



Dealer warranty



0800 0608612



hello@motorguard-warranties.co.uk



Opening hours: 8.30am - 5.30pm Monday - Friday

Your dealer warranty

Hello and welcome!

This is your warranty booklet - please keep it in a safe place together with your schedule in case you need to make a claim. Inside you'll find details on how to keep your warranty valid, what you are and are not covered for, the claims process and terms & conditions.

This is an agreement with your dealer, designed to protect you from unexpected repair bills. Your dealer has appointed us to fulfil their obligations. Please note this is not an insurance product and therefore falls outside the scope of the Financial Conduct Authority.

Our team are on hand to help and give you a brilliant experience, so please reach out if you need us. Just make sure any repairs are authorised by us before work is carried out as we won't be able to pay for it afterwards.

Finally, if you feel that you haven't received a great service or there's something you want to tell us - good or bad - you can email me at customer@motorguard-warranties.co.uk.

Happy motoring from all of us at MotorGuard Warranties.

Kindest regards

Steph Colinswood
Customer Care Director

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Definitions

Warranty schedule

The schedule provided by your dealership containing your personal and vehicle information, and the details of your coverage.

Claim limit

The maximum amount we will pay out per claim, as shown in your schedule. There is no limit on the number of claims.

Dealer or dealership

The motor dealership from where you purchased your vehicle.

Europe or European cover

Any country which is a member of the EU.

Labour rate

We have a national labour rate across the UK and a higher rate inside the M25. Any labour rates above this will be your responsibility.

Labour times

The time for the work to be completed in accordance with the published Autodata repair time guidelines or at our reasonable discretion if no such data exists.

Listed components

The components listed as covered.

Mechanical breakdown and electrical / electronic failure

Mechanical breakdown is the sudden and unexpected breakage or complete failure of a mechanical part that causes the part to stop working. Electrical or electronic failure is the total failure of a covered electrical or electronic component which causes the component to stop working completely.

Period of cover

The date range in which you are covered, as shown in your schedule.

Repairer or garage

The repairer completing the work on your vehicle unless otherwise stated.

Territorial limits

You are covered in the United Kingdom (England, Scotland, Northern Ireland and Wales) unless we agree otherwise in writing.

Vehicle

The vehicle detailed in your schedule.

We, us, our and Administrator

MotorGuard Warranties, c/o Warranty Solutions Group Ltd, Suite 69 Midshires House, Smeaton Close, Aylesbury, Bucks, HP19 8HL. Registered number: 13265786.

Wear & tear

Damage or deterioration of a component(s) that naturally and inevitably occurs as a result of normal wear or ageing; or when the component(s) reaches the end of its working life.

You, your

The person or company detailed in your schedule.

Warranty overview

Without a warranty in place, you could be facing hefty garage bills should something unexpectedly go wrong. With thousands of parts covered, a fantastic range of benefits and our friendly, helpful team on hand to assist whenever you need us, you can relax knowing your vehicle is in safe hands.

We'll pay towards the cost of repairs including parts, labour and VAT up to your individual claim limit. Below is a short comparison of the different plan types - please see the relevant pages for all levels and the exclusions.

Component	Platinum	Gold	Silver
Engine	✓	✓	Listed parts
Gearbox and transmission	✓	✓	Listed parts
Drive system	✓	✓	Listed parts
Clutch	✓	✓	Listed parts
Braking system	✓	✓	Listed parts
Steering system	✓	✓	Listed parts
Cooling system	✓	✓	Listed parts
Suspension	✓	✓	Listed parts
Electrical / electronic parts	✓	✓	Listed parts
Fuel system	✓	✓	Listed parts
Wheel hubs and bearings	✓	✓	Listed parts
Hybrid & electric vehicles	✓	✓	Listed parts
Casings	✓	✓	Listed parts
Working materials	✓	✓	Listed parts
Air conditioning	✓	✓	Listed parts
Ignition system	✓	✓	Listed parts
Camshaft timing belt / chains	✓	✓	Listed parts
Flywheel	✓	✓	x
Supercharger	✓	✓	x
Turbocharger	✓	✓	x
In-car entertainment	✓	✓	x
Remote key fobs / key cards	✓	✓	x
Diagnosis costs	✓	✓	x
DPF / catalytic converter	✓	x	x
Battery (exc. EVs and hybrids)	✓	x	x
Oil seals and gaskets	✓	x	x
Wear and tear	✓	x	x

Additional benefits

On top of the excellent coverage your warranty provides, you also get the following features. Please note: these must be authorised by us in advance.

