

# GOLD

Maintenance & Breakdown Care

RAC



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# Terms and conditions

## Maintenance and breakdown care

### WHAT THE AGREEMENT PROVIDES

The Agreement is provided by The Warranty Group Services (Isle of Man) Limited (we/us/our). TWG Services Limited (the Administrator) administers the Agreement on behalf of the Provider.

#### **Our promise to you**

We aim to provide a safe, high-quality service to maintain and repair your vehicle from the later of the date of your application or upon expiry of the manufacturer's warranty and for the period selected on your Application Form, which is confirmed on your Validation Form. If you have any questions or complaints about the Agreement, please contact us on 0330 100 3728.

### **Service Agreement**

We base the Agreement on the information you have provided on your Application Form, which is confirmed on your Validation Form. Your Application Form and Validation Form, together with these terms and conditions constitute our agreement with you (the 'Agreement').

Please attach your Validation Form here

VALIDATION FORM

# Section A

## Our responsibilities under the agreement

We will meet our responsibilities under the Agreement within a reasonable time unless it is impossible for us to do this because of circumstances outside our reasonable control.

We accept responsibility for the quality of all periodic maintenance inspections, maintenance and repairs which are carried out by any third party on our behalf in order to meet our obligation to you under the Agreement.

### What is included in the Agreement

The Agreement is for maintaining and repairing your vehicle and includes:

### Periodic Maintenance Inspection

- One maintenance inspection of your vehicle during the term of the Agreement and annually thereafter for agreements of more than one year. Please read Section C headed 'Periodic Maintenance Inspection' for listed items and full details.

### Maintenance

- Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function (including maintenance repairs required following a manufacturer's service), up to the repair value detailed on your Validation Form and subject to the Maintenance and Repair Conditions detailed within Section H ('Administration'). Please read Section D headed 'Maintenance' for listed parts and full details.
- Vehicle hire if your vehicle suffers a failure of parts which requires 8 hours or longer (according to the manufacturer's recommended repair times) to carry out the required maintenance repair. See Section G under the heading 'Extensions to the Agreement' for full details.

### Breakdown

- Labour and parts costs for included parts in the event of a breakdown which immobilises the vehicle, up to the repair value detailed on your Validation Form and subject to the Maintenance and Repair Conditions detailed within Section H. Please read Section E headed 'Breakdown' for listed parts and full details.
- Vehicle hire if your vehicle suffers a breakdown which requires 8 hours or longer (according to the Autodata\* recommended repair times) to carry out the required repair. See Section G under the heading 'Extensions to the Agreement' for full details.
- Recovery of the vehicle if your vehicle suffers a breakdown. See Section G under the heading 'Extensions to the Agreement' for full details.

\*Autodata is Europe's leading publisher and supplier of technical information for automotive professionals through printed and electronic media. Source [www.autodata.ltd.uk](http://www.autodata.ltd.uk) Feb 2012.

## Section B

### Your responsibilities under the agreement

#### Servicing Requirements

In accordance with the manufacturer's servicing requirements, your vehicle must be serviced at the intervals recommended for your particular make, type and age of vehicle. For completion of a service we allow a maximum of 1,000 miles or 4 weeks' leeway on either side of the stipulated time, whichever comes first. Please ensure that you are fully aware of the manufacturer's recommended servicing intervals for your particular make, type and age of vehicle. We would recommend that you return to the dealer who supplied your vehicle (the 'Supplying Dealer') or to one of our preferred repairers (please see Section H for more details) to service your vehicle. Any maintenance repairs, which are covered by the Agreement and are required following completion of the manufacturer's service, will be covered as a benefit under the Maintenance Section of the Agreement.

We will cover your vehicle if the service book does not have full service history as long as you continue to service it in accordance to the manufacturers recommended servicing intervals. If your vehicle requires a service at the date of purchase then this must be carried out prior to the Agreement start date.

**If you fail to service the vehicle in accordance with the manufacturer's requirements then any serviceable items (i.e. items that would have been otherwise identified during the service) will not be covered under the Agreement. However, any non-serviceable items will continue to be covered under the Maintenance and Breakdown Sections of the Agreement.**

**It is your responsibility to ensure that the timing belt is changed in accordance with the manufacturer's recommendations.**

After each service, please ensure that the relevant service details are completed in this booklet by the servicing garage and obtain a receipt for the service. Keep the receipt - you will need it should you make a maintenance or repair request.

