Warrantywise

Warrantywise warranty plan

car

Welcome to Warrantywise

the UK's best used car warranty.

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

Your partner is providing a warranty like no other, and if your **vehicle** suffers a **breakdown** subject to the terms of the warranty, the following is included:

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

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

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

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

Drive safely

Lawrence Whittaker
CEO Warrantywise

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Section A

Definitions.

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

1. Addition

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

- Airbag
- Air-conditioning
- Driver assistance
- Emissions failure
- EV-hybrid
- MOT failure
- Multimedia

2. Administration fee

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

3. Approved repairer

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

4. Breakdown

This is when a **part** (suddenly and unexpectedly) stops working and requires repair or replacement before it will work again.

5. Consequential failure

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

6. Geographical limits

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

7. Independent vehicle examiner

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

8. Level of warranty

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

9. Manufacturer's service information

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

10. Part

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

11. Parts replaced in pairs

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

12. Period of your warranty

The number of months **your warranty** is in force as shown in your **warranty schedule.**

13. Premature failure

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

14. Repairer

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

15. Repair cost

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

16. Service items

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

17. Single repair limit

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

18. Supplying partner

The partner who supplied you with **your warranty,** in most instances the supplying dealer or partner you purchased your **vehicle** from.

19. Total warranty value

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

20. Vehicle

The **vehicle** registered to you as specified in your **warranty schedule** and in your V5 registration document.

21. Warranty issue date

The date on which you agreed to enter into **your warranty** with us, being the date on which either via our website, telephone, **supplying partner**, or by other means we agreed to enter into **your warranty**.

22. Warranty number

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

23. Warranty schedule

The schedule provided to you by Warrantywise which sets out further specific details of **your warranty**.

24. Warranty start date

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

25. Worn-out

Parts that are worn-out and at the end of their expected service life.

26. Your warranty

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

Section B

Your warranty.

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

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

1. Level of warranty

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

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

2. Labour costs

a. We will not pay more than the hourly labour rate normally charged by your **repairer** to its customers, and in any event no more than the hourly rate stated on your **warranty schedule**.

b. All labour rates quoted include VAT at the rate that applies at the time.

c. If your **repairer** charges a higher labour rate than **your warranty** includes or, higher than the rate normally charged to customers, you will have to pay the difference.

d. Labour times will be limited to the number of hours provided by our industry recognised technical software providers (such as Autodata & Logicat) or as listed in the manufacturer's recommended repair times guide or reasonably considered if no such data exists.

3. Part costs

a. Unless a higher hourly labour rate has been selected as shown on your **warranty schedule** and which covers the cost of the main dealer you have taken your **vehicle** to, we will not consider paying more than the motor factor recommended retail price cost of **parts** (including VAT).

b. If **repair costs** are authorised and **parts** can only be obtained from outside the UK, we will pay the UK price of an equivalent or similar **part**.

4. Service exchange parts

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

5. Expert reports

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

6. VAT

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

7. Platinum Plus

a. Parts Included

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

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

b. all items listed in "d Other Items" in this level Platinum Plus.

b. Labour rate

(i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

c. Additions

(i) For information on **additions**, please see section C in this plan booklet, or to find out which **additions** (if any) are included in **your warranty**, check your **warranty schedule.**

d. Other items

(i) **Oil seals**
Engine, gearbox, differential, camshaft, rocker box and turbocharger or supercharger oil seals, including sump-to-engine oil seal which are causing a major oil leak (oil must be dripping) and need to be replaced immediately.

(ii) **Gaskets**
Cylinder head gaskets, cam-cover, rocker-cover gaskets.

(iii) **Drive belts**
Camshaft timing belt, including tensioner, auxiliary belt and tensioner. (Must have been replaced in line with manufacturer's recommendations).

(iv) **Wiring looms**
All wiring looms

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

(vi) **Service items**
Items which may be required in order to complete a valid repair.

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty'**.

8. Platinum

a. Parts Included

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

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

b. all items listed in "d Other Items" in this level Platinum

b. Labour rate

(i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

c. Additions

(i) For information on **additions**, please see section C in this plan booklet, or to find out which **additions** (if any) are included in **your warranty**, check your **warranty schedule**.

d. Other items

(i) **Oil seals**
Engine, gearbox and differential oil seals which are causing a major oil leak (dripping oil) and need to be replaced immediately.

