



Inchcape Warranty

***DRIVING STANDARDS***

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## Welcome

Thank you for purchasing your new vehicle from Inchcape, one of the UK's largest dealer groups representing many new vehicle franchises, and trading under several long established brand names.

As a part of Inchcape's commitment to its customers a comprehensive range of products and services has been designed to help our customers avoid any unexpected motoring costs in the future. These products include Inchcape Warranty with Inchcape Assist breakdown and recovery and MOT Test Cover.

If you require further information on any of the products and services listed within this handbook, contact a member of our sales team who will be pleased to help you with your enquiry.

This warranty is not an insurance product but a guarantee provided directly by Inchcape.

Contact details of all Inchcape dealerships can be found at [www.inchcape.co.uk](http://www.inchcape.co.uk)

**Note: Please keep this handbook in your vehicle at all times.**

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## Your Questions Answered

### Where should I keep my Handbook?

Always keep this handbook with the details shown on your Inchcape Validation Certificate in your vehicle as you never know when you might need it.

### When is my service due?

The vehicle must be serviced according to the terms outlined on page 8 by a VAT-registered repairer, preferably an Inchcape dealer location.

### What should I do if my vehicle breaks down?

If your vehicle breaks down, contact the Inchcape customer support line on 0344 573 8053. In the event of requiring roadside assistance, either as a result of a breakdown or an accident, please ring Inchcape Assist on 0344 573 8054.

### What if I break down and want to use my local repairer?

It is recommended that you use the supplying dealer or another Inchcape repair facility, where warranty claim costs can be settled directly, without the need to you to submit an invoice via another repairer to the claims administrator.

However, if you want to use your local repairer, you must make sure that they follow our claims procedures and send their invoice with any required supporting documentation, quoting the claims authority number, to:

Inchcape Warranty  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

Please note: In the event that you do not return to an Inchcape dealer for your warranty repair, you may have to pay for the claim in advance of being reimbursed by Inchcape Warranty.

### Can I transfer my Warranty/Recovery/MOT Test Cover Transfer (to a new owner)?

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty, recovery and MOT Test Cover to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company.

The transfer will be subject to a £25 administration fee and the administrator's approval. In the event of non-acceptance the fee will be returned.

See transfer form on page 23.

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Your Inchcape Warranty with Inchcape Assist and MOT Test Cover, provided by Inchcape (hereinafter known as 'we', 'us', 'our') who sold you your vehicle, has been designed to make sure that you get the most from your motoring with minimum inconvenience.

Inchcape Warranty and MOT Test Cover are administered by Inchcape Warranty Administration Services; trading name of Car Care Plan Limited (hereinafter known as 'administrator'). Car Care Plan is Europe's leading warranty administration specialist, and you will receive a first-class administration service that is always reliable and handles claims quickly and efficiently.

Inchcape Assist is administered by Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.

This handbook explains how the products within the programme work and the many benefits you now enjoy as a customer. Always keep this handbook in your vehicle, as you will need it to make a claim.

Please ensure you fully understand the terms and conditions relating to the warranty and any other services you have chosen within this handbook.

When you receive your Validation Certificate, please check that it contains the correct details and tell us immediately if there are any mistakes.

Claims Phone Numbers	Please refer to pages listed below before phoning:
Mechanical Breakdown Warranty <b>0344 573 8053</b>	page 10
Inchcape Assist <b>0344 573 8054</b>	page 14
MOT Test Cover <b>0344 573 8053</b>	page 18

Inchcape Warranty covers almost all mechanical and electrical parts (including labour to fit them), of the covered vehicle against mechanical and electrical breakdown as defined below.

There is no restriction to the number of claims you can make, up to an overall aggregate claim limit which is no more than the value of the vehicle at the time of purchase.

Mechanical or electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical or electrical breakdown under the terms of the warranty.

You are covered only for the parts described in this handbook. Your warranty does not cover more than the manufacturer's list price for parts.

**Repairs must not start without the prior approval of Inchcape Warranty.**

## What is Covered

Your Inchcape warranty covers almost all mechanical and electrical components on your vehicle, for mechanical and electrical breakdown, subject to the conditions detailed in this handbook and the maximum claim limit. There are some components, such as service items, which are not covered.

