



WarrantyFirst

Warranty Cover Levels

Used car warranty the way you want it

You chose your car carefully – now let's protect it and keep you on the road with a warranty that is perfect for you.

With many thousands of policies taken out with us, we're trusted as a leading used car warranty provider.

The Peace of Mind that you need

We understand that you may have just bought your used car and would have considered the expense carefully, perhaps you feel you now have a long period of trouble free motoring,

and we certainly hope this is the case. However, the unexpected can happen and having a used car warranty in place will give you the peace of mind you need.

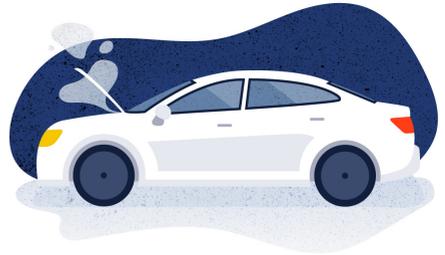
The Warranty First breakdown warranty plans are designed to offer similar protection to that which the manufacturer supplied when your car was new, so in effect you are extending your protection against Mechanical and Electrical breakdown and covering your liability if your car goes wrong.

Why get a warranty?

Even nearly new cars develop faults. Parts and labour are often eye-wateringly expensive; a warranty protects against unexpected costs.

A warranty that's right for you

With three plans and bespoke options, there's something for everyone; you can choose a plan that matches your vehicle and your budget.



Get protected today

Why delay getting covered? We have a super-fast process and once we have your details registered on our systems you will be covered in minutes.

Easy claims process

Claim online with our handy claims form, then we'll talk you step-by-step through getting your car properly assessed and repaired.

Reasons to choose us as your car warranty provider



Multiple claims covered

There's no limit on the number of claims you make, as long as the total repairs don't exceed the current Glass's Guide book value of your vehicle.



No mileage limit

Once your policy starts, there's no restriction on your mileage. Great if you commute to work and clock up the miles!



Wear and tear included

Wear and tear items (such as wheel bearings) are covered, subject to the T&Cs for each plan. A nice bonus for extra value.



Consequential damage

If a non-covered part causes damage to a covered part, we still honour the claim. Most warranty companies don't cover this.



Huge choice of garages

Rather than force you to use garages from a particular network, you can take your vehicle to any VAT-registered garage.



Keeping you on the road

Where applicable, we contribute to recovery of your vehicle, car hire, hotel and travel costs. Nice to know if you're away from home.

Service schedule

Important information

In order to keep your warranty policy validated, it is a condition that you must keep your vehicle services in line with the manufacturer's service schedule by a VAT registered garage.

Ensuring that your vehicle is serviced regularly will enhance its efficiency and be more likely to achieve trouble free motoring.

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

In the event of a claim, we reserve the right to inspect your vehicle at any time through an independent assessor/garage.

◆ Dynamic cover

Great value AND great coverage of engine, gearbox, clutch and other major components.

Cars and commercials up to 150,000 miles or 15 years old at policy inception

What's included?

You can make multiple claims, up to the current value of your vehicle (based on Glass's Guide industry prices) whilst your vehicle is covered by us.

Extra benefits at no extra cost per claim*

- ✓ **£55** Recovery contribution
- ✓ **£40** Car hire contribution
- ✓ **£50** Hotel & transport contribution
- ✓ **£100** European cover contribution
- ✓ **Consequential damage**
If a non-covered part causes damage to a covered part, we will still honour the claim

** Terms apply. An excess charge is payable by you, the policy holder for each successful claim made. This will be deducted when your claims are authorised and approved.*



Which parts are covered?



The following parts are covered, any parts not specifically mentioned are not covered

✔ Engine

Rocker assembly, inlet, exhaust valves, valve guides, valve springs, cylinder head, cylinder head gasket, stretched head bolts, push rods, camshaft followers, timing gears, timing chains, tensioner, oil pump, drive gears, pistons, piston rings, cylinder bores, gudgeon pins, connecting rods, big end bearings, main bearing, crankshaft, ring gear, distributor drive, timing belts (subject to correct replacement schedule having taken place, engine casings (if damaged by an internal component).