(ii) **Gaskets**
Cylinder head gaskets.

(iii) **Drive belts**
Camshaft timing belt, including tensioner, auxiliary belt and tensioner. (Must have been replaced in line with manufacturer's recommendations).

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

(v) **Service items**
Items which may be required in order to complete a valid repair.

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty'**.

9. Gold

a. Parts Included

(i) **Engine**
All major internal moving **parts** of the engine including cylinder head, engine block and liners, crankshaft, camshaft, pistons, connecting rods, balance shafts, gears, oil pump, variable camshaft-timing unit, chains, sprockets, tensioners.

(ii) **Turbocharger (or supercharger), intercooler and waste-gate**
All moving **parts**.

(iii) **Gearbox and transmission (manual or automatic)**
All internal mechanical and electrical **parts** of gearbox, transfer box, torque converter and overdrive.

(iv) **Clutch**
Flywheel, dual mass flywheel, flex plate, pressure plate, ring gear, release bearing, master cylinder, slave cylinder, fork lever, clutch pedal and cable.

(v) **Drive train**
Drive shafts, prop-shafts, centre bearings, constant-velocity joints, universal joints and couplings.

(vi) **Differential axle**
Crown wheel and pinion, planet gears, bearings, half shafts and all other internal mechanical moving **parts**.

(vii) **Suspension**
Wheel bearings and cages, coil and leaf road springs, pneumatic air springs, shock absorbers, ride-height actuators and regulator valves, wishbones, track-control arms and linkages, suspension pump.

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

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

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

(xi) **Fuel system (petrol or diesel)**
Lift pump, fuel pump, injection pump, injector, glow plug, fuel-level sender unit, throttle body, throttle potentiometer, airflow meter, airflow sensor, cold-start valve, regulator, overrun cut-off valve, fuel accumulator, pressure regulator and injector wiring loom.

(xii) **Cooling system**
Engine radiator, engine-oil cooler, heater-matrix and heater-fan motor, water pump, cooling-fan motor, viscous-cooling-fan coupling, thermostatically controlled radiator-fan motor, engine temperature sensor, thermostat, thermostat housing.

(xiii) **Electrical system**
Starter motor, alternator, voltage regulator, ignition coil, camshaft and crankshaft sensors, indicator relay, front and rear windscreen wiper motor(s) and washer motors, electric-window regulators, motors and switches, sunroof and cabriolet motors, central-locking mechanism, key fobs, cruise-control unit, headlamp motors, heater-fan motor, thermostatically controlled radiator-fan motor, horn, multifunction indicator-stalk switch, alarm control unit and siren.

(xiv) **Electronic control unit**
Engine electronic-control unit (ECU) and body-control unit.

(xv) **Oil seals**
Engine and gearbox oil seals which are causing a major oil leak (oil must be dripping) which need to be replaced immediately.

(xvi) **Gaskets**
Cylinder head gaskets.

(xvii) **Drive belts**
Camshaft timing belt, tensioner and auxiliary belt. (Must have been replaced in line with **manufacturer's service information**).

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

(xix) **Service items**
Items which may be required in order to complete a valid repair.

b. Labour rate

(i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

c. Additions

(i) For information on **additions**, please see section C in this plan booklet, or to find out which **additions** (if any) are included in **your warranty**, check your **warranty schedule**.

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty**'.

10. Silver

a. Parts Included

(i) **Engine**
All major internal moving **parts** of the engine, including the cylinder head, engine block and liners, crankshaft, camshaft, pistons, connecting rods, balance shafts, gears, oil pump.

(ii) **Turbocharger (or supercharger),**
All internal moving **parts**.

(iii) **Gearbox and transmission (manual or automatic)**
All internal mechanical **parts** of gearbox and torque converter.

(iv) **Clutch**
Pressure plate, ring gear, release bearing, master cylinder, slave cylinder, fork lever, clutch pedal and cable.

(v) **Drive train**
Drive shafts, prop-shafts, centre bearings, constant velocity joints, universal joints and couplings.

