

Welcome to your **Warranty**

This is your warranty which you should keep in a safe place.

This booklet shows what is covered and what is not included within the coverage of this warranty.

Please read this document carefully as it is important that you understand the cover that this Warranty provides you with.

You must remember to have your vehicle regularly serviced in accordance with the manufacturers recommended service requirements of your vehicle.

This warranty will cover the parts listed (specific exclusions apply) and the associated labour to fit, up to the claims limit specified on the Warranty Schedule, subject to any lower limits applicable to a particular part.

Claims must be made in accordance with the claims procedures, terms and conditions described in this booklet.

Who should I contact for further information?

If your questions relates to the information provided in this document or to the cover provided under this Warranty, please contact the administrators on 0800 055 6551.

Data Protection Act 1998

Please note that the information provided to us will be processed by us and our agents in accordance with the provisions of the Date Protection Act 1998, for the purposes of Administration and Claims handling of this Warranty which may necessitate providing such information to third parties.

Territorial Limits: United Kingdom, Ireland, Channel Islands and Isle of man.

What is covered?

Repair Service is NOT New For Old

All Mechanical and Electrical components of the vehicle that were manufacture's original fitments EXCEPT those listed below.

Components NOT Covered by this Warranty

Those regarded as service items or components, which are expected to require periodic replacement. *Wheels, tyres brake facings, seized callipers, spark plugs wiper blades and arms, auxiliary drive belts, pipes and hoses, exhaust system including catalytic convertors, cracked engine blocks or cylinder heads, airbag systems, brake shoes, pads and discs, batteries, hybrid units and electric vehicle batteries, lamps and bulbs, fuses, wiring connections and looms, printed circuit boards, satellite navigation, communication equipment, multimedia systems, remote control transmitters and receivers, radio aerial masts and motors, bodywork, paintwork, all weather strips and seals, water ingress, door locks, handles, cables, hinges, check straps, fuel conversions systems, all glass including heater elements, trim, upholstery including seat runners and seat adjustment mechanisms cosmetic finishes, oil leaks, adjustment or calibration of any component.*

Mechanical Breakdown

This Warranty covers components against the actual and sudden mechanical failure or breakdown of an item listed under "What is Covered" section which results in the sudden stoppage of its normal function and which necessitates repair or replacement to resume those functions. Failure or breakdown, which results from wear and tear is excluded from the scope of cover afforded by this Warranty.

Additional Benefit

Factory Fitted Radio/ CD players

We will cover permanently fixed items to your vehicle up to a maximum of 25% (including VAT) of your claim limit as indicated on your schedule, up to a maximum of £500.

Diagnostic Investigation

This warranty will cover a maximum of £50 worth of diagnostics work when associated with a valid claim. A printed copy of the diagnostic report must be produced.

Betterment

In the event of a claim whereby the vehicle repaired is ultimately in a better condition or has a better value that it enjoyed immediately prior to the occurrence of the claim. The Administrators reserve the right to call on a contribution from the customer (owner of the vehicle). The following matrix will apply when a betterment contribution is required:

All mileages are from date first registered.

70,000 – 80,000 Miles	10%	100,001 – 110,000 Miles	25%	130,001 – 140,000 Miles	50%
80,001 – 90,000 Miles	15%	110,001 – 120,000 Miles	30%	140,001 – 150,000 Miles	60%
90,001 – 100,000 Miles	20%	120,001 – 130,000 Miles	40%	Over 150,001 Miles	70%

Service Requirements

The vehicle must be serviced in line with manufacturer's warranty recommended guidelines by a VAT registered garage. The garage completing the relevant details in the vehicles service book and the receipt retained.

A maximum allowance of 21 days or 500 miles (whichever is less) shall be permitted as a run-over on the due date of service intervals.

Warning:

Timing Belts (Otherwise known as a camshaft drive belts)

If your vehicle has a timing belt, please make sure it is in good condition and that it is checked and changed in line with the manufacturer's recommendation. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience.

No responsibility will be accepted for damage caused by the failure of a worn out timing belt.

Warranty Administrator

Western Automotive Financial Services provides all Administration and Claims service functions in connection with this Mechanical Breakdown Warranty.

If you require further details, please apply in writing to:

Western Automotive
89 Seaward Street
Glasgow
G41 1HJ

Customer Services: **0800 055 6551**

Complaints

It is always our intention to give you the best service possible, however if you have any questions or concerns about this Warranty or the service provided you should contact the Managing Director of the Administrator as detailed above.

Renewable Year on Year Customers

Your warranty is renewable annually subject to terms and conditions.

The administrator will invite renewal of Your warranty, however it is Your responsibility to ensure that all the required information is supplied to the Administrator no later than 14 days prior to Your warranty expiry date.

It is a condition of the renewal that servicing must be carried out in accordance with the manufacturer's recommendations by a VAT registered garage.

Your renewal is subject to Administrator's acceptance of Your application and receipt of the following documents and information:

- The current exact mileage of Your vehicle.
- Copy of all fully itemised service invoices (showing mileage and Vehicle registration number) since the last renewal or inception of the warranty if this is the first renewal.
- Copy of the manufacturer's service book showing the stamp at inception or prior if the Vehicle was not serviced at the time of purchase.
- If you have changed Your registration, a copy of Your V5 document.

Administrator:

Western Automotive, 89 Seaward Street, Glasgow, G41 1HJ. Renewals Dept.