Car hire

Providing the fault is covered and repair time is over 8 hours, we'll pay for up to 7 days of car hire (starting from when the repairs commence) up to £50 per day inc. VAT as part of your claim limit. Excludes fuel and insurance.

Vehicle recovery

We'll pay for the cost of recovering the vehicle to the nearest garage up to £75, on covered repairs, including VAT as part of your claim limit. You will need to arrange the recovery.

European cover

Your plan includes 30 days of European cover. The claims process remains the same. Reimbursement will be based on the currency exchange rates on the date that the claim is agreed. Dates of travel may be required to support your claim.

Overnight accommodation

If your vehicle is rendered immobile, we'll also pay for overnight accommodation or rail fare, up to £60 including VAT, as part of your claim limit. Receipts will be required. Drinks and meals are specifically excluded.

Your obligations

To keep your warranty valid, there are a few things you must do:



Have your vehicle serviced regularly in accordance with the manufacturer's guidelines by a VAT registered garage. You've got 30 days or 1,000 miles (whichever is sooner) from the date the service is due to have it completed.



Keep hold of the service invoices as we may require them if you need to make a claim. There's also a page at the end of this booklet for the service stamps.



Carry out any routine maintenance as required i.e. topping up or changing of oils, coolants and antifreeze. We won't pay for any repairs if your vehicle isn't maintained properly.



Follow the claims process on page 11. It's really easy but we cannot stress how important this is for your claim to be considered. If you need assistance, please call us on 0800 0608612.



Don't ignore any warning lights, signals or gauges as you could make the problem worse which may affect our decision. Any faults which might be covered must be reported to us within 7 days.

Platinum

For vehicles up to 7 years old and under 70,000 miles at the start date.

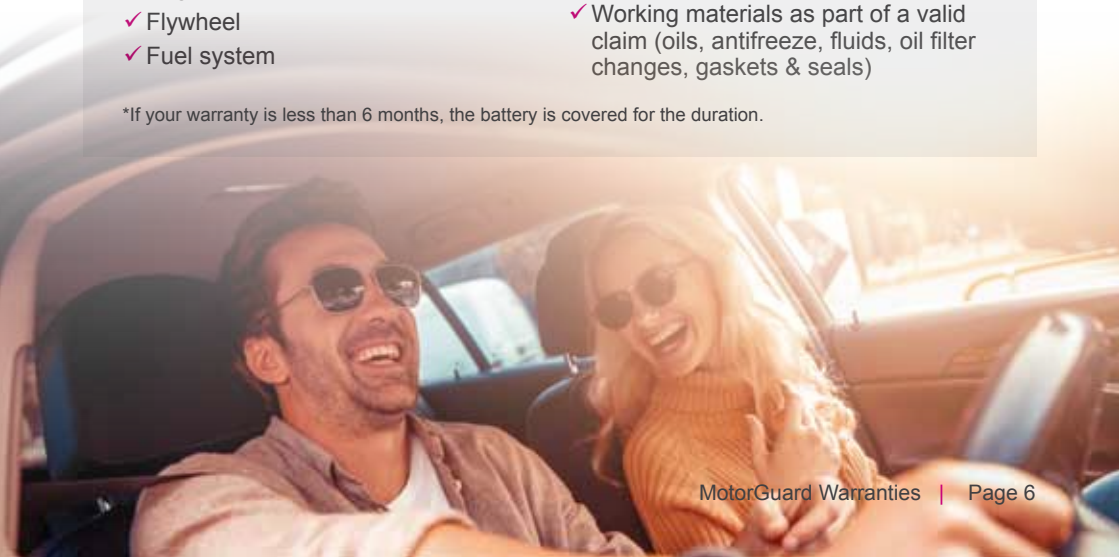
Please note: wear and tear is included on all covered parts until your vehicle reaches 100,000 miles. At this point, the wear and tear element ceases but everything else remains the same.

