


A GUIDE TO YOUR GUARANTEE PROGRAMME

A guide to your guarantee programme

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Your certificate of insurance

Provided by AmTrust International Underwriters Limited.

If you pay the premium, the underwriters will protect you against loss as a result of the insured vehicle breaking down. The limit of liability, conditions, exclusions and claims procedure apply.

In line with the authorisation granted under contract number B0315559 to Warranty Administration Services Limited, the underwriters will insure you and any other named drivers (the terms, conditions and exclusions as set out in this document apply).

Authorised signature

This scheme is managed by Warranty Administration Services Ltd.



YOUR GUARANTEE

Your guarantee explained

We have designed your guarantee to make sure you are protected against the costs of unexpected repair bills for your car. It is provided by AmTrust International Underwriters Limited, who have years of experience in managing risks.

The underwriter has appointed us, Warranty Administration Services Ltd (WAS Ltd), to manage this guarantee. We will make sure that you have the best possible service.

Please read this booklet to make sure that your guarantee stays valid throughout the period of cover. This guarantee will not affect your legal rights relating to faulty goods or services or those which have been incorrectly described.

The guarantee agreement

This booklet is the agreement between you (the customer) and the underwriter, and is backed up by your schedule of insurance.

Our role is to provide an independent claims-handling service that makes sure you receive the cover that applies to your vehicle. You also have a part to play in this agreement (your responsibilities are set out on page 4 of this booklet). This agreement applies only to the owner and car shown on the schedule of insurance.

This booklet


This booklet gives details of your guarantee. Please keep it in a safe place. Check your schedule of insurance for your level of cover.

Cooling-off period

As long as we have not accepted any claims under this guarantee, you may cancel this agreement in the first 14 days and receive a full refund.

Your responsibilities

To keep this guarantee valid, you need to be aware of your responsibilities which are set out below. You must do the following.

- Have the car serviced in line with the manufacturer's recommended service schedule. You must pay for the cost of this. We will allow 500 miles or one month (whichever is sooner) beyond the manufacturer's recommended service schedule. We cannot accept your claim if your vehicle is serviced later than this. If you are not sure about the servicing requirements for your vehicle, please read your service booklet or contact your local dealer.
- Tell us about any possible claim as soon as possible.
- Be responsible for all costs until we give you an authority number. If we accept your claim, we will pay for all reasonable labour time that is necessary to find out what is wrong.
- Follow the 'Asking for authority for repair' procedure on page 10 of this booklet.
- Make sure that all known faults are put right, whether or not they are covered by this guarantee.
- Pay any vehicle recovery charges. If you would like cover against these costs, please see our  Recovery Scheme on page 12.

General exclusions

This guarantee does not apply to:

- any loss relating to a part that is not covered;
- any loss where the mileometer has been tampered with, altered or disconnected;
- any repairs, loss, damage or liability that is accepted on any existing insurance, warranty, guarantee or manufacturer's recall;
- any damage caused by lack of servicing, any type of accident, freezing, misuse, neglect or abuse by your using the car after you have become aware of a fault;
- routine servicing and maintenance or cleaning or adjusting any part;
- items which do not form part of the manufacturer's original specification;
- any resulting loss to parts that are not covered, or any resulting loss from the failure of parts not covered by this warranty;
- any loss due to the vehicle's inability to recognise date changes;
- any loss caused by an act of war, terrorism, nuclear explosion, sonic boom or radioactivity; or
- any vehicle used for hire or profit, racing, rallies or trials.

DEFINITIONS OF TERMS USED

Definitions of terms used

Mechanical or electrical failure

This is the sudden and unexpected failure of a part due to a mechanical or electrical malfunction. This guarantee does not cover the gradual reduction in performance of any part caused by wear and tear.

Period of guarantee

This is the time for which the guarantee stays valid. The guarantee starts from the start date and mileometer reading shown on the schedule of insurance, and ends when the time or mileage limits have been used, whichever happens first.

Maximum claim liability

This is the most that we can authorise for any claim (or claims) under this guarantee.

Claim excess

This is the amount you have chosen to pay towards every claim, and is set out on your schedule of insurance.



THE COMPREHENSIVE PLUS WARRANTY

The Comprehensive Plus warranty

This guarantee has a maximum claim liability of £5000.

What is covered

With our Comprehensive Plus warranty, all parts of the vehicle (including labour) are covered against mechanical or electrical failure except those listed below.

Maintenance items

Spark plugs, H T leads, distributor cap and rotor arm, filters and wiper blades.

Consumables

Tyres, exhaust systems, brake discs and pads, brake shoes, auxiliary drive belts, and fuses.

Other items

Bodywork and glass, inside and outside trim, seat belts, reflectors, bulbs and lighting lenses.

