



AUTOGUARD
WARRANTIES

SOUTHDOWNS MOTORHOME CENTRE

MOTORHOME & CAMPERVAN

PREMIUM CAMPER AND MOTORHOME WARRANTY



HYMER



BÜRSTNER

carthago
Das Reisemobil.

carado

SOUTHDOWNS MOTORHOME CENTRE
AFTERCARE POWERED BY...



ENGINEER
INSURANCE & AFTERCARE



AUTOGUARD
WARRANTIES

IMPORTANT INFORMATION ABOUT YOUR PRODUCT

Here at Autoguard Warranties our goal is to ensure you make the most of your products and have peace of mind. So, whether you're a novice or an expert in motoring, we've put together the following key points so you always know what to expect.

The vehicle must have a valid MOT, tax and insurance at all times for the duration of the contract, failure to do so may lead to an unsuccessful claim.



SERVICE HISTORY

One of the main reasons for a rejected claim is lack of or gaps in service history. We cannot stress enough the importance of following the service requirements of your vehicle. All servicing must be carried out at a VAT registered garage.

More info on servicing can be located on page 6



WEAR & TEAR

Vehicle wear and tear is something that is simply unavoidable. Many moving parts and factors such as age and mileage mean naturally things start to degrade over time. However, we cannot and do not cover it all.

Please refer to page 10 to read more about wear and tear and exclusions of this product if applicable.



COSTS

It is a requirement of the contract to get authorisation from us first before getting the vehicle repaired. Ensure you also check your agreed labour rate as going above this means you will foot the bill for the difference!

More details can be found on page 5



VAT REGISTERED REPAIRERS

It is required that you always use a VAT registered garage or repairer so that there is clear audit trail. This not only safeguards you as our valued customer, but us too as a business that prides itself on integrity and transparency. Not using a VAT registered garage or repairer makes it much harder for us to establish that the correct work has been done to your vehicle, with the correct parts and genuine hours of labour.

EXCLUDED COMPONENTS AND FAILURES



Excluded components

Please read page 10 for a full list of all excluded components.

For example:

- Brake callipers and calliper motors
- Wiring and electrical connections
- All internal and external lamps and LEDs

Excluded failures

Please read page 10 for a full list of all excluded failures.

For example:

- Wear
- Fluid Leaks
- Seals/Gaskets
- Corrosion

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We will always work as hard as we can to ensure that the stress and inconvenience of having your vehicle out of action is as smooth as it can be. We endeavour to be fair with our claims process and assess everything on a case-by-case basis. We therefore ask that you take time to have a thorough read through all your documentation to check your understanding and confirm that this is the right product for your needs. Ultimately, there will be occasions where we cannot please everyone, to be as transparent as we can be, please note this product will not cover everything.

Should you have any questions please feel free to contact us on the number below and we'll be happy to help:

03432 271 499

LINES ARE OPEN MONDAY TO FRIDAY 9AM - 5PM AND SATURDAY 9AM - 12PM



HOW TO CONTACT US

Please read this service contract carefully and keep it safe along with the agreement form. You will need these documents should you need to make a repair request.

If you do have any questions about this service contract you should in the first instance contact the administrators. The contact details are:

Customer services / Claims department
03432 271 499

Fax
01276 672015

Email
info@autoguardwarranties.com

Telephone calls may be recorded for quality assurance and compliance.

CANCELLATION

We hope you are happy with the cover this service contract provides. However, if after reading this document, this service contract does not meet with your requirements, please return to your supplying dealer within 7 days of issue who will give you a refund if you have paid for it separately from the price of the vehicle.

DATA PROTECTION ACT 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing cover and handling repair requests, if any, which may necessitate providing such information to third parties.

PRIVACY POLICY

We encourage you to visit frequently to stay informed about how we use your personal data. You can find our privacy policy on our website:
www.autoguardwarranties.com/privacy-policy.