As one of the UK's best warranties, Platinum includes so many parts - around 6,000 in fact - that it's just impossible to list them all! Almost all of your vehicle's parts are covered against mechanical breakdown, electrical / electronic failure or wear and tear. Please refer to page 10 for the exclusions.

Most parts under these sections are included:

- ✓ Air conditioning
- ✓ Battery (exc. EVs and hybrids) for the first 6 months of your cover*
- ✓ Braking system
- ✓ Camshaft timing belt / chains
- ✓ Casings
- ✓ Clutch
- ✓ Coil springs and shock absorbers (replaced in pairs)
- ✓ Cooling system
- ✓ Diagnosis costs
- ✓ DPF / catalytic converter
- ✓ Drive system
- ✓ Electrical and electronic parts
- ✓ Engine
- ✓ Flywheel
- ✓ Fuel system
- ✓ Gearbox and transmission
- ✓ Hybrid and electric vehicle power generation and transmission parts
- ✓ Ignition system
- ✓ Oil seals and gaskets
- ✓ Original in-car entertainment, infotainment and telephone
- ✓ Remote key fobs or key cards up to £250 inc. VAT
- ✓ Steering system
- ✓ Supercharger
- ✓ Suspension
- ✓ Turbocharger
- ✓ Wear and tear up to 100,000 miles
- ✓ Wheel hubs and bearings
- ✓ Working materials as part of a valid claim (oils, antifreeze, fluids, oil filter changes, gaskets & seals)

*If your warranty is less than 6 months, the battery is covered for the duration.



Gold

For vehicles up to 10 years old and under 100,000 miles at the start date.

This level includes the majority of mechanical, electrical and electronic components under the following sections. Please refer to page 10 for the exclusions.

Parts and repairs covered include:

- ✓ Air conditioning
- ✓ Braking system
- ✓ Casings
- ✓ Camshaft timing belt / chains
- ✓ Clutch
- ✓ Coil springs and shock absorbers (replaced in pairs)
- ✓ Cooling system
- ✓ Diagnosis costs
- ✓ Drive system
- ✓ Electrical and electronic parts
- ✓ Engine
- ✓ Flywheel
- ✓ Fuel system
- ✓ Gearbox and transmission
- ✓ Hybrid / EV electric motor, electric controller, AC / DC converter
- ✓ Ignition system
- ✓ Original in-car entertainment, infotainment and telephone up to £500 inc. VAT
- ✓ Remote key fobs or key cards up to £250 inc. VAT
- ✓ Steering system
- ✓ Supercharger
- ✓ Suspension
- ✓ Turbocharger
- ✓ Wheel hubs and bearings
- ✓ Working materials as part of a valid repair (oils, antifreeze, fluids, oil filter changes, gaskets & seals)



Silver

For vehicles of any age or mileage.

The following components are covered against mechanical breakdown or electrical / electronic failure. Exclusions: any parts not listed below and parts on page 10.

Engine

All major internal moving parts of the engine and the camshaft timing belt / timing chain and tensioners, providing the manufacturer's replacement recommendations have been complied with and it is free from oil contamination.

Manual / auto gearbox & transmission

All major internal mechanical parts.

Drive system

Differential, drive shafts, propshafts, centre bearings, CV and universal joints, bearings & couplings.

Clutch

Centre plate, pressure plate, release bearing, ring gear, clutch fork, master cylinder, slave cylinder, clutch pedal and cable.

Braking

Master cylinder, wheel cylinders, servo, brake pumps, limiter valve, ABS pump, actuator & modulator, calipers, vacuum pump and brake pedal.

Steering

Steering rack and pinion, steering box, pump, idler box, column joints & bearings, pressure pipes, track rod ends and steering column (excludes electric locks and ECU).

Cooling system

Air con pump, radiator, heater matrix, heater fan motor, water pump, viscous cooling fan coupling and thermostat & housing.

Suspension

Shock absorbers & coil springs (replaced in pairs), wishbones, McPherson struts, suspension arms, leaf springs, track control arms & linkages, self levelling units, anti-roll bar, reservoir pump & regulator valves, kingpins and ball & swivel joints.

Electrical

Starter motor / solenoid, alternator, ECU (engine only), voltage regulator, ignition coil, distributor, electronic ignition amplifier, indicator relay, wiper & washer motors, window and sunroof motors, heater fan motor, horn, alarm control unit, cruise control actuator & control unit, central locking solenoids and switches.