Engine oil works under extremes to lubricate, cool and protect internal engine components. For the best protection using the best oil will have a positive effect on engine performance and minimize wear. Using the inferior or the wrong type of oil can cause damage or wear which ultimately could cause them to be excluded. It is your responsibility to use the manufactures recommended engine oil. If you need any assistance please contact the Administrator.

# Section C

## Periodic Maintenance Inspection

Your Supplying Dealer will complete the periodic maintenance inspection after you purchase your Agreement for your vehicle. If, however your Supplying Dealer is unable to perform the periodic maintenance inspection, please contact the Administrator for details of our preferred repairer. The Supplying Dealer or our preferred repairer will complete a Periodic Maintenance Inspection Form to show you what he or she has checked. If the periodic maintenance inspection reveals a problem, the Supplying Dealer or our preferred repairer may:

- tell you what work is needed which is included under the Maintenance element of the Agreement (see the Maintenance section for details).
- tell you what other work may be required or is recommended and what it may cost if you decide for that work to be done.

If your vehicle is still within the manufacturer's warranty when you purchase your Agreement, your Supplying Dealer will contact you to arrange the periodic maintenance inspection. If your Agreement is for more than one year, your Supplying Dealer will contact you to arrange your further periodic maintenance inspection, after the first 12 months of your Agreement have elapsed. You must take your vehicle to the Supplying Dealer or our preferred repairer on the date you have

agreed with them for the periodic maintenance inspection. You must present them with the Agreement booklet when you take your vehicle to them. The Supplying Dealer or our preferred repairer will carry out the periodic maintenance inspection and complete the Periodic Maintenance Inspection Form on our behalf.

The periodic maintenance inspection will comprise of a check on the operation of the items listed in Section 1 to 5 below to ascertain whether these items are failing to perform their normal function, together with the maintenance of any such items listed in Sections 1 and 5 if necessary.

### Section 1

- 1) Check operation of instrument gauges and horn.
- 2) Check operation of clutch (where applicable.)
- 3) Check operation of brake pedal.
- 4) Check parking brake performance
- 5) Check operation of door locks.
- 6) Check operation of central locking.
- 7) Check operation of door windows (manual/electric).

### Section 2

- 1) Check operation of interior lights, exterior lighting equipment and respective control lights and cluster illumination; Rear view mirror/sun visors; Front and rear side lamps; Head lamps; Stop lamps; Reflectors; Number plate lamp;

Direction indicator lamps; Hazard lamps; Front and rear fog lamps.

- 2) Check operation of wipers and washers.
- 3) Check operation and condition of seat belts/mountings.
- 4) Check security of seats mountings and head rests.
- 5) Check condition of windscreen.
- 6) Check operation and condition of sun roof mechanism (if applicable).
- 7) Check engine mountings for security and condition.

### Section 3

- 1) Check operation of bonnet latch, safety catch and hinges.
- 2) Check condition of road wheels for damage.
- 3) Check condition for tyre wear and damage.
- 4) Check exhaust condition, including clamps, security, leaks and damage.
- 5) Check all items complete in tool kit.
- 6) Check satisfactory starting, general performance and behaviour. Pay particular attention to the operation of clutch, transmission, steering, suspension and brakes including A.B.S. Listen for abnormal noises and after road test perform a visual check for fluid leak.

# Section C

## Periodic Maintenance Inspection

### Section 4

- 1) Check fluid levels of brake, power steering, clutch reservoir, washer reservoir and battery (including security)
- 2) Check engine level, gear box levels manual/automatic (where applicable). Check engine for oil and water leaks and for extensive noise.
- 3) Check wiring, pipes, hoses, oil and fuel feed lines for routing, damage, chafing and leaks (where visible)
- 4) Check timing belt has been changed in line with the current manufacturer's recommended intervals.

### Section 5

- 1) Check steering operation and condition for leaks and security, tie rod ends, CV boots and rack boots condition
- 2) Check front and rear suspension condition
- 3) Check coolant system level and condition
- 4) Check condition of auxiliary drive belts and tension
- 5) Check catalytic converter

**Please Note:** If during the periodic maintenance inspection it is discovered that any items listed under Section 1 or Section 5 have suffered a failure whereby they no longer perform their normal function then the Supplying Dealer or our preferred repairer will notify the Administrator of a maintenance request on your behalf. The request will be dealt with in accordance with

the Maintenance element of the Agreement (see Section D overleaf) and subject to the terms and conditions of the Agreement. The replacement or repair of parts listed under Section 2, Section 3 and Section 4 remains your responsibility. We will only be responsible for the periodic maintenance inspection of such items.