MAKING YOURSELF HEARD

It is the intention to give you the best possible service but if you do have any complaints regarding the sale of this service contract, about this service contract or the handling of a repair request you should in the first instance contact the Chief Executive Officer of the Administrators. The contact details are:

CEO
Autoguard Warranties Ltd
Building 5
Archipelago Office Park
Lyon Way
Camberley
Surrey GU16 7ER
Tel: 03432 271 499
Fax: 01276 672015
Email: complaints@autoguardwarranties.com

Please ensure your service contract number, as found on your agreement form, is quoted in all correspondence to assist a quick and efficient response.

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

In the event that we cannot resolve a complaint to your satisfaction you may contact The Motor Ombudsman on 0345 241 3008, submit a case online at www.themotorombudsman.org/contact or, alternatively you can write to;

The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN



HOW TO MAKE A REPAIR REQUEST

If you consider you have a repair request **DO NOT** proceed with repairs until the repair request has been approved.

If the vehicle shows signs of an imminent failure, **DO NOT** continue to use it. This may aggravate the problem and cause greater damage for which we will not be liable. Your repairer must find the cause of the problem and verify if it is covered by the service contract. We will not pay for any stripping down of the vehicle or parts to determine the cause of the failure unless we accept the repair request. The most we will pay in total is restricted to the repair request limit as noted on the agreement form for a single repair request and up to the vehicle purchase price in total.

Please note: Your repairer must be VAT registered.

1. Your repairer must telephone the Claims Department on 03432 271 499. At that time the following information will be required:
Service contract number
Service contract holder's name
Current mileage
Nature of repair request
Total cost
Service history (if applicable)
2. If the failed component is listed under this service contract you must obtain authority from the claims department before commencing any repairs. Admission of liability is conditional on the terms and conditions of this service contract being adhered to, for example, servicing.

3. On receipt of any supporting service invoices (where required), we may approve repairs immediately or alternatively: call for other estimates; nominate another repairer; investigate the repair request further; request other forms of supporting evidence e.g. photo/video; or appoint an independent assessor to inspect the vehicle and or failed components.
4. When repairs are approved a repair request number will be issued for the repairs to be carried out, along with a repair request form to be signed and dated by the service contract holder.
5. On completion of the repairs, send the following documents to the administrator at the address on page 3 of this service contract:
 - a. The repairer's VAT invoice, which must quote the repair request number, vehicle details, failure mileage and details of who to pay.
 - b. Supporting documentation as requested by the repair request adviser such as the signed repair request form and proof of payment for the repair.

The administrator's working hours are 9am – 5pm, Monday to Friday, excluding bank/ public holidays. Telephone calls may be recorded for the purpose of staff training and improving customer service.

PAYMENT OF REPAIR REQUESTS

Once all supporting documents are received the administrator will reimburse you or the repairer, subject to the terms and conditions of the service contract. If a balance is due, you must pay it direct to the repairer.

Please Note: Repair requests are paid by bank transfer to the agreed payee so please include your bank details when sending in your documents.

Please Note: Repair request documentation must be received by the Claims Department within 7 days of completion of repairs, otherwise they cannot be accepted. Repair requests received beyond this date will be subject to review in terms of the reason for delay and it shall be at the discretion of the company to accept such repair requests. VAT on repairs covered by the service contract is not reimbursed where you are VAT registered.

IMPORTANT NOTE

You are covered only for the parts described in this service contract.

You are covered up to the repair request limits shown on the agreement form or any lower limit that may be specified within this service contract.

We may insist that your repairer use exchanged or reconditioned parts to effect a repair.

If the part to be replaced has some wear or the part improves the general condition or value of the vehicle, you may be required to pay a specified amount towards the improvement. Please refer to the betterment section of your service contract under the terms and conditions section.

The administrator cannot agree to any repair request without providing a repair request number. The repairer should not start any repairs without this number. Please quote your repair request number every time you contact us about your repair request and make sure the repairer includes this number on his invoice.