(vi) **Differential**
Crown wheel, pinion and bearings.

(vii) **Suspension**
Wheel bearings and cages, coil and leaf road springs, wishbones, track-control arms and linkages, ball-and-swivel joints.

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

(ix) **Braking system**
Servo, master cylinder, wheel cylinders, callipers, vacuum pump, pressure-restrictor valve, brake pedal.

(x) **Anti-lock braking system**
Pump, actuator and modulator.

(xi) **Fuel system (petrol or diesel)**
Lift pump, mechanical and electrical fuel pump, injection pump, injector and fuel-level sender unit, airflow meter and sensor, idle speed-control valve, cold-start valve and regulator.

(xii) **Cooling system**
Radiator, heater matrix, heater-fan motor, water pump, viscous-cooling-fan coupling, thermostat and thermostat housing.

(xiii) **Electrical system**
Starter motor, alternator, voltage regulator, ignition coil, camshaft sensor and crankshaft sensors, indicator relay, front and rear windscreen wiper motor(s) and washer motor, electric window switches, heater-fan motor, horn and alarm control unit.

(xiv) **Electronic control unit**
Engine electronic-control unit (ECU.)

(xv) **Oil seals**
Rear engine oil seal which is causing a major oil leak (oil must be dripping) which needs to be replaced immediately.

(xvi) **Gaskets**
Cylinder head gaskets.

(xvii) **Drive belts**
Camshaft timing belt and tensioner. (Must have been replaced in line with **manufacturer's service information**).

(xviii) **Service items**
Items which may be required in order to complete a valid repair.

b. Labour rate

(i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

c. Additions

(i) For information on **additions**, please see section C in this plan booklet, or to find out which **additions** (if any) are included in **your warranty**, check your **warranty schedule**.

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty**'.

11. Bronze

a. Parts Included

(i) **Engine**
All major internal moving **parts** of the engine, including cylinder head and engine block, crankshaft, camshaft, pistons, connecting rods, balance shafts, gears, oil pump.

(ii) **Gearbox and transmission (manual or automatic)**
All internal mechanical **parts** of the gearbox.

(iii) **Clutch**
Master cylinder, slave cylinder, fork lever, pedal and cable.

(iv) **Drive train**
Drive shafts, prop-shafts, centre bearings, constant-velocity joints, universal joints and couplings.

(v) **Differential**
Crown wheel, pinion and bearings.

(vi) **Drive Belts**
Camshaft timing belt and tensioner. (Must have been replaced in line with **manufacturer's service information**).

b. Labour rate

(i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

c. Additions

(i) For information on **additions**, please see section C in this plan booklet, or to find out which **additions** (if any) are included in **your warranty**, check your **warranty schedule**.

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty**'.

Section C

Optional additions to the warranty.

1. Additions

(a) Your **warranty schedule** will show which of the following **additions** (if any) apply to **your warranty.**

- Airbag
- Air-conditioning
- Driver assistance
- Emissions
- EV-hybrid
- MOT Failure
- Multi-media

(b) Only **additions** that are included in your **warranty schedule** will be considered in the event of a repair.

(c) **Upgrade**

(i) If any **additions** are added to **your warranty** after the **warranty start date** we will only consider assessing a repair relating to those **additions** 30 days after it is added.

2. Airbag

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

b) **Things not included:**

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

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

3. Air-conditioning

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

(i) **Parts Included:**

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

(b) **Things not included:**

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

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

4. Driver assistance

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

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

(b) **Things not included:**

(i) Aerials and antennas.

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

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

(iv) Software faults or upgrades.

5. Emissions failure

(a) This is for the **repair cost** of reconditioning (or where a reconditioned **part** cannot be located, replacing) your **vehicle's** catalytic converter, diesel particulate filter, exhaust-gas recirculation valve, oxygen, nitrous oxide or diesel exhaust fluid (e.g. AdBlue) sensor, injectors or pump (CAT, DPF, EGR, LAMBDA, NOX), due to the **breakdown** or **premature failure** of that **part.**

(b) **Things not included:**

(i) Accidental damage.

(ii) Rust, corrosion or any failure of the metal casing.