## What is not Covered

Whilst you have a high level of warranty cover available, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time
- Body panels, paintwork or glass
- Interior trim, seat and seat belts
- Recharging of the air conditioning unit (unless required as part of a valid repair)
- Renewal of brake components due to wear and tear or constant use of the brakes
- Renewal of any clutch components due to wear, incorrect adjustment or misuse
- The clearing of fuel lines, filters, throttle body and pumps and damage to components due to the use of incorrect or contaminated fuel
- Batteries, bulbs, wiper blades, wheel balancing and alignment, wheels, tyres and water ingress (including damage to covered parts caused by water)
- Oil leaks, lubricants, filter elements and any damage caused by frost or lack of anti-freeze, impact, accident or negligence
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component

- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads
- Weather strips and body seals
- Any damage or losses to components that are not directly covered within the terms of this warranty
- Burnt out, sticking or pitted valves
- Damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations (proof required).

**Please note:** Oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered.

### Catalytic Converter

Whilst exhaust systems are excluded, the catalytic converter is covered as follows:

- The cost of replacement of the vehicle's catalytic converter(s), following failure of a test of exhaust gas to meet the relevant in-service Exhaust Emissions Standard subject to:
  - 1 The catalytic converter(s) being found to be no longer serviceable.
  - 2 The results of the failed test being made available to our claims department at the time repair authorisation is requested.

- 3 A results print-out from a successful test, following the replacement, is submitted to our claims department with the repair invoice.

- This benefit does not cover replacement if the catalytic converter(s) failure is due to impact or other accidental damage or as a result of contamination due to the use of incorrect fuel.

### Diesel Particulate Filter

The diesel particulate filter is covered for failure providing:

- 1 Following illumination of the applicable dash warning light, you drive the vehicle as specified in the manufacturer owners handbook at the required speed and distance to try and clear the filter.
- 2 If the applicable dash warning light remains illuminated, you must have the filter regenerated by a VAT-registered dealer. Please note this warranty does not cover the cost of the regeneration process and you must retain the invoice as proof this process has been followed and undertaken.
- 3 If this does not solve the problem then on approval, your Inchcape Warranty will cover the repair or replacement of the diesel particulate filter.

**Please note:** We reserve the right to provide replacement parts and to carry out repairs or to arrange for their provision by other persons.

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### Infotainment Systems

We cover the following factory fitted components during the period of cover: CD player and CD autochanger, radio including DAB, DVD player including integrated rear headrest screens, speakers, TV, telephone and bluetooth device, USB audio interface and aux-in device, iPod interface (or similar providing the component is factory-fitted), satellite navigation system and traffic management, excluding discs, batteries, remote control and electronic key-fob. We will not provide cover for accidental damage, aerials, design faults and recalls, adjustments, upgrades, modifications or non-factory-fitted components and we reserve the right to provide parts or arrange for specialist repair in the event of a failure.

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### Warranty Conditions

The conditions of this warranty are set out below. Warranty repairs will only be carried out if you agree to these conditions. Please take time to read them.

- 1** It is your responsibility to decide whether to authorise the dismantling of your vehicle or any covered component. The administrator will only accept the cost of dismantling if it is part of an authorised warranty repair.
- 2** The administrator is not liable for any statement or representation which contradicts the conditions of this warranty unless the statement or representation is supported in writing by the administrator.
- 3** If the warranty repair is not carried out by Inchcape the warranty repair cost will not be more than the manufacturer's list prices for parts. Parts which can only be sourced from outside the UK will be reimbursed at the UK price of an equivalent part. Labour costs that are necessary to repair those parts will be reimbursed as per the repairer's warranty labour rate and actual repair times will be limited to those in the latest Glass's Guide ICME manual or the manufacturer's recommended repair times. With every claim you make, you must provide a VAT receipt from the repairer authorised to carry out the repair.
- 4** If you do not follow the manufacturer's service schedules or maintain the vehicle as recommended by the manufacturer, this warranty will not apply to the extent that the fault was the result of failure to comply with either the service or

maintenance recommendations. When you have your vehicle serviced, you are allowed 1,000 miles either side of the service mileage or four weeks either side of the time period given, whichever comes first. It is important that you retain your service receipts as they may be required to validate any repair request you make. Please note that in the absence of servicing your vehicle at an Inchcape location, it must be serviced by a VAT registered dealer unless the 'Dealer' has agreed otherwise.