This cover is available for your vehicle if it was less than five years old and had travelled less than 40,000 miles at the time you bought this warranty.

SIX

The Comprehensive warranty

This guarantee has a maximum claim liability of £4000.

What is covered

With our Comprehensive warranty, all parts of the vehicle (including labour) are covered against mechanical or electrical failure except those listed below.

Maintenance items

Spark plugs, H T leads, distributor cap and rotor arm, filters and wiper blades.

Consumables

Tyres, exhaust systems, catalytic converter, brake discs and pads, brake shoes, auxiliary drive belts, fuses, hoses, cables, pipes and bushes.

Other items

Bodywork and glass, inside and outside trim, seat belts, reflectors, bulbs and lighting lenses, seals and gaskets, engine mountings, boots and gaiters, fuel tank, locks, external links, gearshift lever gate, aerials, and navigation and communication devices.

This cover is available for your vehicle if it was less than five years old and had travelled less than 60,000 miles at the time you bought this warranty.



SEVEN

THE DRIVELINE PLUS WARRANTY

The Driveline Plus warranty

This guarantee has a maximum claim liability of £2500.

What is covered

We will cover the cost of repair or replacement as a result of mechanical or electrical failure of any of the parts listed below. (However, the claim limitations shown on the schedule of insurance apply.)

Automatic transmission

The following parts contained within the transmission casing: gears, torque converter, clutches, brake bands, oil pumps, shafts, bearings, shims, valves, governors, servos and transfer box.

Brakes

Master cylinder, servo, wheel cylinder, and vacuum pump.

Clutch

Master cylinder and slave cylinder.

Differential assembly

Crown wheel and pinion, planet gears, bearings, shims, driveshafts, constant-velocity joints, universal joints and drive flanges.

Electrics

Alternator, distributor, ignition coil, horn, starter motor, central-locking motors, cooling-fan motor, window motors, wiper motors, screen washer pumps, indicator switch, heater-fan motor, and fuel-tank sender unit.

Engine

The following parts contained within the cylinder block and head assemblies: rocker assembly, valves and guides (except carbonised, burnt or pitted valves), cylinder-head gasket, pushrods, camshaft and cam followers, timing gears, timing chain or belt, oil pump, piston rings, cylinder bores, connecting rods and bearings, crankshafts and bearings, distributor drive gear, internal bushes, auto driveplate, flywheel and ring gear.

Engine and transmission casings

These will be replaced if the damage was caused as a result of any other covered parts failing.

EIGHT

WARRANTY

Fuel system

Fuel pump, fuel injection ECU, air-flow meter, warm-up regulator and injectors.

Heater and cooling system

Radiator, heater matrix, oil cooler, water pump, thermostat, viscous fan, and temperature sender unit.

Manual transmission

The following parts contained within the transmission casing: gears, shafts, bearings, shims, synchromesh hubs, selectors, extension shaft and transfer box.

Propshaft

Universal joint and bearings.

Steering

Steering rack and pinion, steering box, idler box and power-steering pump.

Suspension

Ball joints, swivel pins, trailing arm bearings, displacer units, self-levelling suspension compressor and control unit.

Wheel bearings

Wheel bearings.

This cover is available for your vehicle if it was up to 10 years old and had travelled less than 110,000 miles at the time you bought this warranty.

A large, light blue stylized number '9' is positioned in the background on the right side of the page. At the bottom right, the word 'NINE' is written in a bold, blue, sans-serif font, partially overlapping a horizontal blue bar that spans the width of the page.

NINE

ASKING FOR AUTHORITY FOR REPAIR

Asking for authority for repair

Customer information

- 1 Take your car to a reputable garage.
- 2 If your car breaks down and you are not a member of a breakdown or recovery organisation, phone the garage and tell them. The cost of recovery will not be covered under this guarantee.
- 3 When you arrive at the garage, give this booklet to the service staff.
- 4 If you break down while travelling within the European Union (EU), and the problem needs urgent attention, please arrange for repairs to be carried out by any qualified repairer and pay the repair invoice. Please keep all receipts. When you return home, you should send us the invoice.

Dealer information

- 1 Ask the customer's permission to carry out any investigation work.
- 2 Once this work is done, contact us for an authority number to start repairs. Please tell us the vehicle registration number, current mileage, service history (if any), details of the fault, and cost of parts and labour.
- 3 When you receive our permission, carry out the repairs and send us an invoice at **PO Box 4, Lincoln, LN3 4DE**.

WAS Ltd Claims Department
Phone: 0870 7510543

Important note

We will cancel this agreement if you make a fraudulent claim. We will not refund any premium.

TEN

ADDED BENEFITS

Added benefits

We are pleased to offer you the following added benefits towards any covered breakdown that happens in the UK.