After the periodic maintenance inspection the Supplying Dealer or our preferred repairer will give you a record showing that they have carried out the periodic maintenance inspection, which will include details of any faults which have been found and any repairs that are needed. You should attach this record to the Periodic Maintenance Inspection Form.



# Section C

## Periodic Maintenance Inspection

Periodic Maintenance Inspection form  
Year 1

I certify that the inspection has been carried out.

Agreement number.....

Mileage.....

Vehicle owner's name

.....  
.....

Garage invoice no. ....

GARAGE - PLEASE COMPLETE, STAMP HERE  
THEN SIGN AND KINDLY SUPPLY CUSTOMER

Periodic Maintenance Inspection form  
Year 2

I certify that the inspection has been carried out.

Agreement number.....

Mileage.....

Vehicle owner's name

.....  
.....

Garage invoice no. ....

GARAGE - PLEASE COMPLETE, STAMP HERE  
THEN SIGN AND KINDLY SUPPLY CUSTOMER

Periodic Maintenance Inspection form  
Year 3

I certify that the inspection has been carried out.

Agreement number.....

Mileage.....

Vehicle owner's name

.....  
.....

Garage invoice no. ....

GARAGE - PLEASE COMPLETE, STAMP HERE  
THEN SIGN AND KINDLY SUPPLY CUSTOMER

# Section D

## Gold Maintenance

As part of the Agreement we include maintenance due to failure of certain parts, including maintenance repairs required following a manufacturer's service, as listed under the heading 'Parts which are included'. A failure is the failure of a component to perform its normal function.

The most we will pay under the Agreement to maintain your vehicle is the repair value shown on your Validation Form and subject to the maintenance and repair conditions shown in Section H. The amount includes parts, labour, VAT and any benefit from the Extensions to the Agreement shown in Section G.

Any part or condition specifically listed under the heading 'Parts which are not included in Section D' or 'General Exclusions' in Section F will not be included under the Agreement. The Agreement is limited to the maintenance of each included part on only one occasion during the period of the Agreement.

### Parts which are included:

Only the parts specifically listed under each heading are included. If a part or operation is not listed then it will not be included.

### Engine

Cylinder Block (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, con-rods, gudgeon pins, small end bearings, head bolts, pistons, piston rings, cylinder head (excluding cracks and porosity), rocker shaft, rockers, hydraulic lifters, camshaft

and cam followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, solid flywheel or flex plate, starter ring gear. (Excluding: overheating, de-coking, burnt, pitted and sticking valves).

### Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with, and they are free from oil contamination.

### Turbo (Factory fitted)

All Failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim. Non factory fitted turbo's are not covered.

### Gearbox

#### Manual

All internal failures of gears, shafts, synchromesh hubs, selectors, bushes, bearings, speedometer drive, and internal failure of transfer box.

#### Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque convertor, drive plate, valve block, computer

governor, modulator valve, speedometer drive.

### Continuous Variable Transmission CVT / Multimode / Semi-automatic

All internal failures of clutches, clutch actuators, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

### Drive system (front/rear)

Crown wheel and pinion, front and rear drive shafts bearings, planet gears, bevel gears, constant velocity joints and internal components of the 4-wheel drive unit.

### Brakes

Master cylinder, wheel cylinders, brake calipers, servo, brake vacuum pumps, brake limiter valve, Anti-lock Braking System (ABS) unit/sensors/pumps and additional traction/stability control systems.

### Steering

Rack and pinion, steering box, power steering rack/pump and electrical motors, reservoir, steering column.

### Cooling system

Coolant pump, thermostat, heater matrix, electric fan motor/sensor, viscous fan coupling, radiator, air conditioning pump, condenser, evaporator, magnetic clutch and valves (when fitted as standard).

# Section D

## Gold Maintenance

### Propshaft

Propshaft, universal joints and bearings.

### Fuel system – petrol/diesel

Mechanical/electrical fuel pump, sensors, stepper motor, fuel injectors

### Front/rear suspension

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, electric/hydraulic pump and regulator valves, spheres, hydro-pneumatic system. (Excluding Oil Leaks).

