads & shoes).

ECUs & computers.

The air conditioning, alarm/immobiliser, anti-lock braking system, central door locking system, footwell module, power delivery module, rear axle module, steering and suspension electronic control units originally fitted to your vehicle when it was first manufactured are considered (upgraded or revised software and firmware, and any retro-fitted ECUs & computers, are excluded from consideration).

Electrics.

Brake light switch, central locking solenoids, coolant heater, front & rear wiper motors, heat exchanger, high voltage inverter, horn, indicator flasher relay, onboard charger, sunroof motors, washer jet pumps, window motors.

Steering.

Column shaft & tilt mechanism & couplings, pressure pipes, rack & pinion assembly (including electric motors), steering, track rods & track rod ends.

Suspension.

Ball joints, ride height sensors, self-levelling pump & regulator valves & air springs, suspension arms, swivel joints, upper and lower wishbones.

Transmission & drive train.

Reduction gearbox.

Charge+.

PLAN LEVEL 02

CARS UP TO 100,000 MILES AND LESS THAN 10 YEARS OLD AT PLAN INCEPTION · BEV

You can make multiple repair requests, and we may agree repair costs up to the current market value of your vehicle during the term of your repair plan.

Extra benefits per repair.

- **£75 or 2 days** Car hire contribution
  SEE CLAUSE 67
- **Included** Consequential damage
  SEE CLAUSE 7
- **£100** Diagnosis contribution
  AUTHORISED AND PAID REPAIRS ONLY
- **£500** Failed auxiliary battery contribution
  FIRST 90 DAYS OF THE PLAN ONLY
- **£50** Hotel & transport contribution
- Factory fitted multimedia contribution
  LCD DISPLAYS UP TO £1,000
  OTHER COMPONENTS UP TO £500

Our most comprehensive plan.

We will consider paying the repair costs for all mechanical and electrical parts if there is a mechanical and electrical failure — except the items shown under “Parts not considered” on the following page.

Comprehensive protection.

Mechanical and electrical parts are considered unless specifically listed as not considered — you only need to check the items that are not.

Consequential damage.

If a non-listed part causes damage to a listed part, we may use our discretion to still consider the repair request.

Multiple repairs.

Repair requests can be made throughout the term, up to the vehicle’s current market value.

Important.

Sundries such as bolts and fasteners, coolants, filters, fluids, hoses, lubricants, nuts, oils, pipes, rings and other working materials will be considered provided the vehicle is not within 1,000 miles of its next due service, and provided their replacement is necessitated by a valid repair request. Tracking and wheel alignment will be considered provided it is required as part of the replacement of a considered part.

PARTS NOT CONSIDERED — NEXT PAGE

Parts not considered.

Bodywork.

Binnacle heads and instrument cluster, bumpers, charging flap/port, daytime running lights, door handles, folding roof frames and mechanisms, folding roofs, folding running boards and steps, fuel flap, gearstick, glass, headlights, hinges, interior and exterior trims, interior lighting and bulbs, lifting struts, mirrors, non-glass windows, paintwork, panels, seat belts and pre-tensioners, seat frames and upholstery, steering wheel, sunroofs and sunroof mechanisms, tonneaus and associated mechanisms, upholstery, weather seals, wheels & tyres.

Computer software and firmware.

Upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle, unless required when a listed part is considered under the plan.

Miscellaneous components.

12v/USB/aux sockets, air bags, auxiliary drive belts, brackets and mountings, brake pipes, cables, casings (unless they have been damaged as the result of the breakdown of a part), diesel glow plugs, electrical connectors, engine covers, fuel and fuel lines, fuses, heating elements, LPG system, TPMS system, wiring. Any accessories fitted after manufacture.

Servicing and maintenance related components.

All components and fluids which require periodic replacement as part of the manufacturer's recommended servicing (including but not limited to: anti-freeze, brake fluid, filters, grease, oils, refrigerants and spark plugs), brake discs and brake friction materials (brake pads and brake shoes), clutch friction plates, exhaust pipes and exhaust pipe gaskets, flywheels that have been damaged by worn clutch friction plates.

Repair request process.

How to start a repair request.

We have an experienced team who will manage your repair request from start to finish. Register online at **warrantyfirst.co.uk** or call **01733 830 278**.

Important information.

Start your repair request as soon as you notice a fault. Do not drive if this could worsen the damage or affect safety. Do not authorise repairs until we agree to them.

How it works.

01

Easy online repair form.