Fuel system

Fuel pump, injection pump, lift pump, air flow meter, EGR valve, idle control valve.

Wheel bearings

Front and rear bearings.

Hybrid / EV

Electric motor, electric controller, AC/DC converter.

Casings

Casings, where a covered item caused the damage.

Working materials

As part of a valid repair (oils, antifreeze, fluids, oil filter changes, gaskets & seals).

What's not covered?

Naturally there are some scenarios that we just can't cover. These are:

- Any part not listed as being covered under our Silver plan, or any part listed under the 'part, fault and repair exclusions' on page 10
- Any part listed under the part, fault and repair exclusions on page 10 for Gold and Platinum
- You not honouring your obligations on page 5
- Any vehicle which is not kept in a roadworthy condition and does not meet current legislation
- Any repairs which haven't been authorised by us prior to work being carried out
- Any faults that were present when your cover started
- Any repairs not regarded as a mechanical breakdown or electrical / electronic failure e.g. service, MOT or other general maintenance work, or parts that haven't failed but are recommended by the manufacturer to replace or maintain as good working practice
- Wear & tear or any part that's reached the end of its working life (unless you have our Platinum plan)
- Consequential damage however caused
- Any liability for bodily injury, accident / road hazard damage, death, damage to other property, loss of earnings, out of pocket expenses, theft, war, riot, vandalism or adverse weather conditions; any loss caused directly or indirectly by a repair; or losses covered under any other type of insurance, warranty, finance agreement, guarantee or repair including manufacturer warranties and your motor insurance
- Any loss where the odometer has been tampered with, altered or disconnected to affect the mileage

We also can't cover vehicles under the following sections:

- Commercial vehicles (including car-derived vans) over 3,500kg. Please note that commercial vehicles are capped at 2,000 miles per month
- Modified vehicles unless approved in writing by us within 30 days from the date your cover starts
- Custom-built vehicles, vehicles used for hire or reward, racing, competition, commercial deliveries, off-road use or illegal purposes, or any vehicle owned by a company, person or employee in the motor trade

Part, fault and repair exclusions

These are the parts or faults that are excluded from our warranty. They're mostly bodywork, trim, general maintenance and serviceable items.

- ✗ **Service and consumable items** - including but not limited to brake pads & discs, brake drums, injectors (unless you have our Platinum plan), tyres, bulbs, spark plugs, fuses, brake & clutch friction material, burnt or worn out clutch components, seized brake callipers, any seized components, air con recharging, gaskets (excluding head gaskets), hoses & pipes including blockages, perishable rubber items, oil or fluid leaks (unless you have our Platinum plan), fuel tanks and clearing of fuel lines, connectors, air bags, auxiliary drive belts, hardware i.e. bolts and fixings.
- ✗ **Engine and turbo** - sprockets, burnt valves and valve seats, cracked blocks or cylinder heads, cylinder head skimming or refacing, burnt / carbonised valves or removal of carbon deposits, core plugs, cambelt / chain damage if the cambelt / chain and associated parts haven't been replaced inline with the manufacturer's recommendations.
- ✗ **Steering** - leaks.
- ✗ **Electrical or electronic items** - heating elements, glow plugs, connectors / terminals, wiring, software and software updates, reprogramming or adjustments, tracker systems, head unit display, radio recoding and light units.
- ✗ **Electric / hybrid vehicle** - electric charging cable / socket, wiring and HV cabling, HV battery housing, HV cells / modules and HV battery cooling and venting.
- ✗ **Bodywork and trim** - paintwork, bodywork, chassis, interior, seats, upholstery, fabric roofs, panoramic sunroof, wheels, glass, locks and catches.
- ✗ **Negligence or driver abuse** - i.e incorrect or insufficient oils or lubricants / fluids and overheating.
- ✗ **Ancillary items** - water ingress, corrosion or oxidation, faulty workmanship or parts, manufacturer recalls, accidental damage to radiator and A/C condenser, exhaust systems, exhaust manifolds, emissions, carbon build-up, repairs to rectify issues such as high oil consumption or poor fuel economy, oil or fluid contamination including staining or misting, sludge / silt or other waste, waste disposal, key blades, sealing materials and compounds.