MOTORHOME

WHAT IS COVERED?

STEERING

Steering Rack
Steering Box
PAS Pump

CASSETTE TOILET

Operating Mechanism

GAS SYSTEM

Gas Pipe Runs and Joints
Gas Bottle Fixing Brackets

ENGINE

Rocker Assembly
Hydraulic Followers
Inlet and Exhaust Valves
Valves, Springs and Guides
Cylinder Head
Cylinder Head Gasket
Camshaft and Followers
Timing Gears and Chains
Oil Pump, Pistons and Rings
Cylinder Bores
Con Rods
Gudgeon Pins
Crankshaft
Inlet Manifold**
Flywheel
Turbo

ENGINE MANAGEMENT

Engine Electronic Control Unit Only

ENGINE COOLING SYSTEM

Water Pump
Engine Cooling Fan
Thermostat
Radiator
Engine Oil Cooler and Heater Matrix

TRANSMISSION/ DRIVETRAIN

Drive Shafts
Universal Joints and Couplings
Suspension
Half Shafts
Manual Gearbox
Automatic Gearbox
Torque Converter
Differential

FUEL SYSTEM

Mechanical or Electrical Fuel Pumps
Tank Sender Unit
Airflow Meter
NOX Sensor
Injectors
Oxygen Sensor
Map Sensor

FRONT AND REAR BRAKES

Brake Master Cylinder
Brake Servo
Anti Locking Brake System - ABS
ABS Modulator
Wheel Speed Sensors

SUSPENSION

Wheel Bearings**
Coil Springs**
Active Suspension

ELECTRICAL SYSTEM

Starter Motor
Alternator
Electric Window Motors and Switches
Sunroof Motor and Switch
Front and Rear Windscreen Wiper Motors and Washer Motors
Heater Fan Motor
Multi-function Stalk Switch
Horn
Ignition Coils

COOKER AND HEATING SYSTEM

Burners
Grill
Oven
Flame Failure Device
Igniters
Thermostat
Motor Switches
Gas Heater
Control Unit

WATER SYSTEM

Water Heater (Gas or Electric)
Water Pump
Water Gauges



ALL MECHANICAL AND ELECTRICAL COMPONENTS THAT WERE MANUFACTURER'S ORIGINAL FITMENT, FOR MECHANICAL FAILURE.

PLEASE REFER TO PAGE 10 FOR DETAILS OF EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT

BODY LEAKS

For Motorhomes up to 7 years old Water ingress through any permanently sealed seam or joint, being part of the original manufacturer's construction.

FRIDGE

Door Seal

Condenser

Gas Control Valve

Gas Igniters

Flame Failure Device

12 and 240v Selector Switches

12 and 240v Heater Elements

Gas Thermostat

240v Thermostat

240v Temperature Control Switch

ADDITIONAL ITEMS COVERED;

In-car entertainment systems (ICE) and Satellite Navigation systems.

Please note that these items will be covered up to 50% including VAT, of your repair request limit, on original manufacturer's equipment up to a maximum of £500.

Air conditioning.

Air conditioning and climate control systems. Please note that these items will be covered up to a maximum of 50% including VAT, of your repair request limit up to a maximum of £1000.

Driver Interface Systems.

Please note that these items will be covered up to 50% including VAT, of your repair request limit, on original manufacturer's equipment up to a maximum of £1000.

PLEASE REFER TO PAGE 10 FOR DETAILS OF EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT



HABITATION



WHAT IS COVERED?

WATER SYSTEM

Water Heater (Gas or Electric)

Water Pump

Water Gauges

CASSETTE TOILET

Operating Mechanism

COOKER AND HEATING SYSTEM

Burners

Grill

Oven

Flame Failure Device

Igniters

Thermostat

Motor Switches

Gas Heater

Control Unit

GAS SYSTEM

Gas Pipe Runs and Joints

Gas Bottle Fixing Brackets

BODY LEAKS

For Caravans up to 7 years old Water ingress through any permanently sealed seam or joint, being part of the original manufacturer's construction.