✔ Manual Gearbox

Gears, shafts, synchromesh hubs, baulk rings, gear selector forks, bearings, speedometer, drive, factory fitted overdrive units, solenoids, transfer box components, gearbox casings (if damaged by an internal component).

✔ Automatic gearbox

Shafts, bushes, clutches, brake bands, bearings, oil pump, governors, servos, torque converter, drive plate, valve block, modulator valve, speedometer drive, casings (if damaged by an internal component).

✔ Drive train

Crown wheel, pinion gear, planet gears, planet carriers bearings, all other internal components, half shafts, drive shafts, prop shafts, universal joints, support bearings, constant velocity joints, casings (if damaged by an internal component).

✔ Electrical

Starter motor, alternator, front wiper motor, rear wiper motor, indicator switch, indicator relay.

✔ Clutch

Clutch cover diaphragm, centre plate torque springs, clutch release bearing, clutch fork, clutch master cylinder, slave cylinder.

✔ Steering

Rack and pinion assembly, hydraulic PAS steering pump, PAS steering motor, steering box, steering idler.

✔ Brakes

Brake master cylinder, brake callipers (excluding seizure).

✔ Cooling system

Water pump (non cam belt driven), thermostat, thermostat housing.

✔ Wear and tear cover

The following are covered for wear and tear only up to 110,000 miles and 10 years, whichever is sooner (inspections may be required): Wheel bearings, Coil springs & Shock absorbers.

◆◆ Premier cover

Even more peace of mind and more major parts covered with our most popular warranty plan.

Cars and commercials up to 120,000 miles or 12 years old at policy inception



What's included?

You can make multiple claims, up to the current value of your vehicle (based on Glass's Guide industry prices) whilst your vehicle is covered by us.

Extra benefits at no extra cost per claim*

- ✔ **£55** Recovery contribution
- ✔ **£40** Car hire contribution
- ✔ **£50** Hotel & transport contribution
- ✔ **£100** European cover contribution

- ✔ **Consequential damage**
If a non-covered part causes damage to a covered part, we will still honour the claim

** Terms apply. An excess charge is payable by you, the policy holder for each successful claim made. This will be deducted when your claims are authorised and approved.*

The following parts are covered, any parts not specifically mentioned are not covered

✔ Air conditioning

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

✔ Braking system

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

✔ Casings

Casings are covered provided they have been damaged as a direct result of the covered failure of an insured part.

✔ Clutch

Clutch cover diaphragm, centre plate torque springs, clutch release bearing, clutch fork, clutch master cylinder, slave cylinder, centre plate oil contaminations.

✔ Cooling system

Engine cooling water & oil radiators, heater radiator, thermostat & housing, temperature gauge, viscous cooling fan couplings and water pump (non cam belt driven).

✔ Drive train

Crown wheel, pinion gear, planet gears, planet carriers bearings, all other internal components, half shafts, drive shafts, prop shafts, universal joints, support bearings, constant velocity joints, casings (if damaged by an internal component).

✔ Wheel bearings

Failure on front & rear wheel bearings.

✔ **Electrics**

Alternator, central locking solenoids & motors, electric door mirror motors, electric window motors, electric sunroof motors, engine cooling fan motors, front & rear screen wiper motors, horn, indicator flasher relay, interior fan motor, starter motor & relays.

✔ **ECUs & Computers**

The air conditioning, anti-lock braking system, automatic gearbox, central door locking system, fuel injection, ignition, engine management, alarm/immobiliser, steering and suspension electronic control units (computers) that were originally fitted to your vehicle when it was first manufactured are covered (upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle and any retro-fitted ECUs & computers are excluded from cover).

✔ **Engine**

All internally lubricated parts are covered including: Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears & chain & tensioner, valves & springs & guides (burnt or pitted valves & valve seats excluded from cover) and crankshaft pulley and cylinder head gasket.