How to make a claim

CLAIMS:  0800 0608612  claims@motorguard-warranties.co.uk



Important: All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim.

1. If a fault becomes apparent, please check to see if it might be covered. If you're not sure or need advice, contact us on the above details. Your vehicle will need to be booked in at a garage - depending on the arrangement we have, we may be able to arrange this for you if you wish.
2. If the fault is not evident to the garage, it may need to be diagnosed. You are responsible for authorising the garage to do this and for the costs at this stage. If you have our Gold or Platinum plan and the fault is covered, we'll also pay for reasonable labour time to diagnose the fault as part of your claim.
3. Following diagnosis, please ensure the garage contacts us before progressing with the repair as we are unable to consider your claim afterwards. When our costs are established, we'll provide an authorisation code to the garage for repairs to begin immediately. Again you'll need to authorise the garage to carry out the repair.

Important: Should you instruct the garage to commence work without our authorisation, you do so in the knowledge that your claim may be declined due to denying us the opportunity to inspect the vehicle and determine the cause of failure. You are responsible for any excess parts and labour charges, plus any repairs which aren't covered under your plan.

How to receive payment

If the repair was carried out by one of our approved garages, you don't need to do anything as we'll settle the claim with them directly. If the repair was carried out by your own garage and we're either reimbursing them or yourself:

- 1)  | Following the repair, you or the garage (depending on who we're paying) must email or post us a copy of the repair invoice along with any service invoices or other documents we've requested. Please clearly mark the repair code and state who is to be paid.
- 2)  | Payments will usually be processed within two working days upon receipt of all documentation.

Remember: Your claim can only be paid if this process is followed correctly.

Claim conditions

In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

1. We reserve the right to contact garages to discuss potential liabilities, and nominate the garage and / or the supplier of the parts. We also reserve the right to use guaranteed reconditioned or exchange parts, and to send any parts away for reconditioning or inspection
2. Where the repair or replacement of the part(s) or assemblies brings about improvement or betterment of the vehicle, we reserve the right to require a contribution from you towards the cost of the repair at our reasonable discretion. We will discuss this with you before the repairs commence, taking into account the current age and mileage and the cost of restoring the vehicle to its pre-breakdown condition
3. If the cause of the failure is not evident from the diagnosis, we may need your vehicle to be stripped or disassembled to some extent for a repair to be considered. This will only be done on your authority and the costs will be your responsibility at this stage
4. There may be times where we need to instruct an independent assessor to inspect and report on their findings to establish liability. The results of these findings cannot be contested except by another independent assessor. In this case, we have the right to:
 - a) Examine the vehicle
 - b) Obtain an expert assessment at our expense, the result of which will be binding on all parties
 - c) If following specific arrangements for the inspection the vehicle is not available or the assessor is unable to carry out the report (for instance if the vehicle is not stripped), we will deduct fees for the second inspection visit from the authorised claim amount
5. Repair times are calculated inline with the repair times definition on the contents page at the agreed labour rate. Our liability will be based on the repair times as shown for the specific repair
6. All repairs must be registered with us within 7 days of their occurrence
7. You may be required to provide proof of servicing with a recent service invoice from a VAT registered garage before a repair can be considered
8. You have 3 months from the date the authorisation code is provided to submit the invoice to us for payment. After this time, the claim will be cancelled and no reimbursement is possible
9. This warranty is limited to one repair of each covered part
10. If more than one covered part has failed at the time your claim is agreed, it will be dealt with as one repair
11. If you are VAT registered, the VAT element will not form part of any claim against us
12. In the event of a false or fraudulent claim, your warranty will be invalidated. We also reserve the right to prosecute in all cases

If you need advice about your vehicle or wish to discuss any of the above, reach out to our claims team on 0800 0608612 or email claims@motorguard-warranties.co.uk