### Clutch

Centre plate, pressure plate, thrust bearing, clutch fork, cable, master cylinder, slave cylinder / actuators.

### Electrics

Starter motor, alternator, slave cylinder/actuators, coil, electronic ignition module, alternators, wiper motors, washer pumps, headlamp washer motors, heater fan motor, electric window motor, sun roof motor, instrument cluster, central locking solenoids, Key Remote Fobs and Key Cards (up to a maximum of £75 (inclusive of VAT) per repair request), , column mounted and ignition switches, relays, engine sensors, electric aerial motor, horn unit, cruise control system. (Front & rear heated screens & elements are not included).

### Electronic control unit

Ignition system, fuel system, transmission system, steering and braking systems.

### Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.

### Parts which are not included:

#### General

- (i) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components), carpets, seat belts and pre-tensioners, wiper arms/blades /washer jets, wheels and tyres, wheel alignment/tracking/balancing adjustments.
- (ii) On convertible vehicles the roof together with pumps, motor mechanisms and any retractable panel/mechanism are not included.
- (iii) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs/glow plugs, Electrical leads and all filters.
- (iv) Any item or accessory not in the manufacturer's original specifications.

### Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the failure of an included part.

### Turbo (Factory fitted)

All Failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim. Non factory fitted turbos are not covered.

### Clutch

Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.

### Brakes

Brake discs, brake pads, brake linings/shoes.

### Contaminated fuel

The clearing of fuel lines, filters and pumps/injectors.

### Electrics

Bulbs, LED, High Intensity Discharge (HID), lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, in-car telephones and portable satellite navigation systems.

### Miscellaneous items

Air conditioning recharging, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, metal pipes and unions, all core plugs, air bags, EGR Valves, wheel bearings and glow plugs.

# Section E

## Gold Breakdown

A breakdown is the failure of a component which results in the immobilisation of the vehicle. As part of the Agreement we include loss due to breakdown of certain parts as listed under the heading "Parts which are included".

The most we will pay under the Agreement is the repair value shown on your Validation Form and subject to the maintenance and repair conditions detailed within Section H. The amount includes parts, labour and VAT and any benefit from the Extensions to the Agreement shown in Section G.

Any part or condition specifically listed under the heading "Parts which are not included" or "General Exclusions" will not be included under the Agreement. The Agreement is limited to the breakdown of each included part on only one occasion during the period of the Agreement.

### Parts which are included:

Only the parts specifically listed under each heading are included. If a part or operation is not listed then it will not be included.

### Engine

Cylinder Block head bolts (excluding cracks and porosity), cylinder bores and liners (excluding cracks and porosity), crankshaft, crank bearings, big end bearings, oil pump, head bolts, con-rods, gudgeon pins, small end bearings, pistons, piston rings, cylinder head (excluding cracks and porosity), rocker shaft, rockers, hydraulic lifters, camshaft and cam followers, push rods, camshaft bearings,

inlet and exhaust valves, valve springs, valve guides, cylinder head gasket, inlet manifold, timing gears, timing chains, timing belt/chain tensioner, solid flywheel or flex plate, starter ring gear. (Excluding: overheating, de-coking, burnt, pitted and sticking valves).

### Timing belts

Provided there is proof that the manufacturer's replacement recommendations have been complied with, and they are free from oil contamination.

### Turbo (Factory fitted)

All Failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim.

### Gearbox

#### Manual

All internal failures of gears, shafts, synchronesh hubs, selectors, bushes, bearings, speedometer drive, and internal failure of transfer box.

#### Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive.

### Continuous Variable Transmission CVT / Multimode / Semi-automatic

All internal failures of clutches, clutch actuators, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

### Drive system (front/rear)

Crown wheel and pinion, front and rear drive shafts bearings, planet gears, bevel gears, constant velocity joints and internal components of the 4-wheel drive unit.

### Brakes

Master cylinder, wheel cylinders, brake calipers, servo, brake vacuum pumps, brake limiter valve, Anti-lock Braking System (ABS) unit/sensors/pumps and additional traction/stability control systems.

### Steering

Rack and pinion, steering box, power steering rack/ pump and electrical motors, reservoir, steering column.