✔ **Camshaft drive belts**

Camshaft drive belts and tensioners (subject to documented proof that the last due change of camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

✔ **Steering**

Column shaft & tilt mechanism & couplings, hydraulic pumps & reservoir & pressure pipes, steering & idler boxes, rack & pinion assembly (including hydraulic rams & electric motors) track rods & track rod ends.

✔ **Transmission**

(Including front & centre & rear differentials, front & rear live axles and drive shafts). Constant velocity joints & boots, crown wheels & pinions, differential gears & thrust washers, drive flanges, external drive shafts, internal bushes & bearings & shafts, internal parts of differential locking mechanisms, propeller shafts & propeller shaft couplings & centre bearings and universal joints.

✔ **Turbocharger units**

✔ **Flywheels & drive plates**

Flexible drive plate for the automatic transmission's

torque converter, solid & dual-mass flywheels (flywheels damaged by clutch friction plates are excluded from cover) and starter ring gear.

✔ **Fuel system**

Air flow & air pressure & air temperature sensors and meters, fuel cut-off valves, fuel gauge & sender unit, fuel pressure regulators & accumulators, fuel pumps (including pre-pumps, low & high pressure pumps & injection pumps), injectors (max 2 per policy including petrol & diesel & single-point injectors), oxygen sensors, throttle body assembly and throttle position sensors.

✔ **Gearboxes**

(Including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles. Automatic transmission brake bands & clutches & modulator valves, drive chains, gear lever, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchromesh hubs and rings and torque converter.

✔ **Ignition system**

Camshaft sensors, crankshaft sensors & ignition coils.

✔ **Oil seals & gaskets**

The engine crankshaft rear oil seal and the main gearbox input shaft oil seal are both covered and other oil seals and gaskets that would necessitate the removal of the engine, a gearbox or a final drive unit to carry out repairs are all covered subject to any oil leak from them being sufficiently advanced that oil can be seen to be dripping (slight leaks causing only oil misting or staining are excluded from cover).

✔ **Suspension**

Bushes, front and rear coil springs, shock absorbers, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, anti-roll bar links, self-levelling pump and regulator valves and displacer.

✔ **Wear and tear cover**

The following are covered for wear and tear only up to 110,000 miles and 10 years, whichever is sooner (inspections may be required): Piston rings, Cylinder bores, Valve guides, Timing chain & Tensioner, Manual gearbox bearing, Coil springs, Clutch release bearing, Fuel pump, Antilock brake system, EGR valve, Air flow meter, Power steering pump, Wheel bearings and Shock absorbers.

◆◆◆ Exclusive cover

Exceptional coverage across almost all mechanical and electrical components.

Cars up to 70,000 miles or 7 years old at policy inception

What's included?

You can make multiple claims, up to the current value of your vehicle (based on Glass's Guide industry prices) whilst your vehicle is covered by us.

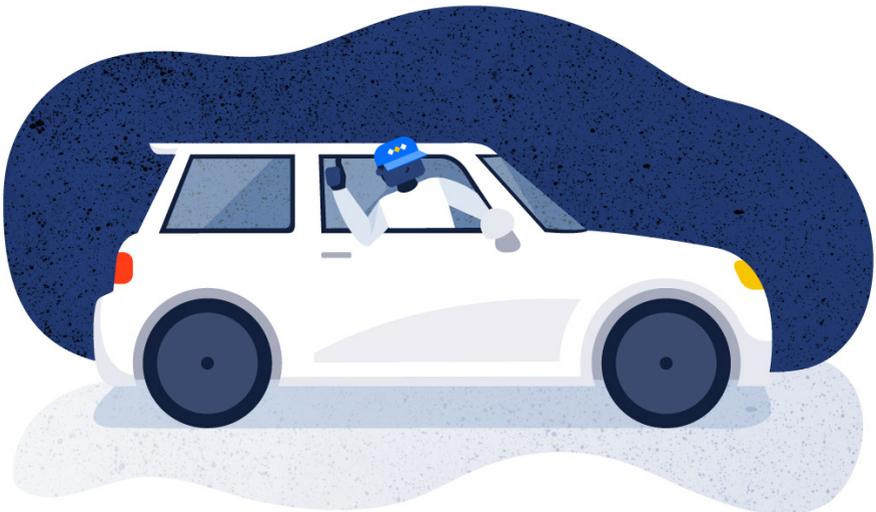
Covered components*

- ✓ **Almost all of the original factory fitted mechanical and electrical components in your vehicle** are covered against mechanical breakdown for the duration of our Exclusive plan
- ✓ **Consequential damage.** If a non-covered part causes damage to a covered part, we will still honour the claim