General conditions

1. No part of this document may be altered without our consent. Your warranty is in addition to any legal rights that may apply.
2. Your warranty is governed by English law and this is the law we will use unless you ask us for another and we agree to it within 30 days of the date that your cover starts. Any communications regarding your cover will be in English.
3. You must give us all of the information and help that we require in order to provide service under your plan. This also applies where we wish to enforce any rights against any manufacturer, repairer, supplier or other party.
4. You must comply with all of the terms and conditions of this warranty, including 'Your obligations' on page 5. Any liability we may have depends on your compliance with these terms and on the truth of your statements.
5. If you give us incorrect information, we may consider your application fraudulent and reserve the right to cancel it with no reimbursement. Where we have made any payments as a result of your dishonesty or exaggerated behaviour, your cover will be invalidated with immediate effect and you will again not receive any reimbursements. We also reserve the right to take legal action against you to reclaim any repair payments made. Any legal proceedings will be held in the courts of England and Wales.
6. You must allow us free access to examine the vehicle at all times.
7. You are responsible for authorising the repairer to commence the work required and for paying the costs involved if the work proves that the repair is outside of our liability.
8. Subject to our approval and at our absolute discretion, we'll offer you the opportunity to upgrade your cover (where eligible) within 4 weeks of you taking it out, and also the opportunity to renew 30 days before your cover ends. If you'd like to be notified with these communications, you'll need to make sure you've given us the right permissions to contact you.
9. Occasionally we may need to amend this warranty in relation to component coverage or wording, or inline with new laws and regulations. We will advise you of any changes in writing in advance.
10. We will not tolerate abuse, slander, false allegations or otherwise untoward behaviour under any circumstances and may cancel your cover at our discretion if any such behaviour occurs. In these instances, we also reserve the right to begin legal proceedings to reclaim costs for any damages incurred should we deem necessary.



Other important information

Payments and premiums

If you are upgrading or renewing your cover with us directly, we can take payment by debit or credit card. If you choose our monthly payment option, we will take the payment on or around the same date each month. You can choose the date from the options available. Renewal or upgrade premiums may be amended at any time. If you've chosen to pay by monthly instalments, any outstanding premiums will be deducted from the authorised claim payment.

Transferring your cover to a new owner

If you sell your vehicle, you can apply to transfer your cover to the new owner providing they don't work in the motor trade. A £25 admin fee applies. Please see page 18 for details.

Cancellation

You can cancel your cover within 14 days from the start date. If your cover was purchased through the dealer, the dealer's refund policy will apply if applicable. If it was purchased directly from us, we will refund you providing no claims have been made during this period. After the 14 days no refunds are possible.

Discretion

We use our own discretion to ensure that you receive a fair and equitable resolution to every claim you make. If after following the complaints procedure below you feel that your complaint has not been resolved satisfactorily, our Directors will be the final arbiters for the exercise of this discretion. This does not affect your statutory rights.

Your personal data

We are the Data Controller in respect of any personal information you supply which means that we have a legitimate interest to collect, store and share your data amongst our group of companies in order to administer your cover and provide you with a service. For these reasons, we may need to share it with repairers, dealers, suppliers or other parties where required. We also use your data to contact you for purposes relating to your cover, direct marketing or to improve our services (opt-in required), or for legal, regulatory or crime prevention purposes.

You have the right to access and rectify information held about you. You can change your permissions at any time too by contacting us. For full details on the data we collect, how we use it and your rights, please visit [motorguard-warranties.co.uk/privacy](https://www.motorguard-warranties.co.uk/privacy). For any data queries, please email compliance@motorguard-warranties.co.uk or write to MotorGuard Warranties, c/o Warranty Solutions Group Ltd, Suite 69 Midshires House, Smeaton Close, Aylesbury, Bucks, HP19 8HL

Complaints

Occasionally things do go wrong and there might be an instance where you're not happy with our service or the decision on your repair. Before you do anything else, please give us the opportunity to investigate and put things right by sending your complaint to complaints@motorguard-warranties.co.uk or writing to Complaints Manager, MotorGuard Warranties, c/o Warranty Solutions Group Ltd, Suite 69 Midshires House, Smeaton Close, Aylesbury, Bucks, HP19 8HL.

Your complaint will be acknowledged within 3 working days and responded to within 14 working days, although it is usually much sooner.

Breakdown cover

If you breakdown call: FREEPHONE 0800 389 5150

Please have your warranty number, exact vehicle location and registration number ready when you call us. Lines are open 24 hours a day, 365 days a year

Your warranty includes free basic UK breakdown cover for the same duration. This is provided by First Call GB Ltd. If you have any questions about this cover, please call 0844 99 33 999 (calls cost 7p per minute plus your phone company's access charge).