CHASSIS

All Chassis Members including Outriggers.

SUSPENSION

Springs

Hangers

Shackle Pins

Hangers

Bushes

Shock Absorbers

Mountings

BRAKING SYSTEMS

All Mechanical Linkage

Backing Plates

Actuators, Drums and Shoes

RUNNING GEAR

Axles

Hubs

Bearings

Hub Oil Seals

TOWING MECHANISM

All mechanical components fitted to Caravans (excluding electrics).

FRIDGE

Door Seal

Condenser

Gas Control Valve

Gas Igniters

Flame Failure Device

12 and 240v Selector Switches

12 and 240v Heater Elements

Gas Thermostat

240v Thermostat

240v Temperature Control Switch

AUXILIARY ELECTRICS

Mains Hook-up Input Connector

ELCB

Battery Charger

Electrical Distribution Unit

Interior Light Fittings

PLEASE REFER TO PAGE 10 FOR DETAILS OF EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT



AUTOGUARD
WARRANTIES

ALL MECHANICAL AND ELECTRICAL COMPONENTS LISTED ON THIS PAGE THAT WERE MANUFACTURER'S ORIGINAL FITMENT, FOR MECHANICAL FAILURE.

PLEASE REFER TO PAGE 10 FOR DETAILS OF EXCLUSIONS TO COVER UNDER THIS SERVICE CONTRACT





THE FOLLOWING EXCLUSIONS APPLY TO THIS SERVICE CONTRACT

COMPONENTS & FAILURES NOT COVERED BY THIS SERVICE CONTRACT

- Gradual deterioration of performance of a component in line with the age and mileage of the Vehicle will be classed as "wear and tear" and excluded from the service contract.
- All bodywork and trim, seat belts (any part), glass (including heated screens and door mirrors), sunroof panels, fuel tank, wheels and tyres. Air bags or disposal of air bags.
- External fluid leaks, odours, external oil leaks and seals.
- Consumable items such as, but not exclusively limited to light bulbs, drive belts, wiper blades, brake linings, brake discs, cylinders, cables, bushes, glow plugs, all pipes, all hoses, remote controllers, keys and key fobs.
- Blocked, porous or seized components.
- Brake calipers and caliper motors.
- Nuts, bolts and mounting brackets.
- Software, firmware or "flash" updates for any component.
- Clearing or cleaning of fuel lines or components, contamination of fuel system either by incorrect fuelling or water ingress.
- Those components covered are covered against mechanical breakdown. The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a authorised component and the vehicle is not within 1,000 miles of its next due service.
- External oil leaks are specifically excluded.
- The maximum contribution for diagnostics is £65 inclusive of VAT on a valid repair request.
- Seals & gaskets of any description, save where specifically covered, including but not limited to sealing compounds, silicone sealant and liquid gaskets.
- Clutch release bearing, concentric slave cylinders, centre plate and friction material.
- Electrical connections, LEDs, LCD's, all internal and external lamps, wiring looms and batteries.
- Exhaust system and catalytic converters (unless an additional fee has been paid) including but not limited to manifolds, mufflers, brackets, exhaust valve actuators and mountings. Including de-pollution or diesel particulate filters and systems and EGR Systems.
- Cylinder block liners for Vehicles over 3000 cc.
- Carbonised, pitted, corroded, burnt or sticking components.
- Water ingress and damage caused to any component by water ingress.
- Paint - The painting of parts replaced under the service contract will not be covered.
- The cost of any servicing or service items.
- Wheel Bearing, Coil/Leaf spring and Intake Manifold (including Flap motors and runners) failure will be covered on vehicles up to 6 years old or 70,000 miles, whichever comes first.
- Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the repair request invoice.
- If applicable, catalytic converter, EGR valves and Diesel particulate filters are covered for failure only. Faults due to corrosion, blockage or failure to regenerate are excluded.