- 5** This warranty is valid for breakdown in the United Kingdom (which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man). The warranty is also valid whilst your vehicle is outside the United Kingdom but within the European Union or EFTA for up to 60 days per annum.
  - 6** You have the right to cancel this warranty within 14 days of receiving your Validation Certificate. Please contact your supplying dealer who will arrange the refund. After this period you can cancel your warranty; however no refund will be paid. In no circumstances will a refund be paid if a claim has been made. Please note that where this warranty may have been provided free of charge, no refund will be payable.
  - 7** This warranty does not cover the following:
    - a** Any vehicle where the speedometer or odometer has been interfered with, altered or disconnected.
    - b** Repairs, replacements or alterations not authorised by the 'Dealer'.
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- c** Routine servicing or maintenance of a vehicle.
  - d** Repairs to vehicles which have been modified after the sale of the warranty and that modification has contributed to the failure or has failed itself.
  - e** Any vehicle used for hire or reward such as taxis, courier, delivery or driving school vehicles, or any commercial vehicle with a Gross Vehicle Weight of more than 3.5 tonnes or a vehicle used in any sort of competition, including track days, rally or racing.
  - f** Vehicles that are used in a public service capacity (e.g. police vehicles or ambulances).
  - g** The gradual reduction in operating performance of any part (fair wear and tear) due to the age of the vehicle and/or the number of miles it has covered.
  - h** Any liability for death, bodily injury, or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim under this warranty provided that this exclusion shall not apply to any death or bodily injury caused by negligence of the Dealer or its agents.
  - i** Any damage which is due to any type of accident.
  - j** Any damage which is a direct result of negligence or of any wilful act by you or any third party other than the Dealer or its agents.
  - k** Any parts which are replaced as part of normal servicing requirements.
  - l** Any damage to parts which are being recalled by the vehicle's manufacturer or which have design faults.
  - m** Any failure caused by faults which a qualified engineer thinks could have existed before the warranty began.
  - n** Any damage to components due to the use of contaminated or incorrect fuel.
  - o** Components/repairs covered by any other existing warranties or insurances.
  - 8** This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.
  - 9** Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local Trading Standards Department or Citizens Advice Bureau.
  - 10** The period of the warranty is as detailed in the Validation Certificate. It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Validation Certificate. Additionally, if the warranty starts earlier than the date detailed in the Validation Certificate, because the manufacturer's warranty has expired earlier on mileage, then the expiry date of this warranty shall be earlier and reflect the period of warranty purchased/provided.
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Take the vehicle to the Inchcape dealership where you bought it, and they will confirm whether the warranty and repair request are valid and then they will handle the repair on your behalf.

If you cannot take the vehicle back to the Inchcape dealership where you bought it, please follow the instructions below:

- Take your vehicle to another reputable repairer and ask them to contact 'Inchcape's' warranty department on 0344 573 8053 and give the following information:
  - a The full warranty type and number (found on the Validation Certificate).
  - b Your vehicle registration number.
  - c The date and mileage the component(s) failed.
  - d A detailed estimate of repair costs.
- Should the breakdown occur outside the UK, the following process applies:
  - a The repair must be carried out in countries who are members of the EU or EFTA.
  - b The administrator will not pay more than the equivalent UK rate for labour charges and manufacturer list prices for parts at the date of the repair.
  - c You should authorise the repair work yourself and contact the administrator for reimbursement on your return to the UK. The administrator's liability is up to any claim limit defined in this handbook.
  - d Reimbursement will be in sterling at the rate of exchange prevailing at the time of the repair and on receipt of a bona fide invoice.
- Please ensure that the repairing dealer does the following:
  - 1 Makes a note of the warranty authority number issued by the Inchcape Warranty department.
  - 2 Carries out the repair, then make the invoice out to Inchcape and sends the invoice, claim number and service receipts (if requested) to:
 

Inchcape Warranty  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

The above procedures do not affect your statutory rights as a consumer.

### IMPORTANT TELEPHONE NUMBERS

Administration and Claims Helpline:  
Phone: **0344 573 8053**

To make sure that you receive the highest level of service, telephone calls to the administrator are recorded.

## How to Make a Complaint

We hope that you will be pleased with the service we provide.

In the unlikely event of a complaint, you should contact the administrator in the first instance on **0344 573 8053**, or in writing to: The Customer Services Manager, Inchcape Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email us at [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

## Data Protection Authorisation Statement

In processing and managing this agreement, the administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk). We may charge you the statutory fee of £10 for this service.