6. EV-Hybrid

(a) This is to pay for any one component part (and one only at a time) of the following **parts** if they were fitted to your **vehicle** by the **vehicle** manufacturer as original equipment:

- Charging unit.
- Drive battery.
- Drive motor.
- High-voltage inverter (DC).
- Power-delivery module.
- Reduction gearbox.
- Regenerative braking system (except **worn-out** brake pads and shoes).
- **Vehicle** energy or power control module.

(b) **Things not included:**

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

(ii) Corrosion of the charging socket.

(iii) Gradual loss of the drive battery's capacity to maintain a charge.

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

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

(vi) Reduction in the appearance of the display screen.

(vii) Repeatedly overcharging the drive battery.

(viii) Software faults or upgrades.

(ix) Using incompatible charging devices.

7. MOT Failure

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

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

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

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

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

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

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

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

(iii) **Section 3: Brakes**

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

Excluding: Worn-out brake pads and brake shoes.

(iv) **Section 4: Tyres**

Including: Any defective tyre.

Excluding: **Worn-out** tyres and spare tyres.

(v) **Section 5: Seatbelts**

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

Excluding: Cut or accident damaged straps and webbing.

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

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

Excluding: Body and chassis repairs, welding, seat mountings and runners, registration and VIN number plates, tow bar and electrics, 12v battery, damaged or corroded wiring and connectors, cracked or broken mirror glass, fuel tank and fuel leaks.

(vii) **Section 7: Exhaust**

Including: Manifold and mounting brackets.

Excluding: Boxes, mufflers and pipes.

(viii) **Section 8: Emissions**

Including: Failure of your **vehicle** to pass the MOT emissions test providing the Emissions **addition** has been included in **your warranty** plan.

(c) **Things not included:**

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

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

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

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

(v) Section 8 Emissions will not be included if the Emissions Failure **addition** has not been included in **your warranty.**

8. Multimedia

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

(b) **Things not included:**

(i) Antennas and aerials.

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

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

(iv) Software faults or upgrades.

9. Limits on repair cost

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

Section D
Ancillary services.

1. Breakdown and recovery

(a) If, during a UK journey, your **vehicle** suffers a **breakdown**, you can telephone 0800 054 2174 (24 hours a day, 7 days a week) and **your warranty** will pay for a mobile engineer (provided by the Automobile Association) to come out to you to make repairs or will transport you and your **vehicle** up to 25 driving miles from point of breakdown to a repairer (this can be an **approved repairer**) or to another location of your choice.

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

- Recovery further than 25 driving miles.
- Support after an accident or criminal damage.
- Charges for your **vehicle** being stored or released back to you.
- Additional callouts for the same fault.
- Flat batteries, tyres, no fuel, misfuelling are excluded unless due to a **breakdown.**

(c) If you decide to arrange the services of your own recovery agent, you must provide appropriate receipts from a VAT-registered recovery operator (in your name), **your warranty** will be limited to £250 including VAT within the **single repair limit**, towards the expense of recovery.

2. Replacement hire vehicle

(a) If your **vehicle** suffers a **breakdown** and is undergoing authorised repairs under **your warranty**, we can agree to provide a replacement hire vehicle, subject to the terms of the hire company. Please phone 01254 648212 (8.30am - 5pm / Monday - Friday, 9am - 12pm Saturday) and we will arrange or authorise vehicle hire.

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

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

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

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

(i) Any significant delay your **repairer** has in starting or carrying out repairs.

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

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

(iv) Insurance, deposits, excesses or fuel.

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

(vi) Vehicle hire arranged by us where the driver is excluded from the relevant vehicle hire company.

3. Overnight hotel or travel expenses

(a) If, during a journey, your **vehicle** suffers a **breakdown** and you are left stranded more than 25 driving miles away from your home address, **your warranty** will pay up to £250 including VAT, within the **single repair limit**, towards the expense of an overnight hotel room (excluding food or drink) or onward travel costs, by rail, bus or taxi.

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

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty'.**

4. Driving within the European Union (EU)

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

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

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

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

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

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

(e) If you believe you are likely to have to pay any of the above expenses you should contact us as soon as possible (and in any case within 7 days) as we will not agree to any **repair cost** at a later time. You should phone our Repairs Office on 01254 648212 or email details of the additional expenses to repairs@warrantywise.co.uk

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

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

Note:
For a full list of exclusions, see section E, 'What we will not consider as part of **your warranty**'.