If your vehicle is rendered immobile in the UK during your warranty period, you're covered for 1 callout, 1 hour's roadside assistance and either temporary repairs (where possible) or recovery for the driver and passengers to a destination of choice within 10 miles of the scene of breakdown. Please note: passengers who are unable to travel in the recovery truck will need to make alternative arrangements at their own cost.

What's covered?

- One callout during the period of cover up to a total value of £500, which includes:
- 1 hour's labour charges where the vehicle is rendered completely immobile
- Roadside assistance and repairs where possible and practical (excludes home assistance and breakdowns within 1 mile of your home address)
- Recovery up to 20 miles from the scene of the breakdown to an address of your choice
- Cover for any driver providing they have permission and are legally able to drive
- Cover for all cars, vans, and motorcycles up to 3.5 tonnes, 5.5 metres long and 2.3 metres wide (excluding vehicles with living accommodation or towed caravans / trailers)
- Wheel changes – roadside assistance only. This cover applies providing the vehicle a) has a locking wheel nut key, b) has a serviceable and accessible spare tyre and wheel and c) the wheel nuts can be removed manually at the roadside. No assistance can be provided if these items are not available

First Call GB Ltd is a breakdown assistance provider that falls outside the scope of the Financial Conduct Authority. Registered address: First Call GB Ltd, Wellington House, 90-92 Butt Road, Colchester, Essex, CO3 3DA. Registered number: 449443.



Breakdown cover

General exclusions

The following are in addition to the general warranty exclusions on page 9.

- Any callout within the first 48 hours of the start date; more than one callout during your period of cover; any callout to your home address / within 1 mile of your home address; or recovery of a vehicle already at a garage that is able to complete the repair
- Any car or van over 3.5 tonnes, 5.5 metres long, 2.3 metres wide; any vehicle with living accommodation; or recovery of a caravan / trailer attached to the vehicle
- Any faults due to human error e.g flat battery caused by drainage from lights or radio being left on, using insufficient / incorrect fuel (or any associated faults), keys locked in vehicle or lost / damaged keys
- Other costs i.e. replacement parts, fuel or materials; consequential loss howsoever caused; food, drink or phone calls; specialist recovery equipment / service charges; any charges incurred prior to our operator attending; any claim that could be recovered from another party; or any other charges / fines that may be incurred howsoever caused
- Any claim where a serviceable, accessible spare tyre for wheel changes is not provided
- Vehicles immersed in or immobilised by mud, snow, sand or water; vehicles requiring repairs at a specialist garage; or breakdowns where the vehicle is inaccessible, on private property or cannot be recovered safely, legally on a standard transporter / trailer
- Illegal or unroadworthy vehicles, or vehicles with a known fault prior to the breakdown
- Any claim resulting in a vehicle not being permanently repaired (including a second callout after a temporary repair), or that is disposed of / scrapped following assistance

General conditions

The following are in addition to the general warranty conditions on page 13.

1. Your breakdown cover cannot be transferred to a new vehicle or new owner.
2. Your cover will cease once you have used your one callout. MotorGuard Warranties may be able to offer you a new plan at their discretion - please contact them directly.
3. Your cover can be cancelled within 14 days of the start date providing no claims have been made. To cancel, please call us on 0844 99 33 999 (calls cost 7p per minute plus your phone company's access charge).
4. We reserve the right to cancel your cover at any time by giving you 14 days notice in writing to your last known address. We also reserve the right to refuse an application, renewal or upgrade without explanation.
5. All assistance is at the discretion of First Call GB Ltd. Any breakdown discovered or believed to be excluded from cover will be chargeable to you at our current commercial rates before assistance is provided.
6. We reserve the right to appoint independent recovery operators should we be unable to attend your breakdown for any reason.
7. In the event of an accident / incident covered under your motor insurance, you must firstly contact your insurance company. We can only assist once we have received their confirmation that the claim is not covered by them. Confirmation that such an incident is excluded does not guarantee cover under your breakdown plan. In the event of a non-fault accident, you must pay for the assistance and submit a third party claim to your insurer.
8. We will decide on the best possible way of offering assistance after taking into account the breakdown circumstances. Occasionally this may mean arranging assistance to take place at the most practical time to give the most efficient service. If our service does not suit you, we can arrange alternative assistance at your own cost.

