



Arval Warranty
Diamond cover



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Welcome

Thank you for choosing to buy your vehicle from Arval UK Limited. We hope you will enjoy many trouble-free miles of motoring during your ownership. However, motor vehicles contain many individual components, and unexpected failures can occur. This warranty is designed to cover the cost of repair or replacement of any covered component which fails through sudden and unforeseen breakdown.

The warranty is not designed to replace components which are worn or noisy but which are still otherwise functioning as normal. It also does not cover components which need to be replaced during normal servicing or which have simply worn out, such as brake or clutch friction material.

This warranty conforms to the Motor Ombudsman Vehicle Warranty Products Code.

Terms and conditions

We (Arval UK Limited) have provided your warranty and the terms of your warranty apply in addition to your legal rights as a consumer. This document explains how your warranty works.

Please make sure you fully understand the terms and conditions of your warranty and always keep this document in your vehicle, along with your customer schedule. Your warranty will be administered by Motoreasy Services Limited.

You may contact Motoreasy Services Limited in writing, by phone or by email; Motoreasy, 60 Portman Road, Reading, RG30 1EA

Phone: 0800 2545 009

Email: info@motoreasy.com

Definitions

The following terms have the same meaning throughout this document:

Administrator means Motoreasy Services Limited who will administer the warranty on our behalf.

Breakdown means the sudden and unexpected failure of a component arising from any permanent mechanical or electronic fault, which causes the component to stop working, and means that it needs repairing or replacing before it will work properly.

Component means any mechanical, electrical or electronic part, which formed part of the vehicle when it was new, and is listed in the schedule of covered components.

Customer schedule means the schedule attached to, and forming part of this warranty, and detailing the cover that you have.

EEA means European Economic Area. Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK.

Servicing handbook means the handbook which the manufacturer issued with the vehicle when it was new. The servicing handbook lists the servicing and maintenance the manufacturer recommends for the vehicle.

Start date means the date the cover provided by this warranty starts. The start date is shown in the customer schedule.

Vehicle means the vehicle mentioned in the customer schedule

We, us, our means the Arval UK Limited.

You, your, yourself means the purchaser named within the customer schedule.

What is covered

REPAIR FOLLOWING BREAKDOWN

We will pay for the cost of repairing the vehicle detailed on the customer schedule up to the limit detailed in the customer schedule following the breakdown of any covered component which occurs after the start date of this warranty and before the expiry date. We will not pay for the repair or replacement of components which have not suffered a breakdown, for example, components fitted as a result of your vehicle being serviced or which were faulty prior to the commencement of this warranty.

Please see the section 'What is not covered' for full details of what we will not cover.

COVERED COMPONENTS

Airbag system

Airbag cables and contact coils, airbag control module, airbag sensors, occupancy sensors, clock spring and disablement switch (airbags are not covered).

Note: Replacement of the airbags themselves may be covered by a comprehensive road insurance policy if the airbags have been deployed

Air conditioning

All air conditioning system components are covered except: Drive belts, hoses & pipes.

Braking system

All braking system components are covered except: Brake drums, brake discs and brake friction materials (brake pads and brake shoes), hoses and pipes.

Casings

All casings are covered (provided they have been damaged by the breakdown of an insured part).

Clutch

All clutch system components are covered except: Manual transmission clutch plate, clutch cover and release bearing.

Cooling and cabin heating systems

All cooling system and cabin heating system components are covered except: Hoses, pipes, hose

clips and pipe connectors.

Drive Battery

Repair or overhaul of the drive battery pack, in case of failure or severe degradation of the battery.

Electronic Control Units (ECU's) and computers

All ECUs and computers are covered except: Upgraded or revised software and firmware (including patches and updates) relating directly or indirectly to any components of your vehicle.

Electrics

All electrical system components are covered except: All batteries, battery control modules, battery cooling systems, electrical connectors, fuses, heating elements and aerials integral with glass windows and mirrors, lamps, light bulbs, high-intensity discharge tubes (xenon bulbs) and non-factory fitted alarms, immobilisers and alarm entry switches.

Emissions equipment

Catalytic converter, diesel particulate filter (DPF), engine oil filler cap and positive crankcase ventilation valve.

Catalytic converters will be covered against their failure to reduce exhaust gas emissions to the levels specified by the manufacturer when the vehicle was built. It will also be covered against the breaking up of their internal structure affecting either emission levels or restricting gas flow (rattles and noises from catalytic converters when emissions and gas flow are unaffected are excluded).

Diesel particulate filters are covered against their failure to regenerate following a specialist cleaning procedure which must be carried out first at your expense

Engine (Hybrid Vehicles)

All engine components are covered except: Engine covers, exhaust pipes, exhaust pipe gaskets, mountings.

Flywheels and drive plates

Flywheels and drive plates are covered except: Flywheels damaged by worn clutch plates.

Fuel system

All fuel system components are covered except:
Fuel and fuel lines.

What is covered (continued)

Gearboxes

All gearbox system components are covered except: External hoses, pipes and mountings.