This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. In addition to your statutory rights, should you remain dissatisfied with our decision you may refer the dispute to the Motor Industry Codes Advisory and Conciliation Service.

Consumer Advice line 0800 692 0825.

Motor Codes Ltd  
PO BOX 44755  
London SW1X 7WU

For more information on the Code and what it means for you please visit [www.motorcodes.co.uk](http://www.motorcodes.co.uk)



In the event of a valid claim the following extra benefits will be provided.

### **Vehicle Replacement**

Your supplying dealer will supply you with a replacement vehicle, up to a mid-sized saloon, subject to availability, for up to seven days. You can only have a replacement vehicle if your vehicle is being repaired under this warranty and prior authority has been given by the administrator's Claims Department.

#### **Exclusions**

- 1** You cannot have a replacement vehicle for the first 24 hours that you are without your vehicle or during any delay the repairer may have waiting for parts or commencing repairs.
- 2** You will have to pay for fuel and insurance for the replacement vehicle.

### **Overnight Accommodation and Rail Fares**

We will pay up to £75 towards hotel expenses or a return rail ticket if the vehicle breaks down and you are unable to return home. You will need to send a receipt. You cannot claim for the cost of meals and drinks. This benefit is only available if a valid warranty claim is submitted.

### **Driving Abroad**

The warranty is valid for up to 60 days per annum (pro rata) for driving in the Republic of Ireland and mainland Europe. The administrator will not pay more than the equivalent UK cost for parts and labour.

**N.B.** These benefits will not be provided if the failure is not covered by this warranty. Payments will be limited to those levels outlined in the Validation Certificate.

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The vehicle must be serviced in accordance with the manufacturer's recommended service schedule. We strongly recommend you use the supplying dealership or another Inchcape location.

The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances or four weeks/1,000 miles either side of the service interval. The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages. You must keep these invoices for our inspection in the event of a claim.

Failure to maintain and provide proof that the above service schedule has been completed may invalidate the warranty.

**Warning: Timing Belts**

(otherwise known as camshaft drive belts).

If your vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn-out timing belt, unless the timing belt has been replaced in accordance with the manufacturer's service schedule.

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### Definitions

**Us/we** – means Inchcape Assist.

**You, your** – the person named on the Validation Certificate.

**Vehicle** – the vehicle covered on your warranty and the Validation Certificate.

**Breakdown** – a mechanical or electrical failure, puncture or accident, which immediately renders the vehicle immobilised.

**Territorial limits** – means Great Britain, Northern Ireland, Scotland and Wales.

### Important Note

Details of Inchcape Assist cover may not always reach us in time if there is an early claim soon after delivery of your vehicle. In this event we will require you to provide your full address details, your warranty type and number (from your validation certificate), along with the name of the supplying dealer and the date you took delivery of your vehicle. We will assist you as normal whilst we look for your records.

In the unlikely event it transpires your warranty has expired or is no longer valid we will invoice you for the cost of recovery.

### Call 0344 573 8054

Tell the controller who answers your call:

- You are an Inchcape customer
- Your warranty type, number and car registration number

- Where your vehicle is and what seems to be the problem (for example, if you have a puncture, tell the controller your tyre size)
- If you also intend to claim under your warranty you must telephone the administrator on 0344 573 8053 and obtain advance authorisation, before any repairs are commenced.

### STRICTLY FOR RESCUE 0344 573 8054

With Inchcape Assist as part of your warranty you will be entitled to the following Inchcape Assist services:

#### Roadside Assistance and Nationwide or Local Recovery

If your vehicle breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, we will send help to the scene. We will arrange to pay call out fees and mileage charges needed to repair or assist with the vehicle. If, in the opinion of our recovery operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- Arrange and pay for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair.
  - If the above is not possible at the time, we will arrange for your vehicle, you and up to five passengers to be transported to your home or original destination.
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## Home Assist

We will despatch one of our recovery operators to your home address or within a one-mile radius only.

Please note: Any repairs undertaken by our recovery operators at their premises are provided under separate contract, which is between you and the garage.

## Caravans and Trailers

If your vehicle breaks down and your caravan/trailer is attached, providing it is fitted with a standard towing hitch and does not exceed 23 feet in length, your caravan/trailer will be recovered with your vehicle at no extra cost.

## Message Service

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.