ADDITIONAL NON-COVERED COMPONENTS

Normal wear and tear/service items and other components subject to routine maintenance or periodic repair or replacement. V belts, airbag, gas bottles, soft furnishings, carpets, floor coverings, work surfaces and all similar decor. Window catches, stays and associated fittings. Adjustment of blinds, hinges, catches, stays and doors, fluorescent

tubes, fuses and electrical connections. Any damage to brake drums, shoes or any other faults caused through misuse of the braking system. Any towing mechanism electrics. Seals, valves or glands on cassette toilet and any component fitted not forming part of the original manufacturer's fitments.

EXTRA BENEFITS

The extra benefits listed below will be made available subject to the limits specified on the agreement form, provided the parts in need of repair are covered under the service contract.

CONTINENTAL USE

The breakdown repair cost element of this service contract is extended to cover the vehicle whilst travelling within the EU for a period of 60 days during each year. The owner may authorise repair work and repair request reimbursement in accordance with the terms of the service contract subject to a receipted invoice, service history and completed repair request form being forwarded to the Claims Department. Reimbursement will be at the exchange rate current at the time of the repair.

Please note that Autoguard Warranties operates a strict zero tolerance verbal abuse policy when dealing with customers. Autoguard Warranties reserves the right to immediately cancel the customer's cover, without any refund, in any situation where a customer delivers verbal abuse or threats in any medium, that are directed against a member of our staff and or the business.

SERVICE REQUIREMENTS

The vehicle must be serviced in line with the manufacturer's recommended guidelines. If there is no valid service record book or printed service history supplied with the vehicle, then the first service must be carried out within 10,000 miles or 12 months from date of purchase (whichever comes first). The service must be completed at a VAT registered garage and must consist of the following as a minimum requirement:

1. Change engine oil and filter.
2. Check oil levels in the gearbox and differential top up where necessary.
3. Check coolant level and anti-freeze/inhibitor strength top up where necessary.
4. Check timing belt (if fitted), and renew if necessary.
5. Brake fluid must be replaced in accordance with the manufacturer's recommendation.

DPF

If an additional fee has been paid for cover of diesel particulate filters, this component is covered up to a maximum contribution of £300 (plus vat):

TRANSFER REQUEST

Subject to our approval, and that no claims have been approved or paid, this service contract may only be transferred with the vehicle direct to a new private owner. Application must be made to the administrator within 14 days of the change of ownership. The administrator will charge £35 for this service. Under no circumstances can this service contract be transferred to another vehicle or to/via any member of the motor trade. If the cover is transferred to a new owner the service contract will not be subject to the cancellation period. **Please note that any existing faults at the time of transfer will not be covered.**

Note: This product is limited to one transfer during the period of cover.

Note: Renewable agreements are non-transferable.

If there is a valid service history supplied with the vehicle, then the manufacturers recommended schedule must be followed. Servicing must be completed at a VAT registered garage and fully itemised invoices must be retained. Pre-delivery inspection will not be classed as a service. If any circumstances prevent the service being carried out at the correct time, Autoguard Warranties Ltd must be informed immediately by recorded delivery.

The only acceptable proof of servicing will be the fully detailed VAT service invoices indicating servicing dates and mileages and/or a correctly completed and fully stamped service booklet.

Please retain proof of all previous service invoices for our inspection in the event of a repair request.

Failure of the above service requirements will result in automatic rejection of the repair request and your service contract cover will become null and void.

- towards cleaning the component, or,
- if after cleaning does not resolve the issue, towards a replacement.

This contribution can not exceed the maximum claim limit (as found on your contract agreement form).