If your vehicle develops a fault, fill in our simple online repair form. We'll be in touch as soon as possible.

02

Book into a garage.

To get details of the repair costs, we'll ask you to visit any UK garage for a diagnosis, which should then be sent to us.

03

Repair review.

Once we have all the details of the repair, we will use our discretion and confirm if we can contribute towards the repair costs.

You might need.

- Any receipts from previous repairs
- MOT certificates
- Service history from garages
- V5 log book and purchase receipt

Before you do anything.

Don't drive the vehicle. Start your repair request as soon as you notice a fault. Driving on could worsen the damage — we may not consider your repair request — and it could endanger you if the fault affects the vehicle's handling or overall safety.

Don't start a repair until we agree to it. Authorising repairs without our consent may invalidate your repair request.

Terms and conditions.

The following terms and conditions apply to all repair plans.

Plan acceptance.

01 The repair plan must be registered either directly with Warranty First by the customer, or by the supplying dealer within 7 days of the sale of the vehicle. The repair plan will only become live once payment has been received in full by Warranty First, whether paid directly by the plan holder or by the supplying dealer on the plan holder's behalf.

02 The vehicle must be roadworthy and have a valid MOT (where legally required), and have been serviced in accordance with the manufacturer's service schedule at the commencement of the repair plan (see the service schedule section).

03 The repair plan will be activated using the information provided either by the plan holder or the supplying dealer. It is the responsibility of the plan holder to notify the plan administrator if any information is incorrect. If you do not wish the plan administrator to retain your personal data, we can remove these details from our records. Please note that by doing so the repair plan will become void and we will be unable to administer the plan or assist with any repair requests or queries.

04 Where the repair plan has been registered by a supplying dealer, the plan administrator accepts no responsibility for any incorrect information provided by the supplying dealer regarding the vehicle, the repair plan, or the value or nature of the cover supplied.

Cancellation and termination.

05 Unless a repair request has been made, the plan holder has the right to cancel the repair plan within 14 days of the plan start date. Where the repair plan was purchased directly from Warranty First, any eligible refund will be processed by Warranty First. Where the repair plan was purchased through a supplying dealer, any request for a refund should be made directly to the supplying dealer.

06 The repair plan will terminate without refund in cases of fraud or dishonesty.

Additional benefits.

07 The repair plan may consider consequential damage if the failure of a non-listed part causes a listed part to fail. This is limited to the listed part.

08 Wear and tear for the listed parts will only be considered up to the maximum mileage and/or vehicle age, whichever occurs first, in accordance with the applicable plan level.

Repairs.

09 If faults arise on the vehicle, do not attempt to drive it further as this may cause extensive damage to other parts. Please refer to the repair request process section and follow the guidelines. We may not consider payment of any repair request where the plan holder has not followed these guidelines.

10 We may not exercise our discretion to pay any repair costs where repairs have commenced or been completed by the repairing garage without prior authorisation from Warranty First.

11 A repair request may be opened by the plan holder, the supplying dealer or the repairing garage. Where a repair request is opened by the supplying dealer or repairing garage, the plan administrator will notify the plan holder. Unless instructed otherwise by the plan holder, the repair request will be processed in accordance with these terms and conditions.

12 The plan holder is authorised to contact us directly regarding the administration of the repair plan. Where the repair plan has been supplied by a dealer, the supplying dealer is also authorised to contact us regarding the administration of the plan and any repair requests relating to the vehicle. If you wish to authorise any other person to discuss your repair plan, you must confirm this to us by telephone or email.

Authorised repairs.

13 We may consider paying the cost of investigation and diagnostic work depending on plan level.

14 If we exercise our discretion to pay the repair costs, we will pay the cost of the authorised repairs including parts and labour.

15 If we authorise the repair cost, depending on the plan level, agreed labour time for repairs will be paid within the hourly amount set out in your repair plan schedule including VAT, subject to recognised industry standard times for repair.

16 The payment of repair costs may be subject to a customer contribution as stated within the plan schedule. Any discrepancies and shortfalls need to be paid to the repairer in full by the plan holder. The administrator will not be liable for shortfalls.

17 No authorisations will be granted unless confirmation has been received by the plan administrator that any shortfall will be paid.

18 We will not exercise our discretion to pay any repair costs where the completed diagnostic form is not received by the plan administrator within 14 days of the repair request being made.