## Accident Cover

If your vehicle is involved in an accident rendering it immobile or illegal to drive we will transport your vehicle to a nominated local address within the United Kingdom.

## Puncture Cover

If your vehicle sustains a puncture and you are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel or inflation kit. If you are not carrying a spare wheel as your vehicle was never provided with one by the manufacturer and the inflation kit is ineffective due

to a badly damaged tyre, then we will provide service under the terms of the vehicle being immobilised.

In the event your vehicle is fitted with run-flat tyres and, due to the time of day or local stock availability, a replacement cannot be found within the 50 miles the vehicle can be driven for on a run-flat tyre, you and your vehicle would be recovered to your home or original destination in the same way as any other irreparable breakdown.

## Toll Fees

In the event of a valid claim we will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland.

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### Exclusions

Inchcape Assist does not cover the following:

- 1** Any caravan/trailer where the total length exceeds 23 feet and where it is not attached to the vehicle with a standard towing hitch.
- 2** Contracts not registered with us.
- 3** The cost of any parts, components or materials used to repair the vehicle.
- 4** Any costs or expenses not authorised by our rescue controllers.
- 5** The cost of food, drinks, telephone calls or other incidentals.
- 6** The cost of alternative transport.
- 7** The cost of petrol, oil or insurance for a hire vehicle.
- 8** The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one breakdown.
- 9** Overnight accommodation or car hire charges.
- 10** Breakdowns caused by failure to maintain the vehicle in a roadworthy condition including maintenance or proper levels of oil and water. If, in the opinion of our recovery operator, the vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, we may terminate your Cover immediately notifying you, by letter, what action we have taken.
- 11** Vehicles where service cannot be effected because the vehicle does not carry a serviceable spare wheel.
- 12** Any request for service if the vehicle cannot be reached due to snow, mud, sand or flood or where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter.
- 13** Any request for service if the vehicle is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
- 14** Overloading of the vehicle or carrying more passengers than it is designed to carry.
- 15** Claims not notified prior to expenses being incurred.
- 16** The charges of any other company (including Police recovery) other than our recovery operator.
- 17** Loss or damage to the vehicle or its contents.
- 18** Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - a** Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
  - b** The radioactive, toxic, explosive or other hazardous

properties of any nuclear assembly or nuclear component thereof.

- c Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
- 19 Any false or fraudulent claims.
  - 20 Failure to comply with requests by us or our recovery operators concerning the assistance being provided.
  - 21 Fines and penalties imposed by courts.
  - 22 Any charges where you, having contacted us, effect recovery or repairs by other means.
  - 23 Ferry and toll charges outside of Mainland UK.
  - 24 Any claims relating to the following:
    - Vehicles in excess of 35 cwt-3.5 tonnes.
  - 25 Any service or insurance cover where remedial action has not taken place following a previous breakdown.
  - 26 More than six callouts per contract per year.
  - 27 Claims totalling more than £2,500 in any one year.

### General Conditions

- 1 We will provide cover if:
  - a You have met all the terms and conditions within this contract.
  - b The information provided to us, as far as you are aware, is correct.
- 2 The driver of the vehicle must remain with or nearby the vehicle until help arrives.
- 3 We may cancel the contract by sending seven days notice to your last registered address.
- 4 There is no return of contract cost.

Inchcape Assist is administered by Call Assist Ltd.

Should you wish to contact us, please send your correspondence to:

Call Assist Ltd  
Axis Court  
North Station Road  
Colchester CO1 1UX.

INCHCAPE ASSIST Helpline  
**0344 573 8054**

**Your** Inchcape MOT Test Cover provided with **Your** warranty has been designed to make sure **You** get the most from **Your** motoring with minimum inconvenience.

This section of the handbook explains how **Your** MOT Test Cover works and the main benefits **You** now enjoy. Please ensure **You** keep this in **Your Vehicle** with **Your Validation Certificate** as **You** will need them in order to make a claim.

**Please ensure You fully understand the terms and conditions relating to the cover. In order to benefit from the cover provided, You must return to Inchcape for Your MOT test.**

#### **Definitions:**

**You/Your** – the person named on the **Validation Certificate**.

**Period of Cover** – means the dates shown in the **Validation Certificate**.

**Administrator** – means Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

**Vehicle** – means only the **Vehicle** as identified on the **Validation Certificate** for private use (excluding taxis, private hire, courier services, haulage or transportation of goods and motor cycles) for use on the public highway and designed to carry no more than eight people including the driver or small commercial **Vehicle** of less than 3,500kg gross weight.