TERMS & CONDITIONS

This section details the terms, conditions and exclusions of this service contract:

1. Autoguard Warranties Ltd on behalf of the service contract holder will provide administration and repair request services in connection with mechanical breakdown asset out in this service contract booklet and agreement form during the period of cover and will repair, or arrange for the repair of your vehicle as detailed in this booklet and the agreement form. The service contract will not be valid unless Autoguard Warranties Ltd receives the full fee for the service contract. Autoguard Warranties Ltd will not be liable if we do not receive the full fee from the dealer from whom you purchased your vehicle within 14 days, unless otherwise agreed, of you taking delivery of the vehicle.
2. The service contract does not apply to any vehicle(s) used for competitive and/or timed racing of any sort, (including but not limited to off-road driving, vehicles acting as a pace make and/or safety vehicles), any vehicles used by any emergency services (including but not limited to police, fire and ambulance service vehicles), any military vehicles, any vehicles used by airport authorities or their agents/servants within the territorial boundaries of the airport (including runways and any outbuildings associated with the airport), any vehicles used for hire or reward (including but not limited to taxis and self drive vehicles), any vehicles used by a driving school, any kit cars and any nonstandard, customised or modified vehicles.
3. The supplying dealer has given the administrator your information in order to validate the contract for services between you and the administrator.
4. The Company will not pay more than the repair request limit shown on the agreement form or, if lower, in this service contract booklet.
5. No liability will be accepted for any repair request that is reported to the administrator more than seven days after the relevant fault is discovered.
6. No repairs may be carried out under the service contract until the administrator provides a repair request number for those repairs. Failure to obtain prior approval for any repair request will lead to the repair request being declined in its entirety. No liability shall exist in respect of parts supplied, repairs carried out or any other repair request under this service contract other than repair requests in accordance with the procedures set out in this service contract booklet. We reserve the right to seek the most cost-effective repair. This may include the approval of using reconditioned, remanufactured, refurbished or exchange parts / units.
7. Authorised repairs must be completed within 30 days of approval issue date. Repair request documentation must be received by the repair request department within 7 days of completion of repairs, otherwise they cannot be accepted.
8. The maximum repair requests in aggregate we will pay during the period of cover is up to the purchase price of the vehicle as stated on the agreement form.
9. The amount of time allowed for labour will be according to Autodata times and the labour rate will be specific to each dealer. The administrator reserves the right to examine the vehicle and failed part and to subject them to expert independent assessment to determine the amount to be paid in respect of a repair request. This will be subject to the repair request limits and the terms and conditions of your service contract.
10. Services must be carried out in accordance with the schedule described in the service requirements section of this service contract (page 6) - you must keep all the service invoices in the event of any repair request.
11. The mileage quoted on the agreement form does not guarantee this is the true distance the vehicle has covered and the mileage should be disregarded.
12. Your service contract excludes any liability for death, bodily injury or loss of or damage to property other than the listed components or loss of use or any consequential loss of whatsoever nature.
13. No liability will be accepted for damage caused by:
 - Neglect;
 - Corrosion;
 - Water Ingress;
 - Any foreign matter getting into or onto a part;
 - Lack of servicing;
 - Over-heating or freezing;
 - Abuse;
 - Damage to parts not covered by this service contract.
14. No liability will be accepted for: parts that have been fitted incorrectly, the effects of poor repairs, faults or defects at the time of the sale, parts that have been made or designed badly, parts not fitted as standard or optional extras by the manufacturer, unless cover for such items is agreed beforehand.
15. The administrator may declare void any service contract where the agreement form does not correctly show the exact vehicle type, model, age and mileage. If you give incorrect information on the agreement form, your service contract may be