Extra benefits at no extra cost per claim*

- ✓ **£65** Recovery contribution
- ✓ **£50** Car hire contribution
- ✓ **£60** Hotel & transport contribution
- ✓ **£100** European cover contribution

** Terms apply. An excess charge is payable by you, the policy holder for each successful claim made. This will be deducted when your claims are authorised and approved.*



Which parts are NOT covered?

Due to an extensive list of covered parts within our Exclusive cover level we list the exclusions, unlike our Dynamic and Premier cover levels where we list the covered parts.

Bodywork etc

Bodywork, paintwork, trims, upholstery and windows: Bodywork panels and bumpers, door handles, folding roofs & folding roof frames & mechanisms, glass & non-glass windows, hinges, interior & exterior trims, lifting struts, paintwork, seat frames & upholstery, sunroofs & sunroof mechanisms, tonneaus & other interior & exterior covers & associated mechanisms, weather seals and windscreens.

Computer software and firmware

Upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle.

Hybrid and battery powered vehicle components

Battery control modules, battery cooling systems, electrical inverters and converters, hybrid control modules, main drive batteries and traction motors.

Telephone systems

Aerials, display screens, microphones, telephone and Bluetooth components internally and externally linked to the head unit, SIM card holders, CD holder and loud speakers.

Miscellaneous components

Auxiliary drive belts, brackets & mountings, cables, casings (unless they have been damaged as the result of the breakdown of a part), diesel glow plugs, electrical connectors, engine covers, engine starting battery & all other batteries, fuel & fuel lines, fuses, heating elements & aerials integral components not approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used.

Servicing & maintenance related components

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

Important notes

Sundries such as coolants, filters, fluids, lubricants, oils and other working materials will be covered provided the vehicle is not within 1,000 miles of its next due service, and to include refrigerants, all provided their replacement is necessitated by a valid claim. If your vehicle is fitted with a clutch operating cable this will be covered.

✔ Wear and tear cover

All wear and tear items from Premier Cover, up to 110,000 miles and 10 years (whichever is sooner), with the addition of the following items up to 80,000 miles and 7 years (whichever is sooner). Water pump (subject to documented proof that the last due change of water pump has taken place as specified by the manufacturers recommended servicing schedule), Turbocharger.

Claims process

How to start a claim

We have an experienced and dedicated team of customer care assistants who will manage your claim from start to finish, working efficiently to get you back on the road as quickly as possible.

You can register your claim online 24 hours a day; log on to your account at www.warrantyfirst.co.uk to initiate your claim.

Or call a member of our customer care team on 0330 094 5321.

Important information

Please start your claim as soon as you notice a fault. Most important of all, don't drive your vehicle. This could worsen the damage and possibly make your claim invalid - and endanger you if the fault affects the vehicle's handling or overall safety.

Do not arrange a repair until we agree to it.

Please do not authorise any repairs until we have authorised you to do so. Authorising repairs without our consent will make your claim invalid.

How does it work?



Step 1

Easy online claims form

If your vehicle develops a fault, fill in our simple online claims form. We'll be in touch right away to get things moving.



Step 2

Book into a garage

We'll ask you to visit any VAT registered UK garage for a diagnosis which then should be sent to us.



Step 3

Back on the road

If the estimate checks out OK we'll approve the repair and cover you for the cost, as per the terms of your warranty plan.

You might need...



V5 log book & vehicle purchase receipt



MOT certificates



Service history from VAT registered garages



Any receipts from previous repairs

Warranty Renewal



Extended peace of mind and reassurance for all your driving adventures

When the time comes, we will invite you to renew your policy

When your current warranty is nearing expiry, you can protect your investment, and continue to enjoy the same benefits, with a Warranty First warranty extension.