### Cooling system

Coolant pump, thermostat, heater matrix, electric fan motor/sensor, viscous fan coupling, radiator, air conditioning pump, condenser, evaporator, magnetic clutch and valves (when fitted as standard).

# Section E

## Gold Breakdown

### Propshaft

Propshaft, universal joints and bearings.

### Fuel system – petrol/diesel

Mechanical/electrical fuel pump, sensors, stepper motor, fuel injectors

### Front/rear suspension

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, electric/hydraulic pump and regulator valves, spheres, hydro-pneumatic system. (Excluding oil leaks).

### Clutch

Centre plate, pressure plate, thrust bearing, clutch fork, cable, master cylinder, slave cylinder / actuators.

### Electrics

Starter motor, slave cylinder/actuators, coil, electronic ignition module, headlamp washer motors, heater fan motor, alternators, wiper motors, washer pumps, electric window motor, sun roof motor, instrument cluster, central locking solenoids, Key Remote Fobs and Key Cards (up to a maximum of £75 (inclusive of VAT) per repair request), column mounted and ignition switches, relays, engine sensors, electric aerial motor, horn unit, cruise control system. (Front & rear heated screens & elements are not included).

### Electronic control unit

Ignition system, fuel system, transmission system, steering and braking systems.

### Casings

Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.

### Parts which are not included:

#### General

- (i) All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass (including front & rear heated screens & elements), weatherstrips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components), carpets, seat belts and pre-tensioners, wiper arms/blades /washer jets, wheels and tyres, wheel alignment/tracking/balancing adjustments.
- (ii) On convertible vehicles the roof together with pumps, motor mechanisms and any retractable panel/mechanism are not included.
- (iii) Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs/glow plugs, Electrical leads and all filters.
- (iv) Any item or accessory not in the manufacturer's original specifications.

#### Working materials

Unless working materials and supplies such as oils, filters, anti-freeze and air conditioning recharges are required as a direct result of the failure of an included part.

### Turbo (Factory fitted)

Failure due to carbonisation of the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo are not covered. Foreign object damage is not covered on any turbo claim. Non factory fitted turbo's are not covered.

### Clutch

Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.

### Brakes

Brake discs, brake pads, brake linings/shoes.

### Contaminated fuel

The clearing of fuel lines, filters and pumps/injectors.

### Electrics

Bulbs, LED, High Intensity Discharge (HID), lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, in-car telephones and portable satellite navigation systems.

### Miscellaneous items

Air conditioning recharging, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, metal pipes and unions, all core plugs, air bags, EGR Valves, wheel bearings and glow plugs.

# Section F

## General exclusions

### 1. We will not pay for any maintenance or repair requests directly or indirectly caused by:

- non-compliance with the conditions relating to the manufacturer's servicing requirements for the vehicle in relation to those items that would have been otherwise identified during the service;
- any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel or grade of oil;
- any act, omission or negligence by you (or any user of the vehicle), which adds to the loss or damage;
- water ingress, fire, collision, frost, snow, ice, flooding, freezing or corrosion;
- the failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- any failure of parts which have reached the end of their normal working lives because of age or mileage (As confirmed by an independent assessment);
- any parts which have not actually failed to perform their normal function, including but not limited to timing belts that are replaced as part of another job.;

- exhaust emission MOT failures;
- the cost of repair to components not listed as included for Maintenance or Breakdown under the Agreement.
- any failures which are the result of carbon build up.

### 2. The Agreement does not include the following:

#### Design or existing faults

Parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults; or faults which existed before you entered into the Agreement.

#### Dismantling

We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance (as included under section D) or repair request (as included under section E).

#### Diagnosis

We do not include diagnostic cost (electronic or mechanical) to ascertain the failure of the vehicle.

#### Accidental damage

The costs relating to losses normally covered under a road risks insurance policy or losses resulting from an accident to the vehicle.

#### Consequential damage

Consequential damage is not included if it is reasonable for us to conclude that further damage has been caused by your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from:

1. excluded parts;
2. incorrectly fitted parts;
3. insufficient servicing;
4. faults present at purchase.

#### Vehicle use

The Agreement is not valid for vehicles which:

- are altered or modified from the manufacturer's original specification, or are raced, rallied, track days (timed or untimed), used in competition, or for hire or reward;
- are beneficially owned by a company or person involved in the business of vehicle repair, servicing or dealership or by an employee of such a company or person.