Hybrid Drive components

Inverter, convertor and control modules.

Ignition system

All ignition system components are covered except: Spark plugs and high tension leads.

Multimedia system

Amplifiers, audio head units/main dashboard units (including all integral components such as satellite navigation ECU/DVD drive and main display screen) and CD changers.

Steering

All steering system components are covered except: Non-pressurised hoses and pipes.

Sundries

Sundries such as coolants, filters, fluids, lubricants, oils and other working materials will be covered (provided the vehicle is not within 1,000 miles of its next due service), plus refrigerants for the air conditioning system, all provided their replacement is necessitated by a valid claim.

Supercharger

All supercharger system components are covered except: Hoses and pipes.

Suspension

All suspension components are covered except: Hoses, pipes or road wheels and tyres.

Transmissions

All transmission system components are covered except: External hoses, pipes and mountings.

Turbocharger

All turbocharger system components are covered except: Hoses and pipes.

Wheel bearings

Wheel hubs and bearings.

OTHER BENEFITS

The warranty includes the following benefits.

VEHICLE RECOVERY

We will pay for the cost of recovering the vehicle to the nearest garage following breakdown of any component up to £150 including VAT.

OVERSEAS USE

This warranty covers repairs undertaken in Great Britain and Northern Ireland. If you use your vehicle elsewhere within the EEA for less than 60 days per year this protection is extended to cover valid claims for repairs relating to breakdown within the EEA and where the repairs are carried out within the EEA. You will have to pay the repairer direct and request reimbursement from the administrator.

What is not covered

EXCLUDED COMPONENTS

All components approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used are covered except those listed here and the specific exceptions listed in the "What is covered" section.

BODYWORK, PAINTWORK, TRIMS, UPHOLSTERY AND WINDOWS:

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

COMPUTER SOFTWARE AND FIRMWARE:

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

MISCELLANEOUS COMPONENTS:

Auxiliary drive belts, brackets, mountings, cables, casings (unless they have been damaged as the result of the breakdown of a covered part), electrical connectors, engine covers, engine starting battery, all other batteries, fuel, fuel lines, fuses, heating elements, aerials integral with glass windows, hoses, pipes, hose clips, pipe connectors, light bulbs, high-intensity discharge tubes (xenon), non-factory fitted alarms, immobilisers, alarm entry switches, road wheels, wiper blades and any components not approved by the manufacturer and fitted by them, or fitted by their agents, when your vehicle was new and before it was first used.

OIL SEALS, GASKETS:

We will not pay for rectifying oil leaks where there is only evidence of oil marking and staining and no oil is dripping from a joint or seal or when repairs to rectify the oil leak do not necessitate the removal of the engine, transmission or final drive unit.

SERVICING, MAINTENANCE RELATED



COMPONENTS:

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

GENERAL EXCLUSIONS

We will not pay for repairing or replacing any parts that we specifically state are not covered or any parts that are not listed in the schedule of parts. Also, we will not pay for costs caused by, arising from, or connected with, the following:

1. Within the first 90 days of your warranty starting, unless your vehicle is still in under manufacturer's warranty at the start date, we will not cover:
 - (a) Breakdown of any covered part where the breakdown of that part is caused primarily or in whole by wear and tear.
 - (b) Damage to any covered part caused by breakdown of a non-covered part where the breakdown of that non-covered part is caused primarily or in whole by wear and tear.
2. Breakdown or damage caused by the use of incorrect or contaminated fuel, oil, lubricant, coolant or other fluid.
3. Vehicles that are or have been used for competitive purposes including but not limited to: Rallying, racing, time trials, pace-making, vehicles that have been used for hire or reward, as a taxi, by a driving school, for commercial delivery purposes such as despatch or delivery courier, vehicles that are used off-road.
4. Any loss arising from your failure to have the vehicle

What is not covered (continued)