Car hire

If we have accepted liability for the breakdown under this guarantee, we will pay the costs of hiring a car. The following conditions also apply.

- 1** The cost is limited to £30 a day, including VAT, and for up to seven days.
- 2** You must not be able to drive the vehicle as a result of a breakdown.
- 3** The hire period does not include delays caused by waiting for repairs to start or for parts to be delivered (unless this involves replacing the engine, gearbox and rear-axle assemblies if they have to be ordered from the manufacturer).
- 4** You must send us a genuine receipt.
- 5** The hire car must be of a similar type to the covered vehicle.
- 6** You must rent it from a reputable hire company.
- 7** We will only cover the costs of the hire car while the covered vehicle is being repaired.
- 8** You cannot claim the cost of petrol or insurance.
- 9** We accept no liability if the hire company refuses to hire a car to you for any reason.

Hotel expenses

The underwriters will refund you up to £100 (including VAT) for necessary overnight accommodation in a hotel if the repairs cannot be carried out on the day of the breakdown.

European cover

This guarantee covers EU countries for up to 60 days.

genASSIST Rescue & Recovery Service

As part of our commitment to give you the best cover available, we would like to offer you membership of our own Rescue and Recovery Scheme. This is managed on our behalf by one of the UK's leading providers of breakdown services, which means that you can phone for help 24 hours a day, seven days a week. The cover only applies to the vehicle described on the schedule of insurance, but is available to any person driving the car and runs for the period of cover shown. All services are based in the UK.


You will receive the following services.


Doorstep assistance Covers the vehicle outside your own home.


Breakdown assistance Covers the vehicle for help after a breakdown anywhere in the UK.

Nationwide recovery Makes sure that no matter where your vehicle breaks down in the UK, you, your passengers and your vehicle will be transported to your destination, your home, or a repairer of your choice.

Please note

 is designed as an emergency breakdown service. Any temporary repairs carried out to get your vehicle started should be followed up as soon as possible with a permanent repair.

 You should not use this service to come to your vehicle after an accident, or after a breakdown which is the result of fire, theft or an act of vandalism. However, in an emergency, our operators will not refuse service on the clear understanding that you will have to pay any charges. You may then, of course, apply for compensation from your insurer.

 does not cover ferry and toll fees, vehicle-storage charges, any charges made to return a vehicle that has left the road back onto the highway, vehicles that have broken down because of snow, flood or water, or the cost of replacement parts, including fuel, oil, and keys.

To apply for membership, please phone your dealer or phone us on **Freephone 0808 1441770**.

TWELVE

COMPLAINTS AND Arbitration

Your total satisfaction is important to us.

If you are not happy with the service we have provided, please let us know. We will do everything we can to put things right.

If we cannot sort out any issue you may have, you can write to the **Claims Manager** at:

**AmTrust International Underwriters Limited
122 Lower Baggot Street
Dublin 2
Ireland.**

**Phone: 00 353 1 639 1572
Fax: 00 353 1 639 1226**

If AmTrust International Underwriters Limited cannot sort out your complaint, you can ask the Financial Ombudsman Service to help. We will send you more details at the appropriate stage.

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THIRTEEN

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FOURTEEN

TRANSFERRING THIS GUARANTEE

Please fill in this form if you are selling the vehicle.

All cover will end when you sell your car, and we will not refund any premium. However, if you sell your vehicle privately and not through a motor trader or dealer, you may (if we agree) transfer the rest of the cover to the new owner.

To transfer the rest of the cover, you should fill in the declaration opposite and ask the new owner of the vehicle to fill in the declaration on the next page.

Both declarations must be fully filled in, signed, and sent to the address on the next page.

You or the new owner will have to pay us a transfer fee of £30. Please make sure it is sent with the declaration within seven days of the sale.

Registration number	<input type="text"/>
Certificate number	<input type="text"/>
Your name	<input type="text"/>
Current mileage	<input type="text"/>
Date of sale	<input type="text"/>
Date of the last service	<input type="text"/>
Mileage at the last service	<input type="text"/>
I confirm that I have sold the vehicle shown above to the person named on the next page.	
Your signature:	<input type="text"/>

NEW CUSTOMER DETAILS

New customer details

Your name	<input type="text"/>
Address	<input type="text"/>
	<input type="text"/>
	<input type="text"/>
Postcode	<input type="text"/>
Phone number	<input type="text"/>

I confirm that I have bought the vehicle shown opposite from the person named on the previous page.

I have received the warranty booklet from the previous owner and I have read, understood and accepted the terms and conditions.

I am aware of the date and mileage when the last service was carried out on the vehicle and when the next service is due.

Your signature: _____

Send this page to: **WAS Ltd**
Freepost NEA 2641
Lincoln
LN3 4BR.

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SIXTEEN