19 In exercising its discretion as to whether to pay the repair cost, the plan administrator will not authorise payment for the use of manufacturer's parts where reconditioned or generic parts are available. We also reserve the right to review and adjust the price of parts in line with reconditioned and generic parts at trade pricing. If you wish to use genuine manufacturer parts or the parts priced by your chosen repairing garage, you can do so, but you will be liable for the additional costs of these parts.

20 The plan administrator will require a UK VAT invoice for repairs showing the repairer's VAT number, made out to Warranty First, 1 Bramhall Place, Peterborough, PE1 5YS. The plan administrator will not reimburse the VAT if the plan holder has paid the repair amount authorised by the administrator.

21 The plan administrator will only consider payment of the repair cost up to the maximum repair limit as stated in your repair plan schedule. Extra benefits listed in the plan level form part of the repair limit and will only become valid if authorisation is granted on a repair.

22 The repair plan will expire once total repair costs paid under the repair plan reach the market value of the vehicle. (The plan administrator uses VDI Check — trade retail pricing — in relation to the current market value.)

23 The plan administrator will never pay more than once for the same repair.

24 In all cases, the plan administrator reserves the right to request photographic evidence and to appoint an independent assessor to examine any fault, breakdown, quotation or repair undertaken at any time, the result of which is binding on all parties.

25 The plan administrator may require documentation in order to assist us in validating a repair request. These documents may include: the vehicle V5 log book, purchase receipts, current MOT certificate, current and previous service history documents, VAT service and VAT repair receipts, any repairer's parts receipts and details of previous repairs that may have been made.

26 The plan administrator reserves the right not to consider the repair request if we have not been provided with the necessary documentation within 14 days of being notified of a repair request.

27 To qualify for the payment of an authorised repair, the invoice must be received by us within 45 days of the authorised date.

28 Any faults reported in one diagnosis will equate to one repair, no matter how many parts have failed or whether they are related parts.

29 When a manufacturer offers a goodwill gesture for a repair, the plan administrator will not contribute.

30 We will not consider any payment for repair costs for a part covered by a manufacturer's warranty.

31 Labour will only be considered as part of a valid repair when a listed part is required, and is at our discretion.

32 The garage that submits the final diagnosis must be the garage that carries out the repair.

33 The plan administrator will only consider faults which arise and are repaired in the UK, using parts provided by a UK VAT-registered supplier.

Things we won't consider.

34 Repairs to vehicles used for (unless specified in the repair plan schedule): carriage of passengers, heavier than 3.5t, goods for hire and reward, off road, hackney carriage/taxi, motor sports determined by time or speed including practice and track racing/days.

35 MOT failures and advisories.

36 Any damage caused by a road traffic accident or collision or any road hazard, whether or not insured under any motor insurance or accidental damage policy. This also excludes bodily injury or death, or any other damage howsoever caused.

37 Faults that existed at the time of plan inception.

38 Service components or maintenance items of any kind (those items that would normally be maintained under the vehicle's standard servicing schedule such as: brake pads, brake discs, filters); air conditioning re-gassing is also not considered.

39 Corrosion.

40 Seized parts.

41 Faults diagnosed by health checks.

42 Misdiagnosis.

43 Freezing.

44 Foreign matter getting into or onto a part.

45 Oil contamination.

46 Manufacturer recall.

47 Repair costs due to charging the vehicle at a higher rate than recommended by the manufacturer.

48 Repair costs due to using a damaged, corroded or non-manufacturer-approved cable.

49 Repair costs due to leaving the vehicle with a 0% SoH (State of Charge) for a period of more than 10 days.

50 Repair costs due to failing to service the vehicle as part of the manufacturer's service schedule.

51 Repair costs relating to SoH (State of Health) — drive/traction battery degradation due to time and use.

52 Repair costs due to negligence or wilful damage (including continuing to drive the vehicle when it is not mechanically/electrically sound).

53 Repair costs due to the vehicle being exposed to excessive temperatures (hot or cold).

54 Repair costs due to subjecting the vehicle to a load greater than that permitted by law or the manufacturer's recommendations.

55 Repair costs due to fire, self-ignition, lightning, earthquake, explosion, flood, storm, tempest, frost, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom, or any extreme causes.

56 No liability will be accepted for damage caused by: poor repairs carried out at any time, or faulty workmanship of any description.

57 The replacement of parts for good engineering practice.

58 The plan administrator will not authorise any repairs which are found during routine servicing, health and maintenance checks, and/or advisories.

59 On authorised repairs the plan administrator will contribute towards diagnosis, as per the plan level; any cost over this, including stripping of the vehicle, is not considered.