After all, chances of things going wrong will be enhanced and we want to make sure you don't have to worry for the miles to come.



- ◆ Preferential renewal rate
- ◆ Multiple cover levels offered
- ◆ Instalment payments
- ◆ 0% interest

** Terms and conditions apply depending on eligibility.*

If you would like to discuss a policy renewal you can contact us at any time on 0330 094 5321, a member of the renewal team will be happy to discuss the policy options including cover policy levels, claims limits and durations. They will have your records and can advise you of the best options that suit your car and your circumstances.

Warranty Policy Terms and Conditions

(See our website for full terms and conditions & our privacy policy).



The following terms & conditions apply to all Warranty First breakdown plans.

Policy Acceptance

1. The policy must be registered by the supplying dealer within 7 days of the sale of the vehicle and will only become live once all premiums are paid in full by the supplying dealer.
2. The vehicle must be roadworthy and have a valid MOT at inception.
3. To activate your warranty breakdown plan, we require the application to be completed in full, including your email address, full name, contact details and the accurate mileage (e.g. 48212 miles).
4. Warranty First will not be responsible for any incorrect information provided by the dealer or customer about the nature or value of this policy.

Cancellation and Termination

5. Unless you have made a claim, you have the right to cancel this breakdown warranty plan within 14 days of the policy start date. If you have been charged for this breakdown warranty plan by a supplying dealer you should seek a refund directly from them. If you have purchased a policy either online or by renewal please see Cancellation clauses 11 to 14 within our Online Policy Sale and Policy Renewal Acceptance document.
6. This agreement will terminate without refund in cases of fraud or dishonesty.

Additional Benefits

7. This breakdown warranty plan will cover consequential damage if the failure of a non-covered component causes a covered component to fail. Our liability is limited to the covered component.

8. Wear and tear for the listed components is only covered up to a maximum of 110,000 miles and or 10 years (80,000 or 7 years for Exclusive policies). After exceeding this mileage and age the wear and tear element of this agreement will no longer be valid. This does not affect anything outside the wear and tear element of the policy and therefore your policy will continue to its full term.

Requesting a repair and Claims

9. If faults arise on your vehicle then do not attempt to drive further as this may cause extensive damage to other components. Please contact Warranty First at the earliest opportunity for guidance. Please refer to the claims process section and follow the guidelines. Claims which do not follow the guidelines will be invalidated.
10. Any works authorised by you or commenced or completed by your repairing garage without first being authorised by Warranty First will be invalidated and no consideration will be given.
11. Authorised works not commenced by the repairing garage within 14 days of the authorisation date will result in the claim being invalidated.

Authorised repairs

12. This breakdown warranty plan will cover the costs for all authorised claims including parts, labour and VAT.
13. Depending on your cover level, agreed labour time for repairs will be paid up to a maximum of £50 per hour including VAT, subject to recognised industry standards times for repair.
14. This breakdown warranty plan is subject to an excess as stated within your level of cover which will be deducted from the authorised claim. Any discrepancies and shortfalls need to be paid to the

repairer in full by you. We will not be liable for shortfalls.

15. Authorisations will only be granted once written confirmation has been received by us, that any shortfall will be paid by you.

16. Claims will be invalidated if the completed diagnostic form is not received by Warranty First within 14 days of the claim being reported and before the policy expires.

17. We will only authorise the use of manufacturer's parts where reconditioned or generic parts are not available.

18. We will only authorise for work to be carried out at a VAT registered repairing garage.

19. We will only pay up to the maximum claims limit as scheduled in your policy which include the extra benefits sections on your cover levels. Extra benefits listed in your policy form part of your claim limit and will only become valid once authorisation is granted on a claim for a failed listed component.

20. This breakdown warranty plan will expire once claims reach the Glass's guide market value of your vehicle or the purchase price, whichever is lower.

21. We will not pay more than once for the same repair.

22. The cost of investigating and diagnostic work is the policy holder's liability.

23. In all cases, we reserve the right to request photographic evidence and to appoint an independent assessor to examine any fault, breakdown, quotation or repair undertaken at any time, the result of which is binding by all parties.