# Section G

## About the agreement

### Period of agreement

The Agreement will run for the period chosen by you on the Application Form, as detailed on your Validation Form, or until the Agreement is cancelled (please see 'Cancellation' Section).

### Start date

The Agreement begins from the later of the date of application or upon expiry of the manufacturer's warranty. However, the Administrator will issue you with a Validation Form confirming the Agreement which you should attach to this booklet. If you have not received a Validation Form within 60 days of the date of application you should contact the Administrator on 0330 100 3728.

### Extensions to the Agreement

If we accept a maintenance or repair request for a failure of parts or a breakdown, you may also be entitled to the following benefits, but the amount we will pay must not exceed the repair value stated on your Validation Form and is subject to the Maintenance and Repair Conditions in Section H. You must always get our prior authorisation for these costs.

- (1) **Vehicle hire:** We will pay up to £50 per day including VAT for a maximum of 7 days. Vehicle hire is only available when the Autodata recommended repair time exceeds 8 hours. You will be reimbursed on receipt of a bonafide car rental

agreement. The period of hire does not include delays while awaiting the start of maintenance or repairs or delivery of parts.

- (2) **Recovery:** If the vehicle is immobilised we will pay for towing charges up to £50 including VAT.
- (3) **Continental Use:** Coverage for up to 60 days per 12 month period within the European Economic Area (EEA).

### Cancellation

The Agreement may be cancelled by you at any time but we will only consider a refund if the vehicle has been written off or if you die and provided no maintenance or repair requests have been made and no further periodic maintenance inspection has been provided under the Agreement.

We will cancel the Agreement if you fail to provide us with the necessary information or knowingly provide incorrect information which affects our ability to provide a service to you. In such cases no refund will be due.

The Agreement ends if you sell or dispose of the vehicle unless you make a valid transfer of the Agreement. The Agreement can only be transferred to a private individual who first agrees to be bound by the terms of the Agreement by sending us a completed 'Transfer of Ownership' Form (as included in this booklet), together with

the transfer fee. If, in the event of your death, ownership of the vehicle passes to an immediate relative, the Agreement automatically continues for the benefit of that person.

# Section H

## Administration

### Maintenance & Repair Requests

If the vehicle shows signs of an imminent failure of parts or breakdown, DO NOT continue to use it. This may aggravate the problem and cause greater damage, for which we will not pay. Find the cause of the problem and check whether it is included under the Agreement. We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance (as included under section D) or repair request (as included under section E). The most we will pay in total is the repair value as stated on your Validation Form and subject to the Maintenance and Repair conditions in Section H.

If you consider you have a maintenance or repair request, **please contact your supplying dealer in the first instance**. If your supplying dealer has no repair facilities or it is impractical to return the vehicle to them, please take the vehicle to a VAT registered garage or contact the Administrator for a preferred repairer.

**DO NOT proceed with maintenance or repairs until the request has been authorised by the Administrator. It is your responsibility to ensure that the dealer/garage/repairer CALLS US for authority BEFORE any work is started.**

1. The repairer must telephone the Administrator on 0844 871 5076 and obtain a repair request authority number.

At that time (or as soon as possible thereafter) the Administrator will need the:

- Registration Mark
- Agreement Number
- Contract holder's name
- Current mileage
- Nature of maintenance or repair
- Total cost
- Service history

**The six digit authority number must be issued before any maintenance or repair is carried out.**

2. The Administrator may authorise maintenance or repairs immediately; call for other estimates; nominate another repairer; investigate the maintenance or repair request further; insist on the use of factor or pattern parts, exchange or re-manufactured units; or appoint an independent assessor to inspect the vehicle.

3. When maintenance or repairs are authorised a repair request authority number will be given. However, we will only pay for a maintenance or repair if the terms and conditions of the Agreement having been kept to, for example, manufacturer's servicing requirements.

4. On completion of maintenance or repairs, send the following documents to the Administrator at the address on the 'Maintenance and Repair Request Form':

- (a) fully completed 'Maintenance and Repair Request Form'; and

(b) the repairer's invoice for maintenance or repairs, which must quote the Agreement number, repair request authorisation number and details of whom to pay; and

(c) evidence of the vehicle service history, including invoices, from the start date of the Agreement.

If you have any enquiry about your periodic maintenance inspection or any maintenance or repair work carried out on your vehicle under the Agreement, you should in the first instance contact the Supplying Dealer or the preferred repairer that carried out the inspection/ maintenance.