**We/Us/Our** – means Inchcape.

#### **MOT Test Cover**

With MOT Test Cover (see Validation Certificate for details) **You** will be covered against the cost of repairing, replacing or altering the following parts of the covered **Vehicle** if cited on the Notification of refusal to issue a Certificate (VT30), as being the reason for the failure of the MOT test after the start of the cover.

#### **Cover includes:**

##### **Lamps, Reflectors and Electrical Equipment**

Lamps (including Xenon, HID, LED), reflectors, indicators, bulbs, headlamp levelling and cleaning devices (when fitted for HID or LED headlamps) and tyre pressure monitoring systems (TPMS) are covered for failure due to: Breakage, discolouration, misalignment, water ingress, and corrosion. Failure of the horn. Battery retaining bracket/stay/support for failure due to insecurity (please note the battery is not a covered item). Switches, instrument panel, warning lights and wiring are specifically excluded.

##### **Steering and Suspension**

Manual and power steering units, operation of steering lock (where fitted), drag links, track rods/ends, transmission shafts, CV joints and boots, shock absorbers, road springs, wishbones, anti-roll bar links, swivel joints, mountings, sub frames and wheel bearings are covered for failure due to: Wear, seizure, leakage, and insecurity. Steering wheel for cracks or fractures.

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### Brakes

Brake master cylinder, wheel cylinders, calipers, discs, drums, Electronic parking brake control, Electronic Stability Control (ESC) components, load compensator, ABS, modulator/sensors/computers and brake pipes, hoses, cables are covered for failure due to wear, leakage, seizure, splits/cracks, corrosion, adjustment and electrical failure. Brake frictional material is excluded.

### Seat Belts and Supplementary Restraint System (SRS)

Mountings, belts, retractors and buckles, SRS components including airbags, seat belt pre-tensioners and seat belt limiters are covered for failure due to wear, non-function and insecurity.

### Body, Structure and General Items

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded. Engine mountings for excessive movement/insecure/fractured or damaged.

### Fuel and Emissions

Throttle body, airflow meter, lambda sensor, EGR valve, catalytic converter, fuel injection ECU and DPF sensors are covered for failure to meet MOT exhaust gas emission standards. Warning lights, fuel leaks, tuning and adjustments are not covered. Any damage caused by contaminated fuel and/or inappropriate fuel is specifically excluded.

### Drivers View of the Road

Windscreen wiper arms and blades, windscreen wiper motors and washer motors.

**IMPORTANT** - Unless listed above all other components are specifically excluded.

Please note that this MOT Test Cover does not cover the following:

- Accidental or malicious damage
- Neglect or wear and tear reported during the **Vehicle's** previous service
- Actual tuning or adjustments to the fuel system
- Windscreen, tyres, wheels, exhaust systems, catalytic converters
- The cost of MOT test, re-test and repairs not completed within 30 days of issue of the MOT Test Certificate Report VT30.

For details of the period covered please see Your **Validation Certificate**.

### Terms and Conditions

Please carefully read the following terms and conditions.

- 1** Inchcape MOT Test Cover does not cover:
  - a** Any parts which have not actually failed, which are replaced or reported during routine servicing and/or repair of other parts which have failed.
  - b** Any loss in excess of the maximum claim liability of £500 (including VAT).
  - c** Liability which attaches by virtue of an agreement but which would not have attached in the absence of the said agreement.
  - d** Any Vehicle used for hire or reward (e.g. taxis, self-drive hire, driving schools, etc) or any commercial Vehicle over 3.5 tonnes GVW or a Vehicle used in any sort of competition, rally or racing of any kind.
  - e** Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Test Cover.
  - f** Any damage occurring which is due in whole or in part to any type of accident or any act of omission which is wilful, unlawful or negligent.
  - g** Any loss, damage or failure which, in the opinion of a qualified engineer appointed by the Administrator, was caused wholly or partially from a lack of maintenance or neglect in taking reasonable preventative steps.
- h** Any MOT test or re-test fee.
- 2** Only one MOT Test Cover claim is permissible per 12 months of cover.
- 3** All claims must be supported by a VAT receipted invoice from **Your** repairer. **Vehicle** service schedule – the **Vehicle** must be serviced to comply with the manufacturer’s service schedule and failure to do so will invalidate **Your** claim. If **You** fail to follow manufacturer’s recommended service guidelines, this MOT Test Cover may not apply. When **You** have **Your Vehicle** serviced, there is a maximum of 1000 miles or four weeks tolerance, whichever occurs first. It is important that **You** retain **Your** service receipts as they may be required to validate any claim **You** make.
- 4** The reimbursement for any claim under this MOT Test Cover shall not exceed the **Vehicle** manufacturer’s list prices for parts and labour costs necessarily incurred in repair of covered components and **We** may insist upon the use of manufacturer’s equivalent parts up to the maximum aggregate claim liability of £500 (including VAT) during the 12 month period of the MOT Test Cover.
- 5** Any exploratory dismantling charges will only be reimbursed as part of a valid claim. It is the responsibility of the **Vehicle** owner to authorise dismantling and to pay the charges if such dismantling proves that the failure is not covered by the MOT Test Cover. The **Administrator**, on **Our** behalf, reserves the right to subject the failed parts to expert assessment.