Section E

What we will not consider as part of your warranty.

1. Your warranty

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

- Does not have a current MOT.
- Vehicle Excise Duty has not been paid at the time of a Breakdown and a repair request is being made.
- Is SORN.
- Has not been serviced in line with your **manufacturer's service information**. (see section F - Servicing)
- Does not have a V5 DVLA logbook in your name.
- Where the current, displayed mileage is found to be false.
- Has been declared an insurance category A, B or S (formerly C) insurance write-off or stolen and recovered during the **period of your warranty.**
- Has been used as a taxi, driving-school or rental **vehicle**, off-road or in any competition, race, rally or track event which comes to light during the **period of your warranty.**
- Has been modified from the manufacturer's original design or specification which comes to light during the **period of your warranty.**

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

- All non-original equipment.
- Any **parts** suffering from rust and/or corrosion.
- Any **part** or repair that needs replacing/repairing due to negligence, accidental damage or damaged by a repairing garage.
- Any **part** or repair that has been subject to a repair or repair request within the last 12 months
- Any **part** that is not a mechanical or electrical **part**.
- Accessories including, cycle carriers, roof racks, stabilisers and tow bars.
- Any **part** which is subject to recall by the **vehicle's** manufacturer
- Any **part** covered by any other plan, warranty, guarantee or goodwill offer of settlement.
- Battery 12 volts.
- Bodywork including cabriolet roofs.
- Burnt-out inlet and exhaust valves and seals and valve stem oil seals and seats.
- Contaminated **parts**.
- Camshaft timing belt or chain including tensioner, where the previous manufacturer's recommended servicing has not been carried out or brought up to date as per the **manufacturer's service information**.
- Unless included within the emissions **addition** (and shown on your **warranty schedule**) carbon blockage (soot build up) such as in CATS (catalytic converters) EGR (exhaust gas recirculation valves) and DPF (diesel particulate filters).
- Chassis structure including sub-frames, mountings and brackets.
- Exhausts including boxes, manifolds and pipes.
- Fuel tank, fluid tanks or reservoirs.
- Glass including mirrors, windows and windscreen (heated or otherwise).
- Hoses including joints, pipes, fittings and unions.
- Unless the MOT **addition** is included in **your warranty**, lamps and headlamps including bulbs, burners, covers, connectors, LED's and lenses.
- Brackets, catches, hinges, rails, runners and slides.
- Rubber components including, bushes, cv boots and engine mounts (including hydraulics).
- Seat coverings including frames.

- Wheels and tyres including pressure sensors and valves.
- **Worn-out parts** including brake discs and drums, brake pads and shoes, clutch components.

Note:

To determine if a **part** is **worn-out** we may compare it to an equivalent or similar **part**.

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

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

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

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

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

- Accident, criminal damage or negligence.
- Blockages.
- Burning or melting.
- Coolant or oil leak not specifically included in **your warranty.**
- Being electrically overloaded (such as incorrect use of welding, starting or charging equipment).
- Failure to carry out your **vehicle** manufacturer's recommended servicing.
- Flooding or water ingress, de-lamination or freezing.
- Lack of correct coolant, fluids, lubricants or oils.
- Any seized **parts** including seizure due to lack of lubricant.

3. Your warranty does not include the following reports by independent vehicle examiners:

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

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

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

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

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

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

(iv) Any **repair cost** that is not due to a **breakdown** or **premature failure.**

4. Miscellaneous items excluded:

(a) We will never pay for any repair request where you or your **repairer** have not informed us and obtained our authorisation before repairs were carried out.

(b) We will never pay for **breakdown** or **premature failure** of any **part** due to the use of contaminated or incorrect fuel.

(c) We will never pay for cleaning or flushing out of any components or **parts** not considered a valid repair.

(d) We will never pay for any software update related issues.

(e) We will never pay for any liability for damage to property, loss of earnings, out-of-pocket expenses or any other loss caused directly or indirectly by any event giving rise to a repair request under the terms of **your warranty**.