24. We may require you to provide documentation in order to assist us in validating a repair claim. These documents may include: your vehicle V5 log book, purchase receipts, current and previous MOT certificates, current and previous service history documents, VAT service and VAT repair receipts, any repairer's parts receipts and details of previous repairs that may have been made.

25. We reserve the right to decline your repair claim should we not be satisfied that you have provided the correct and necessary documentation within 14 days of being notified of a claim.

26. Any faults reported in one diagnosis will equate to one claim; no matter how many parts have failed or whether they are related parts.

27. If at any time during the period of your policy, we use our discretion to authorise a repair on a goodwill basis which would otherwise have been excluded then this does not set any precedent and does not mean we will necessarily authorise any similar repair in the future.

28. When a manufacturer offers a goodwill gesture for a repair, Warranty First will not contribute.

29. Any part covered by your manufacturer's warranty will not be covered by this breakdown warranty plan and your manufacturer's warranty supersedes these items.

30. Labour will only be paid for as part of a valid claim when a covered component is required.

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

32. If the fault occurs whilst the vehicle is in Europe the pay-out for an authorised claim will be to a maximum of £100 no matter what the claim limit.

Exclusions

33. This policy does not cover vehicles used for; carriage of passengers, goods for hire and reward, off road, hackney carriage/taxi, motor sports determined by time or speed including practice and track racing.

34. This breakdown warranty plan does not cover exhaust emissions or MOT failures.

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

36. This breakdown warranty plan does not cover inherent faults of any description. Inherent faults are those that existed at the time of purchase.

37. This agreement does not cover service components or maintenance items of any kind (those items that would normally be maintained under the vehicles standard servicing schedule such as: brake pads, brake discs, timing belts, filters and oil changes). Air conditioning re-gassing is also not covered.

38. Corrosion

39. Seized parts

40. Faults diagnosed by health checks

41. Misdiagnosis
42. Freezing
43. Foreign matter getting into or onto a part
44. Oil contamination
45. Swarf
46. Carbon build up
47. Manufacturer recall
48. Failure to maintain the vehicle in a roadworthy condition including maintenance of proper levels of oil and coolant.
49. Failing to service the vehicle as part of the manufacturer's service schedule.
50. The effects of over-heating, whether caused by an included part or not
51. Use of incorrect grade/use of fuel or oil or from the use of inadequate or improper anti-freeze protection.
52. Natural deterioration of parts due to age and/or mileage, condition and usage.
53. Negligence or wilful damage (including continuing to drive the vehicle when it is not mechanically/electrically sound).
54. Subjecting the vehicle to a load greater than that permitted by law or the manufacturers recommendations.
55. Fire, self-ignition, lightning, earthquake, explosion, flood, storm, tempest, frost, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme causes.
56. No liability will be accepted for the damage caused by: poor repairs carried out before the commencement of this breakdown warranty plan, or faulty workmanship of any description.
57. The gradual loss of engine compression necessitating the repair of valves or rings.
58. Gradual increase in oil consumption due to normal operating functions.
59. The replacement of parts for good engineering practice.
60. We will not authorise any claims which are a result of routine servicing, health and maintenance checks, and/or advisories.
61. We do not pay for diagnostic or stripping down charges.

62. This breakdown warranty plan only covers the original manufacturer's specification. Modifications outside the original factory specifications and designs are not covered.

Selling your vehicle

63. If you want to sell the vehicle you will be able to transfer this agreement to the new owner. You must apply to Warranty First to transfer the agreement prior to sale. There is a fee of £49 which you must enclose with your request. The fee will be returned if your request cannot be accepted.

64. If the ownership of the vehicle changes without formal policy transfer the policy will be void.

65. If you sell the vehicle to a dealer or trader, this agreement will automatically terminate without a refund.

General Conditions

66. This breakdown warranty plan will only cover the breakdown of mechanical and electrical faults and is not deemed as an insurance policy for road risk.

67. Vehicles registered on the insurance total loss register and/or the national police register will have restricted cover. Please contact Warranty First for further information. A comprehensive HPI check may be carried out in event of a claim.