How to make a claim

If the vehicle shows sign 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 Warranty. We will not pay for any stripping down of the parts to determine the cause of the parts unless we accept the claim. The most we will pay in total is the agreed claim limit for your Warranty. If you consider you have a claim DO NOT proceed with repairs until the claim has been approved.

It will be your responsibility for all costs in excess of the claim limit stated in the Warranty Schedule. You are responsible for any other work you ask the repairer to carry out.

Take the vehicle to the dealer who supplied it, If this is not possible take it to the nearest approved Bosch Service Centre. Show the dealer this booklet and your service invoices. When the dealer has confirmed the cause of the Mechanical Breakdown they will need to arrange for an estimate to be complete and a claim to be made to the selling dealer.

The Administrator will require the following information:

- Vehicle registration and warranty number.
- The date that the problems were first noticed and the vehicle mileage.
- The dates and mileages of any services undertaken during the period of the warranty.
- Details of the repairs required and estimated repair costs.

IMPORTANT

It is essential that an authorisation number be obtained from the Administrator before any repairs commence. **Tel. 0800 055 6551**

The administrator's working hours are 9am – 5pm, Monday to Friday.

How to Claim Payment

When the repairs have been completed, the repairer must submit the fully completed repair invoice. The invoice must be sent to Western Automotive, 89 Seaward Street, Glasgow, G41 1HJ and clearly show the authority number given in connection with those repairs. The invoice must show who the payment should be made to and give full details of the repair including all parts and labour used in the authorised repair.

Telephone calls may be recorded for the purpose of staff training and improving customer service. VAT on repairs covered by the Warranty is not reimbursed where the vehicle owner is VAT registered.

Terms and Conditions

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

- 1** Western Automotive on behalf of the dealer will provide Administration for mechanical breakdown as set out in the warranty during the period as detailed in the Warranty Schedule.
- 2** The Warranty does not apply to any vehicle(s) used for competitive and/or timed racing or any sort, (including but not limited to off-road driving, vehicles acting as pace maker and/or safety vehicles), any vehicle 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 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 kit cars and any non-standard, customised or modified vehicles.
- 3** This Warranty will not pay more than agreed claim limits in this Warranty document.
- 4** There is no surrender value to the Warranty unless you withdraw your application for this Warranty within 14 days of its purchase and is subject to an administration charge. All refunds within the 14 day period to be directed to the selling dealer. Do not contact the Administrator for refunds.
- 5** The Warranty is non-transferable.
- 6** No liability will be accepted for any claim that is reported to the Administrator more than seven days after the relevant fault is discovered.
- 7** No repairs may be carried out under the Warranty until the Administrator provides a claim authorisation number for those repairs. No liability shall exist in respect of parts supplies, repairs carried out or any other claim under this Warranty other than claims in accordance with the procedures set out in this warranty document. The administrator reserves the right to provide replacement parts and to carry out repairs under this Warranty or to arrange for their provision by other persons.
- 8** The maximum aggregate we will pay during the period of the contract is up the purchase price of the vehicle as stated on the Warranty schedule.
- 9** The amount of time allowed for labour will be in line with the manufacturer's standard repair time. A maximum of labour charge rate does apply to any repairs carried out, and the Administrator reserves the right to examine the vehicle, to subject it to expert independent assessment to determine the amount to be paid in respect of a claim. This will be subject to the claimable limits and the terms and conditions of your Warranty.
- 10** Services must be carried out in accordance with the manufacturer's schedule described you must keep all the service invoices in the event of any claim.
- 11** The mileage quoted on the Warranty schedule does not guarantee this is the true distance the vehicle has covered and the mileage should be disregarded.

Terms and conditions (cont.)

- 12** No liability will be accepted for any losses covered under an accidental damage or motor insurance policy or for any damage caused by a fire or accident. This warranty does not provide cover for other people or physical injury.
- 13** No liability will be accepted for damage caused by:
- Neglect
 - Corrosion
 - Any foreign matter getting into or onto a part
 - Lack of servicing
 - Over-heating or freezing
 - Abuse
 - Damage to parts not covered by this Warranty
- 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 agreed beforehand.
 - The cost of any servicing or service items.
- 15** No liability will be accepted for damage caused by war risks, sonic booms or nuclear radiation.
- 16** The Administrator may declare void any Warranty where the schedule does not correctly show the exact vehicle type, model, age and mileage.
- 17** If you have not kept to the conditions of the Warranty, you agree that your claim will be rejected and that your Warranty will be cancelled.
- 18** If you or a repairer makes a false or dishonest claim, your Warranty will be cancelled and legal action may be taken against you.
- 19** Your rights as set out in this Warranty do not affect your legal rights.
- 20** You cannot change the terms and conditions unless you have written agreement from Western Automotive on behalf of the Dealer.
- 21** This Warranty is Administered by Western Automotive on behalf of the selling dealer. Further details available on written request.
- 22** This warranty shall be governed by and construed in accordance with English law and if any dispute cannot be resolved through the complaints procedure as set out in this booklet then any dispute shall be determined by the applicable court in England or Wales.
- 23** No liability will be accepted for any consequential loss or damage to parts not covered by this Warranty, where consequential loss is caused by a covered part.
- 24** No liability will be accepted for consequential loss of any kind.

*Should you wish to extend the
Warranty period, please contact
your selling dealer.*