(f) We will never pay for any liability caused directly or indirectly by war, riot or any similar event, by vandalism, by theft or attempted theft from your **vehicle**.

5. Limits on warranty

(a) **Premature failure** will not be considered once your vehicle is over 10 years old or has travelled 100,000 miles or more (whichever comes first).

(b) Limits on **vehicle** age and mileage

(i) **Your warranty** will end when your **vehicle** reaches 18 years old or has travelled 200,000 miles (whichever comes first).

6. Limits on repairs

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

(b) We will not pay more than the **single repair limit** for the **repair cost** of an authorised repair.

(c) The **single repair limit** includes any **addition** shown in your **warranty schedule**.

(d) The aggregate of all authorised **repair costs** will remain within the **total warranty value**.

(e) If we approve **repair costs** for benefits included under more than one section of **your warranty**, the **single repair limit** will apply to the total of all the **repair costs** under those sections.

7. Consequential failure

(a) Things not included

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

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

8. Replacing a complete unit

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

9. Vehicle eligibility

(a) Unless specified on your **warranty schedule**, or in writing by Warrantywise, **your warranty** does not include any vehicle that:

- is inaccurately described to us, or
- does not have a current MOT, or
- does not have a V5 DVLA logbook in your name, (unless you have recently bought your **vehicle**), or
- is registered with DVLA in your name but where you own or are the director of a motor-trade business, auction, garage, or leasing, hire or rental company and have not informed us, or
- where the current, displayed mileage is later found to be false, or
- has previously been declared an insurance category A, B or S (formerly C) insurance write-off or stolen and recovered, or
- has been or is currently being used as a taxi, driving-school or rental vehicle, off-road or in any competition, race, rally or track

event during the **period of your warranty**, or

- was previously a public-service **vehicle** such as a bus or a police, ambulance, fire service or military **vehicle**, or
- has been modified from the manufacturer's original design or specification, or
- any **vehicle** privately imported from outside of the EU and not originally supplied via the manufacturers EU authorised dealer.

(b) If any of the above come to light after **your warranty** has been put in place (unless otherwise agreed in writing by Warrantywise) we may decide to cancel your plan.

10. Transportation, storage and disposal

(a) We are not liable in any way for the costs of transporting, storing or disposing of your **vehicle** or any part of it.

Section F
Servicing.

1. Servicing

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

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

(c) If your **vehicle** is fitted with a camshaft timing belt it is your responsibility to have it replaced at the recommended interval. Timing belts can snap and cause serious engine damage which would not be included without proof of last replacement.

(d) **Important** - If your **vehicle** has an incomplete (or no) previous service history it is important to have your **vehicle** servicing brought fully up to date immediately. If you are unable to provide proof of the correct previous servicing of your **vehicle**, we may decline any repair request you make in relation to any serviceable **part**.

(e) Incorrect mileage reading - We will not meet any **repair cost** if your **vehicle's** mileage/distance reading at the time and date of any repair request is not supported by its previous service history and/or cannot be verified as correct or relied upon to be an accurate representation of your **vehicle's** total mileage. If this occurs your plan will be cancelled.

(f) Service **parts** included - your plan will only pay for **service items** (such as lubricants and filters) which are required in order to complete **repairs** under a valid **repair**. However, if your **vehicle** is within 30 days and 1,000 miles of its next service you will be required to pay the cost of such **service items**.

2. Proof of servicing

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

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

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

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

3. Things not included

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

Section G

Repairs procedure.

1. To decide whether to pay the **repair cost** if your **vehicle** suffers a **breakdown** or **premature failure**, we may:

(i) Request images of the **part**, or any similar **part** related to the repair request to determine the reason for failure of the **part**, and/or

(ii) decide whether to inspect your **vehicle**, using an **independent vehicle examiner**.

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

2. How to report a fault

(a) You or your **repairer** should report a fault to us as soon as possible (always within 7 days).

(b) To report a fault, you or your **repairer**, should phone our Repairs Office on 01254 648212 or email repairsadmin@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number**.

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

(d) We prefer that you use an **approved repairer** for any authorised repairs although you are free to use any VAT registered **repairer** of your choice. To contact your nearest **approved repairer** telephone our Repairs Office on 01254 648212 or email repairsadmin@warrantywise.co.uk.