60 We will not exercise our discretion to pay any repair costs in relation to vehicle modifications outside the original factory specifications and designs, nor damage caused by such modifications to considered parts.

61 The plan administrator accepts no liability for loss of use, inconvenience, lost time, commercial losses or any other incidental or consequential losses.

62 The plan administrator will not be liable for loss of fuel, earnings from work, penalty and storage charges, parking tickets, keys, theft from your vehicle, clamps, toll charges, broken glass, traffic congestion charges, running out of charge, damaged key fobs, vehicles immersed or immobilised, calling costs, vehicles which are not serviced in line with the manufacturer's service schedule, or labour charges in excess of recognised industry repair times.

Selling your vehicle.

63 If the vehicle is sold to a private individual, the repair plan can be transferred. The plan holder must apply to Warranty First; there is a fee of £49 inc VAT should we accept your transfer request.

64 If the ownership of the vehicle changes without formal transfer, the repair plan will terminate without refund.

65 If the vehicle is sold to a dealer or trader, the repair plan will automatically terminate without a refund.

General conditions.

66 We may not consider repairs for vehicles registered on the insurance total loss register and/or the national police register. Please contact the plan administrator for further information. A comprehensive vehicle data check may be carried out in the event of a repair request.

67 Vehicle hire may only be considered when a repair takes longer than 8 hours according to recognised industry standard times, and is authorised at our discretion.

68 The vehicle must have a valid MOT throughout the duration of the plan; without this the plan will be void.

69 No part of the repair plan may be altered without the written consent of the plan administrator.

70 Legal jurisdiction — in the event of any dispute between the parties relating to this repair plan or any repairs, it is mutually agreed that before embarking on litigation proceedings, the parties will attempt to resolve any matters via The Motor Ombudsman, who will offer free impartial information and, if appropriate, an alternative dispute resolution process. For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org.

71 The repair plan operates on a discretionary basis. The plan administrator will exercise its discretion on a fair and equitable basis. In the event of a complaint which cannot be resolved, you have the right to seek mediation with The Motor Ombudsman. This plan is provided in addition to your statutory rights and does not replace or affect them.

72 The plan administrator will accept no responsibility or liability for any agreement made between the consumer and dealer at the time of purchase which goes against any of these terms and conditions, unless authorised by the plan administrator in writing.

73 The plan administrator reserves the right to adjust or amend the terms of the repair plan to comply with new laws or regulations as required.

Maintenance provisions.

74 The plan holder is responsible for ensuring that the vehicle is maintained in accordance with the manufacturer's recommendations, and must be within a maximum of 1,000 miles or 30 days (whichever is sooner) of the service schedule to have the service completed. If this is exceeded, the repair plan will come to an end and no refund will be given. All service repairs must be undertaken by a VAT-registered service provider or repairer. All invoices of any services and repairs must be retained.

Complaints procedure.

We hope that you have been happy with the service provided throughout the lifetime of your repair plan. If your experience has not been as expected and you wish to make a complaint, or appeal the outcome of a repair request, contact Warranty First in writing, either via email at customercare@warrantyfirst.co.uk or via post: Customer Care, Warranty First, 1 Bramhall Place, Storeys Bar Road, Peterborough, PE1 5YS.

Once we have received your complaint or appeal, we will acknowledge it within 3 working days, and should we require further information we will contact you. Your complaint or appeal will be reviewed by one of the management team.

We will aim to resolve your complaint or appeal as promptly as possible and provide you with a full outcome within 14 working days. In the unlikely event that this is not possible, we will keep you informed of any progress and when you can expect to receive a reply. At the latest, you will be given a final response in writing via email within 8 weeks.

Data protection.

For the purposes of the Data Protection Act 2018, Warranty First is the Data Controller in relation to any information supplied by you or the supplying dealership which is deemed personal data.

Information provided will be used for the purposes of administering your repair plan. To improve the service we provide, and for the purposes of any complaint resolution, we may record or monitor our communications with you.

In the event you wish to access the data we hold on you, you can submit a subject access request. To do so, call us, email us or write to us at: Customer Care, Warranty First, 1 Bramhall Place, Storeys Bar Road, Peterborough, PE1 5YS.

Make a repair request.

Register online 24 hours a day, or speak to the team.

PHONE

01733 830 278

ONLINE

warrantyfirst.co.uk

CONTACT US

info@warrantyfirst.co.uk

WarrantyFirst