TERMS & CONDITIONS

- void, or at the administrator's option, allowed to continue subject to the payment and receipt of any additional fee that may be required to reflect the correct information.
16. If you have not kept to the conditions of the service contract, you agree that your repair request will be rejected and that your service contract will be cancelled.
 17. If you or a repairer makes a false or dishonest repair request, your service contract will be cancelled and legal action may be taken against you.
 18. In the event of a repair request the administrator reserves the right to call for a contribution from the service contract holder for betterment should the repaired vehicle ultimately be in a better condition or have a better value than it enjoyed immediately prior to the repair request.
 19. You cannot change the terms and conditions unless you have written agreement from Autoguard Warranties Ltd.
 20. If you are in breach of any of the terms of this service contract, the administrator may cancel this service contract by giving 14 days notice by recorded delivery to the last known address of the service contract holder.
 21. No liability will be accepted for any consequential loss or damage to parts not covered by this service contract where consequential loss is caused by a covered part.
 22. The administrators reserve the right to amend the service contract details from each renewal year.
 23. If the administrator accepts that there is a repair request under this service contract but there is a disagreement in respect of the amount to be paid, the disagreement will be referred to an independent arbitrator. In these circumstances the arbitrator's award must be made before there is any right of action against the Company.
 24. The Terms and Conditions and application details will be read as one contract. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined will have its ordinary meaning.
 25. Non-Disclosure, Misrepresentation or Misdescription - this service contract is voidable if you or anyone acting for you fails to disclose, misrepresents or misdescribes any material fact. If the administrator voids this service contract they will void it in its entirety and no cover will apply.
 26. Should the vehicle be involved in a total loss claim via your own motor policy, this service contract will become void and no refund will be offered.
 27. No liability will be accepted for any repair request, if at the time of the reported failure, the vehicle is being used in contravention of the current legislation with regards to MOT, Vehicle Excise Duty (Road Tax) and Motor Insurance.
 28. Unless specifically agreed otherwise, the law that will apply is English law.
 29. If your vehicle is found to be fitted with any form of fuel tamper device then your service contract will be void.
 30. Once a claim has been notified, you will have 7 days in which to provide further information and or diagnostic evidence of failure of a covered component, in order for any claim to be considered. If the contract reaches its natural expiry date during or after this 7 day period, no claim would be considered without written consent from the Administrators.



TERMS & CONDITIONS

Exclusions

The Company shall not be liable for any repair requests arising thereby or indirectly caused or contributed by or in consequence of a loss;

1. (a) Occurring during the warranty or warranty period of any manufacturers or the dealer's excess period (if any) or where faults have developed during such period prior to the commencement of the service contract (provided they were evident at that time) and which have not been completely rectified.
 - (b) Resulting from any modification to the vehicle or the substitution of components by nonstandard components or equipment not approved by the manufacturer of the vehicle.
 - (c) If the mileometer has been altered or disconnected or inoperative resulting in the misrepresentation of the vehicle's actual mileage.
 - (d) Caused by or arising from:
 - (i) Overheating, corrosion or the gradual reduction in operating performance commensurate with the age and mileage covered by the vehicle. This includes, but is not limited to:
 - (a) The gradual loss of engine compression necessitating the repair of valves or rings
 - (b) Gradual increase in oil consumption due to normal operating functions.
 - (ii) The use of a grade of fuel not recommended by the manufacturer of the vehicle or the ingress of foreign matter into fuel, lubricants or cooling system. The use of inadequate or improper antifreeze protection.
 - (iii) Routine servicing maintenance or repair of the vehicle or from negligence, abuse or wilful damage.
 - (iv) The subjecting of the vehicle to a load greater than that permitted by the manufacturer's recommendations.
 - (v) Fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped there from or any extreme cause.
 - (vi) Any road traffic accident, collision or fire damage; including total loss of vehicle.
 - (e) Involving components subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design defect.
 - (f) Directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
2. Local taxes, when repairs are completed outside of the UK.
 3. Any ancillary components or equipment not listed under the "What is Covered" section.
 4. Mechanical breakdown due to lack of fuel, antifreeze, hydraulic fluids, grease or oils.
 5. Investigatory or remedial work commenced before authorisation by the administrator.
 6. Costs incurred in routine servicing or repairs.
 7. Any parts, which have not failed but have been reported as requiring replacement during routine servicing and/or repairs or at the time of when a service contract repair is in progress.
 8. Liability, which attaches to the service contract holder by virtue of an agreement but which would not have attached in the absence of such agreement.
 9. Any vehicle owned by a garage or its associated companies or by the proprietor of such garage or associated companies or by an employee or relative of such proprietor or component breakage occurring whilst the vehicle is in the custody or control of such persons.
 10. Any liability for death, bodily injury or loss of or damage to property other than the covered components or loss of use or any consequential loss of whatsoever nature.
 11. Non-compliance with the conditions relating to the servicing of the vehicle.
 12. Any faults or defects deemed to have been present at the time of service contract inception.
 13. The cost of any servicing or service items.

DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this service contract.

We/us/our

Shall mean Autoguard Warranties Ltd, whose registered address is: Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey GU16 7ER.

You/your/yourself

Shall mean the person named on the agreement form as being the customer.

Service contract

The service contract is a contract of services between you, the legal owner of the vehicle as named on the agreement form and the administrator. By accepting this contract you are indicating your willingness to enter into a service that covers the vehicle for sudden and unexpected mechanical breakdown as defined by the length of contract and the repair request limit as detailed on the agreement form.

Please note that this service contract is not an insurance product.

This service contract does not affect your legal rights under the Consumer Rights Act 2015. You can get advice about your rights from your local Citizens Advice Bureau or Trading Standards Service.

Administrator

Autoguard Warranties Ltd, Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey GU16 7ER. Registered company number 6574030.

Repair request

Shall mean the process you need to follow to notify us that your vehicle has experienced a sudden and unexpected mechanical breakdown.

Repair request limit

Is the maximum amount that can be provided on each individual repair request exclusive of VAT as stated on the agreement form. The maximum amount that can be provided under the service contract during the period of cover is limited to the purchase price of the vehicle in aggregate.

Agreement form

Confirmation of the vehicle, the service contract holder's details, service contract duration, type of cover selected and repair request limit applicable.

Consequential loss

Any other costs which are directly or indirectly caused by the event which led to your repair request unless specifically stated in this service contract.

Betterment

Is a contribution from the service contract holder where the repaired vehicle ultimately will be in a better condition or have a better value than it enjoyed immediately prior to the repair request.

Labour rates

Shall mean what a vehicle repairer can charge by the hour to cover their labour costs, subject to the maximum labour rate stated on your agreement form.

Mechanical breakdown

Shall mean internal failure which is hereby defined as the actual and sudden mechanical failure or breakdown of an item listed under the 'What is Covered' section which results in the sudden stoppage of its normal functions and which necessitates repair or replacement to resume those functions. Failure or breakdown, which ultimately results from wear and tear is excluded from the scope of cover afforded by this service contract.

Period of cover

The service contract commences on the date shown on the agreement form or with new vehicles on the expiry of the manufacturer's warranty period. The duration of your service contract is also stated on the agreement form.

Territorial limits

England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands. The vehicle is also covered in the European Union for a maximum of 60 days in any 12 months of cover.

Wear and tear

The gradual deterioration associated with normal use and age of the vehicle and its components.

Autodata

An industry reference, including but not limited to Autodata, Glasses Guide etc. for the confirmation of repair times and service requirements used extensively by the motor industry.

Vehicle

The vehicle as shown on the agreement form / policy schedule, which you have purchased by the named motor dealer and is eligible for the cover stated. Unless otherwise agreed in advance by the Administrator.



We may ask additional details in order for us to help you manage unexpected vehicle repair bills in the future.

RETAIN YOUR PEACE OF MIND

At the end of your service contract period, please telephone 01736 605352 and quote your name or existing service contract number which is printed on your agreement form.



Building 5,
Archipelago Office Park, Lyon Way,
Camberley,
Surrey GU16 7ER
Tel: 03432 271 499
Fax: 01276 672 015
www.autoguardwarranties.com

Did you know we have an App?
Scan the QR code or visit our website for more information