3. Approved repairer

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

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

(c) To contact your nearest **approved repairer** telephone our repairs office on 01254 648212 or email repairs@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number.**

4. Dashboard warning

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

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

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

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

(e) We will not pay for any repairs until we have authorised them and given you written confirmation.

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

5. Information from your repairer

(a) When you have taken your **vehicle** to a **repairer**, ask them to give us the information listed in (i) to (vii) below via our website (www.warrantywise.co.uk/repairs.) We must receive this information within 7 days of you first reporting a fault, alternatively, your **repairer** can call our Repairs Office on 01254 648212 and ask for an assessment form to be emailed to them:

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

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

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

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

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

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

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

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

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

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

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

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

6. Inspection

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

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

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

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

7. Authorisation document

If we authorise repairs, we will send you an authorisation document which will itemise the approved **repair cost**. You will be responsible for any amounts over and above the approved **repair cost**. The document includes a section for you to complete and return to us by email or post. By signing and returning the authorisation document, you confirm your acceptance of the authorised repair amount and acknowledge that we have completed our review of your repair request.

(a) Authorised repairs are paid weekly by cheque or card payment.

(b) In the event that a cheque requires reissuance, an **administration fee** may apply.

Section H

Repairs out of office hours.

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

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

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

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

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

Email:
repairs@warrantywise.co.uk

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

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

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

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

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

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

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

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

4. You must send us the necessary information within 7 days of the repair.

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

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

Section I

About your warranty.

1. Your warranty

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

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

3. Printed or large print copy of your warranty

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

4. Data protection

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

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

(c) WGHL will process your personal information in order to administer **your warranty.** They will pass your personal information to third parties, including your **supplying partner**, only when this is necessary for those parties to provide the services set out in **your warranty**. Those third parties will not be allowed to use your personal information for any purpose other than to provide the services, needed under **your warranty** and must delete your personal information after they have provided their service under **your warranty.**

(d) Dealing with us

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

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

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

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

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

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

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

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

(i) **Expert reports**

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

(j) **Marketing**

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

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

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

5. Excluding third-party rights

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

6. Notices

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

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

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

7. Language

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

8. Governing law

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

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

9. Your rights

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

10. Warranty transfer

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

11. Cancellation of your warranty by you

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

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

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

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

Email:
cancellations@warrantywise.co.uk

Telephone:
0800 001 4990

12. Cancellation of your warranty by us

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

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

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

13. Fraud

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

14. General

(a) Neither your **supplying partner** or we, will be liable for any statement or representation which contradicts any of the conditions of **your warranty**, unless the statement or representation is clearly defined in your **warranty schedule** or is supported in writing by your **supplying partner**.

15. Changes to your terms

(a) Warrantywise may update terms and conditions during the **period of your warranty**. The latest version will be available at www.warrantywise.co.uk/downloads

16. Misrepresentation

(a) We are not liable for any statement or representation which contradicts any of the terms of **your warranty** unless supported in writing by us.

Section J

How to contact us.

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

1. Administration

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

Phone:
01254 648201

Email:
admin@warrantywise.co.uk

2. Repairs Administration

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

Phone:
01254 648212

Email:
repairsadmin@warrantywise.co.uk

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

Email:
escalations@warrantywise.co.uk

Website:
www.warrantywise.co.uk/complaints

Attach the information you want us to consider. We will then give you a response within 7 working days.

3. Complaints

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

Email:
customerservices@warrantywise.co.uk

Website:
www.warrantywise.co.uk/complaints

Address:
Warrantywise Limited, (Customer Relations), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

4. Upgrades and Renewals

You can upgrade **your warranty** within the first 30 days from your **warranty start date**, or to renew your warranty please contact our Upgrades and Renewals team on:

Phone:
01254 913574

Upgrades Email:
upgrades@warrantywise.co.uk

Renewals Email:
renewals@warrantywise.co.uk

DLR_Car_Warranty_V.15.1_26_06_2026

Notes.

The Rocket Centre, Trident Park, 3 Trident Way,
Blackburn BB1 3NU | 0800 001 4990 | warrantywise.co.uk

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