Breakdown cover

1. Attendance times are guidelines only and are not guaranteed.
2. We cannot accept any responsibility for the transportation of pets / livestock within the vehicle during your callout; nor the loss or damage to any personal belongings.
3. Most roadside repairs are only temporary so the vehicle can be driven to a garage for the permanent repairs. You are responsible for arranging this. Roadside repairs are not a substitute or replacement for a permanent repair and cannot be used as such. We will determine where roadside repairs are possible based on the fault and circumstances.
4. Your cover ceases as soon as the vehicle is made driveable again, even temporarily. Where a vehicle was not starting and is then started by us, it must not be switched off (either manually or by a stop / start system). If this happens and the vehicle will not restart, further assistance to restart again will be chargeable to you at our current commercial rates.
5. Recovery to a specific destination cannot be used as a reason for avoiding or reducing repair costs.
6. We cannot guarantee that the garage we recover your vehicle to will be open or able to commence the repairs. Neither factor will exclude them from being the nearest suitable repairer. Should we recover your vehicle to a garage that is capable of completing the required repairs and you then request recovery to an alternative garage, the costs will be charged to you at our current commercial rates.
7. If we believe that we cannot provide an acceptable level of service to your residential area, we will cancel your cover by writing to you within 14 days of your application.
8. We may require you to verify the validity of a claim by providing proof of repair with a paid invoice from a VAT registered garage within 14 days. If this proof is not received within 14 days, you will be charged the assistance costs. These costs will be reimbursed if the claim is deemed valid upon receipt of said proof.
9. Where social distancing measures are in place, passengers cannot travel in the recovery truck or be transported in the vehicle while it is being recovered. You or the driver will need to arrange alternative transport. We may be able to help you arrange this where the breakdown is in an unsafe location, but cannot make the arrangements on your behalf or accept any responsibility for such arrangements. Any costs incurred are your responsibility.
10. During the current pandemic, we may offer you a service which doesn't necessarily reflect these conditions, to ensure the safety of you, your passengers, our recovery drivers and engineers. We will do our utmost to provide a like-for-like service.

Complaints procedure

Whilst we will do our absolute best to provide you a first class service, we know that things can occasionally go wrong. If this happens, please call us on 0844 99 33 999 in the first instance (calls cost 7p per minute plus your phone company's access charge) or email complaints@firstcallmotorbreakdown.co.uk. We will respond to all complaints within 14 days, although it is usually much sooner. If the matter still remains unresolved to your satisfaction after this, you can write to:

The Managing Director, First Call GB Ltd, Wellington House, 90-92 Butt Road, Colchester, Essex, CO3 3DA

Data protection

We take your privacy seriously and only use your personal details to administer your cover. View our data protection policy at: [firstcallmotorbreakdown.co.uk/privacy](https://www.firstcallmotorbreakdown.co.uk/privacy).

Transferring your warranty to a new owner

If you sell your vehicle, you can transfer the remainder of this warranty to the new owner. A £25 admin fee applies. Please complete the form below and either:

1. email it to **hello@motorguard-warranties.co.uk** or:
2. post it to MotorGuard Warranties, c/o Warranty Solutions Group Ltd, Suite 69 Midshires House, Smeaton Close, Aylesbury, Bucks, HP19 8HL

We are unable to transfer this warranty to another vehicle or to anyone connected with the motor trade. It is at our discretion whether we accept your transfer application.



Transfer of ownership form

Name of new owner:	
Address:	
Warranty number:	Registration number:
Telephone number:	
Email:	
Present mileage:	Date purchased:
Signature:	

We will call you for the credit / debit payment of the £25 fee.



Service records

These sections can be stamped by your service centre and retained for your records. **Please note:** these are not accepted as proof of service - you will need to retain your service invoices as they may be required in the event of a claim.

Service 1

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Service 2

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Service 3

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Service 4

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____


STAMP

Important dates

	MOT due date:
	Insurance due date:
	Road tax due date:



Part of Warranty Solutions Group Ltd

 **0800 0608612**

 **hello@motorguard-warranties.co.uk**

 **www.motorguard-warranties.co.uk**

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