68. No liability will be met unless authorised by and agreed to in writing by Warranty First.

69. We accept no liability for loss of use, inconvenience, lost time, commercial losses or any other incidental or consequential losses.

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

71. Car hire will only be valid when a repair takes longer than 8 hours according to recognised industry standard times and authorised at our discretion.

72. We will not be liable for loss of fuel, earnings from work, penalty and storage charges, parking tickets, keys, theft from your vehicle, clamps, toll charges, broken glass, traffic congestion charges, running out of fuel or incorrect fuel, keys locked in vehicle, damaged key fobs, vehicles immersed or immobilised, vehicle that require work at a specialist repairer, hotels, rail fare, flights, or ferry costs, calling costs, vehicles which are not serviced in line with the manufacturers service schedule, labour charges in

excess of recognised industry repair times manual, and any claims arising within 14 days from the date of inception.

73. No part of this agreement may be altered without the written consent of Warranty First.

74. Legal Jurisdiction - In the event of any dispute between the parties relating to this agreement or any claim, it is mutually agreed that before embarking on litigation proceedings, the parties will attempt to resolve it through negotiations or effective dispute resolution by the appointment of a mediator/arbitrator.

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

76. Warranty First will accept no responsibility or liability for any agreement made between the consumer/dealer/representative at the time of purchase, which go against any of these terms and conditions, unless authorised by Warranty First head office in writing.

Maintenance Provisions

77. You are responsible for ensuring that your vehicle is maintained in accordance with the manufacturers recommendations and must be within a maximum of 1,000 miles or 30 days (whichever is sooner) of the service schedule to have the service completed. If you exceed this, the

agreement will come to an end and no refund will be given. All service repairs must be undertaken by a VAT registered service provider or repairer. All invoices of any services and repairs must be retained.

Review regarding decline decisions

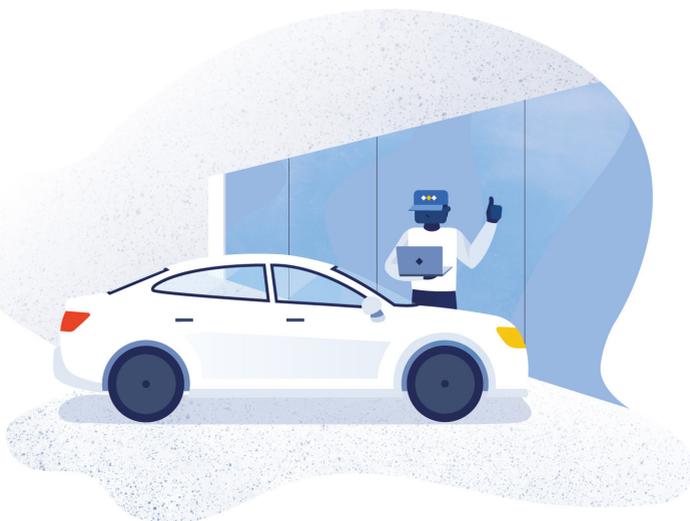
In the event that you are unhappy with how we have arrived at a decline decision and wish to have a further review you will need to do so in writing within 14 days. You should write to:

Customer Services Manager, Warranty First,
Bramhall Place, Storey's Bar Road,
Peterborough, PE1 5YS

or by email to:
customercare@warrantyfirst.co.uk.

Your query will be acknowledged by return

of post or by email and answered within 14 working days. Note: Should you wish to take this action please do not phone. If you wish to have any decline decision reviewed by our Management Team we will only advise you to write in via email or letter as we require full written details. I have read the key points and terms and conditions and by signing this document confirm that I am agree to them.





Make a claim

You can register your claim online 24 hours a day.
Log on to your account to start your claim at
www.warrantyfirst.co.uk

Contact us

 1 Bramhall Place, Storeys Bar Road,
Peterborough, PE1 5YS

 0330 094 5321

Customer services

 Customer services, Warranty First,
1 Bramhall Place, Storeys Bar Road,
Peterborough, PE1 5YS