# Section H

## Administration

### Guarantees

Any guarantees do not affect your legal rights under the Sale of Goods Act 1979 and Supply of Goods and Services Act 1982. You can get advice about your rights from a citizens advice bureau or trading standards department.

### Other Ways To Receive This Information

If you would like this document in another format, such as in large print, in braille or on CD, please call us on 0330 100 3400 or textphone 0330 100 3400.

### Administrator

The Agreement is administered by TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF. Telephone: 0844 871 5076. This is a private company limited by shares and incorporated in England.

### Provider

The Agreement is a contract between you, the legal owner of the vehicle as named on the Validation Form and the Provider, The Warranty Group Services (Isle of Man) Limited, of St George's Court, Upper Church Street, Douglas, Isle of Man, IM1 1EE. Registered Number 094279C.

### Payment

On completion of the maintenance or repairs, the repairer must invoice TWG Services (IOM) Limited and send the documentation mentioned in Section H entitled 'Maintenance and Repair Requests'

quoting the Agreement Number and the repair request authority number to the Administrator, TWG Services Limited, Repair Department The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF.

Telephone calls may be recorded for the purpose of staff training and improving customer service.

### Maintenance and Repair Conditions

- If we accept a maintenance or repair request we have the right to take into consideration the age and mileage of the vehicle when settling the maintenance or repair request, which may require a contribution from you if the repaired vehicle will ultimately be in a better condition than before the failure of parts or breakdown occurred. The Agreement is limited to the maintenance or breakdown of each included part on only one occasion during the period of the Agreement.
- If more than one included part has failed at the time you contact the Administrator, it will be dealt with as one maintenance or repair request.
- We have the right to specify the use of factor or pattern parts, exchange or re-manufactured units. Your entitlement under the Agreement will be limited to the cost of these parts.

- If we give provisional authorisation for maintenance or repairs, we will assess repair times in line with Autodata's latest recommended repair times.

### Gaining access to Your Vehicle

You must allow us free access to examine the vehicle at all times.

If you make a maintenance or repair request we have the right to:

- examine the vehicle;
- obtain an expert assessment, the result of which will be binding on all parties;
- nominate the repairer.

If, following specific arrangements for inspection, and through no fault of ours, the engineer cannot inspect

- for example, because the vehicle is not available or is not stripped etc
- we will deduct fees for the second inspection visit from the authorised amount of the repair request.

### Third-party rights

Nobody other than you, the legal owner of the vehicle as detailed on the Validation Form, will be able to benefit from the Agreement, which cannot be passed to someone else without our agreement. Please see the 'Transfer of Ownership' Section overleaf.

# Maintenance and Repair Request Form

Please do not detach the form from the booklet. Please complete a copy for submission. Copy Request Forms can be obtained by simply photocopying this form, or by email [twg.motorclaims@eu.thewg.com](mailto:twg.motorclaims@eu.thewg.com), or telephone/write to the administrator.

## For You to complete

Agreement Number .....

.....

Date of purchase .....

Vehicle registration number .....

.....

Date when failure of parts or breakdown occurred .....

Mileage reading at time of failure of parts or breakdown .....

Your name (the contract holder) .....

.....

Address .....

.....

.....

.....

.....

Contact telephone number .....

Your signature .....

Date .....

## For the repairing dealer to complete

Date Vehicle inspected .....

Description of faulty part .....

Description of maintenance or repair .....

Payment to be made to  
Customer  Repairer

Repair request authorisation number .....

Amount .....

Repairing dealer representative's signature .....

Date .....

Stamp

### Repairing dealers maintenance or repair request checklist

Maintenance or repair request authorised by Administrator

Fully completed Maintenance and Repair Request Form

Fully itemised invoice

Full service history

**On completion of the repairs please make invoice payable to:** The Warranty Group Services (Isle of Man) Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF  
**Administrator:** TWG Services Limited, Repair Department, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF

# Transfer of ownership

## Conditions of transfer

The Agreement only applies to the vehicle as detailed on the Validation Form and is not transferable to any other. **If ownership of the vehicle is transferred, the Agreement ends immediately, unless a fee of £25 is paid to the Administrator within 7 days of the transfer.**

If the fee is paid, the Agreement is reinstated for the unexpired term of the Agreement. You should send the following by recorded delivery to the Administrator:

- Request For Transfer Of Ownership Form. (Please see the Form attached);
- Fee of £25 (cheques to be made payable to The Warranty Group Services (Isle of Man) Limited);
- This booklet;
- Proof of sale;
- All service documents.