- 6 The MOT Test Cover will not cover any component covered by any other existing warranties or insurances.
- 7 If any claim is fraudulent in any respect all benefits under this cover will be forfeited. **We** shall not be liable for any statement or representation, written or verbal (by whomsoever made), which contradicts the terms and conditions in this MOT Test Cover, unless such statement or representation is supported by **Us**, or on **Our** behalf, by the **Administrator** in writing.
- 8 Cover under this MOT Test Cover may only be granted to individuals residing, or corporate bodies registered in the United Kingdom. This MOT Test Cover does not become effective until it has been registered by the **Administrator**, on behalf of **Us**, and a **Validation Certificate** has been issued.
- 9 The MOT Test Cover is in addition to **Your** legal rights, and does not affect **Your** statutory rights as a consumer.
- 10 This MOT Test Cover does not cover accidental or malicious damage or neglect or any component noted as advisory on the VT30.
- 11 **You** must have a minimum of three months MOT remaining on **Your Vehicle** at the point of buying Inchcape MOT Test Cover. Claims cannot be made within the first 90 days of cover.

### How to Claim

In case **Your Vehicle** fails its MOT test, all **You** have to do is to ensure that Inchcape is aware **You** have MOT Test Cover and hand over:

- **Your** MOT Test Cover document contained within this handbook and Validation Certificate.
- The previous valid MOT Certificate and the VT30 form citing the reasons for failure.

Inchcape will then take authorisation from the **Administrator** to carry out all necessary repairs and **You** will only have to sign the repair invoice.

### Your Right to Cancel

If this cover does not meet **Your** requirements, please contact the **Administrator** within 14 days of receipt of **Your** documents. **We** will return any amount paid in full provided no claims have been made on the MOT Test Cover during that time. Where MOT Test Cover is provided free of charge no refund is payable.

No refunds will be made outside of the 14 day period.

**Complaints and Arbitration**

**We** hope that **You** will be pleased with the service **We** provide.

In the unlikely event of a complaint, **You** should contact the

**Administrator** in the first instance on 0344 573 8053 or in writing to:

The Customer Services Manager

Car Care Plan Limited

Jubilee House

5 Mid Point Business Park

Thornbury

West Yorkshire BD3 7AG

**You** can also email **Us** at [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

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## New Owner

Name

Address

Mileage at Transfer

Date of Transfer

## Vehicle

Registration Number

Warranty Type and Number Warranty

Holder's Signature

I/We have read and agree with the terms and conditions of the Warranty/Recovery/MOT Test Cover and request its transfer.

New Owner's Signature

Date

Please check that all due services have been carried out as inadequate servicing may render your warranty void.

When completed this form should be sent with your cheque for £25 to:

Inchcape Warranty  
 Jubilee House  
 5 Mid Point Business Park  
 Thornbury  
 West Yorkshire BD3 7AG

# Inchcape Warranty

## **DRIVING STANDARDS**

Inchcape Warranty Claims **0344 573 8053**

Inchcape Assist **0344 573 8054**

MOT Test Cover Claims **0344 573 8053**

Customer Services **0344 573 8053**

Please refer to the relevant 'How to Claim' section before phoning.

[www.inchcape.co.uk](http://www.inchcape.co.uk)



Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG

Administered by



Car Care Plan

An AmTrust Financial Company