Unless these are received within 7 days, no transfer is possible. Transfer can only occur if the manufacturer's servicing requirements have been complied with since the start date of the Agreement.

## Request for Transfer of Ownership

Please do not remove this form from the booklet.

I certify that I have sold my Vehicle privately and wish to transfer this Agreement.

Agreement number is

.....  
.....

New owner's name and address

.....  
.....  
.....  
.....  
.....  
.....  
.....

Telephone number of new owner

.....  
.....

Mileage at transfer

.....  
.....

Date of transfer of ownership

.....  
.....

Your signature

.....

Date.....

.....

New owner's signature

.....

Date

.....  
.....

Please see the list of required documents in the left-hand column.

# Customer Care

If you have any enquiry about your periodic maintenance inspection or any maintenance or repair work carried out on your vehicle under the Agreement, you should in the first instance contact the Supplying Dealer or the preferred repairer that carried out the inspection/ maintenance.

## How to make a complaint

If you have a complaint about the terms of this Agreement, administration or claims handling please write to the Customer Relations Team at TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF or telephone 0330 100 3247 or email [Customer.Relations@thewarrantygroup.com](mailto:Customer.Relations@thewarrantygroup.com).

If you are not satisfied with the way a complaint has been dealt with you may write to the Provider of the Agreement. Please see below for full contact details for the Provider.

Unless specifically agreed otherwise, the law that will apply is English law.

# Servicing Schedules

## Servicing Schedules

In accordance with the manufacturer's servicing requirements, your vehicle must be serviced at the intervals recommended for your particular make, type and age of vehicle. For completion of a service we allow a maximum of 1,000 miles or 4 weeks' leeway on either side of the stipulated time, whichever comes first. Please ensure that you are fully aware of the manufacturer's recommended servicing intervals for your particular make, type and age of vehicle. We would recommend that you return to the dealer who supplied your vehicle (the 'Supplying Dealer') or to one of our preferred repairers (please see Section H for more details) to service your vehicle. Any maintenance repairs, which are covered by the Agreement and are required following completion of the manufacturer's service, will be covered as a benefit under the Maintenance Section of the Agreement.

We will cover your vehicle if the service book does not have full service history as long as you continue to service it in accordance to the manufacturers recommended servicing internals. If your vehicle requires a service at the date of purchase then this must be carried out prior to the agreement start date.

**If you fail to service the vehicle in accordance with the manufacturer's requirements then any serviceable items (i.e. items that would have been otherwise identified during the service) will not be covered under the Agreement. However, any**

**non-serviceable items will continue to be covered under the Maintenance and Breakdown Sections of the Agreement.**

**It is your responsibility to ensure that the timing belt is changed in accordance with the manufacturer's recommendations.**

After each service, please ensure that the relevant service details are completed in this booklet by the servicing garage and obtain a receipt for the service. Keep the receipt – you will need it should you make a maintenance or repair request.

Engine oil works under extremes to lubricate, cool and protect internal engine components. For the best protection using the best oil will have a positive effect on engine performance and minimize wear. Using the inferior or the wrong type of oil can cause damage or wear which ultimately could cause them to be excluded. It is your responsibility to use the manufactures recommended engine oil. If you need any assistance please contact the Administrator.

## 1st Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

## NEXT SERVICE DUE

Mileage..... Whichever comes first

Date.....

### 2nd Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

### 3rd Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

### 4th Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

### 5th Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

### 6th Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

### 7th Service

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

Agreement number.....

Mileage.....

Vehicle owner's name

.....

Garage invoice no. ....

**Garage** - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage stamp

Signed .....

Date.....

### NEXT SERVICE DUE

Mileage..... Whichever

comes first

Date.....

# Notes





# Notes



RAC Approved Dealer Network

The Aspen Building,  
Floor 2,  
Vantage Point Business Village,  
Mitcheldean,  
Gloucestershire GL17 0AF

Customer Services Telephone: 0330 100 3728

Fax: 0330 100 3330

[rac.co.uk/approved-dealer](http://rac.co.uk/approved-dealer)

WE LOVE CARS

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