- serviced in accordance with the conditions of this warranty, or lack of routine maintenance as detailed in your servicing handbook, or through failure to use the manufacturer's recommended type, grade and quality of engine oil or where the camshaft drive belt has not been changed in accordance with the manufacturer's recommendations.
5. Any loss where the odometer has been tampered with or altered or disconnected.
 6. Repair or replacement of components which have not suffered a breakdown or the replacement of any components to enable your vehicle to pass the Government Vehicle Testing Requirements (MOT).
 7. The cost of any exploratory, investigation or dismantling work not associated with a covered repair.
 8. Any repairs or replacement, loss or damage or liability, which is covered by any other existing warranty or guarantee, or any form of consequential loss, faulty design, or faults which are the subject of a recall by the manufacturer.
 9. Oil leaks that are not specifically mentioned as covered or oil leaks where there is only evidence of oil marking and staining and no oil is dripping from a joint or seal or when repairs to rectify the oil leak do not necessitate the removal of the engine, transmission or final drive unit.
 10. Damage to covered components caused by frost or the freezing of liquids, worn friction materials (including a worn clutch friction plate damaging a flywheel), carbon build-up, corrosion, oxidisation, blockages, contamination, sludge, silt, or other waste matter that has prevented the components from working correctly.
 11. Breakdown (including repeat repairs) or damage caused by poor workmanship or faulty parts.
 12. The repair or replacement of components which were faulty or had suffered a breakdown prior to the start of the warranty. Service and maintenance related parts including (but not limited to) anti-freeze, brake drums, brake discs, brake fluid, brake friction materials (brake pads, brake shoes), clutch covers, clutch friction plates, clutch release bearings, exhaust pipes, exhaust pipe gaskets, filters, grease, oils, sparking plugs, refrigerants, and tyres.
 13. Burnt or worn out clutch components, burnt or carbonised valves.
 14. Any faults, damage or connected loss arising from errors, viruses, omissions or defects in any application or systems software.
 15. Vehicles which are owned temporarily or otherwise (resulting from trade-in or acquisition for the purpose of resale) by a business formed for the purpose of selling or servicing motor vehicles.
 16. Any liability for death, bodily injury or damage to other property or to other components of the vehicle, or any connected loss of whatsoever nature arising directly or indirectly from a mechanical breakdown.

Conditions

This warranty is subject to the following conditions:

- 1. Servicing** - In order to maintain the validity of your warranty you must have the vehicle serviced by a VAT registered repairer and look after the vehicle in accordance with the manufacturer's servicing handbook and ensure that the manufacturer's recommended type, grade and quality of engine oil is used. To prove this you should make sure the garage fills in and stamps your servicing handbook. You should also keep all service invoices (which you must ensure detail the exact oil specification used) as you must verify that correct servicing has been completed when repairs are made under the warranty. You should also ensure that the camshaft drive belt is changed in line with manufacturer's recommendations (documented proof of this will be required in the event of a claim for camshaft drive belt failure). A maximum allowance of 30 days or 1,000 miles (whichever occurs first) in excess of the manufacturer's stipulated time or mileage for scheduled servicing is permitted.
- 2. Procedure for recovery of repair costs** – You must follow the procedure set out below in "How to make a claim"; failure to do so may result in non-reimbursement of your repair costs.
- 3. Repair Authorisation - No repairs are to be commenced until the administrator has given authorisation and an authorisation number obtained.**
- 4. Investigation Costs** - It is your responsibility to give the repairer permission to commence exploratory, investigation or dismantling work and to pay the costs if such work proves that the fault is not our responsibility. Any exploratory, investigation or dismantling costs will only be reimbursed if they are part of a valid repair.
- 5. Use of Engineers** - we reserve the right to instruct an independent engineer to inspect your vehicle before authorising any repair. When this right is exercised we shall have no liability for any loss to you arising from any possible delay. Should you decide to give permission to the repairer to commence repairs, without an authorisation number being obtained from the administrator, you do so in the full knowledge that we may not meet the cost of your valid repairs because you have denied us our right to inspect the vehicle prior to its repair.
- 6. Refund of warranty cost** – No refund of your warranty cost can be made if a repair has been accepted under the warranty or if you sell the vehicle.
- 7. Transfer of warranty** – If you sell the vehicle (except to a motor dealer or other business set up primarily to buy, sell or repair motor vehicles) you may transfer the warranty to the new owner. Please contact the administrator to arrange the transfer. £50 transfer fee will apply. **Note: Transfers are only available on warranty policy durations of 12 months or longer.**
- 8. Fraud** - If any repair request is found to be fraudulent or if any fraudulent means or devices have been used by you or anyone acting on your behalf we will not repair your vehicle or refund any costs.
- 9. Our right to cancel** - We may cancel the warranty by sending 14 days' notice in writing direct to you by recorded delivery to your last known address. A proportionate refund of your warranty charge will be given.
- 10. Your right to Cancel** – You may cancel the warranty under two circumstances:
 - (1) If you sell the vehicle; or
 - (2) If the vehicle is written off by your motor insurer (e.g. after accident or theft, you may cancel the warranty).Please contact us to arrange the cancellation and any refund of the warranty cost which may be due.
- 11. Telephone calls** - Some telephone calls may be monitored or recorded. This is only for the purposes of maintaining and improving service standards or for training staff.
- 12. English Law** - In the absence of any agreement to the contrary, English Law will apply.

How to make a claim

Prevent further damage – do not continue to drive if your vehicle is faulty.

You should do all you can to protect your vehicle from further damage. We will not pay for repairs arising out of your failure to maintain your vehicle in line with the manufacturer's specified maintenance schedule or to address problems found during service, which subsequently result in mechanical or electrical breakdown.

CLAIM PROCEDURE

1. Telephone the administrator's Claims Department on 0800 2545 009.

- **YOU MUST REPORT A FAULT TO THE ADMINISTRATOR'S CLAIMS DEPARTMENT AS SOON AS PRACTICABLE AND IN ANY CASE WITHIN 7 DAYS OF ITS OCCURRENCE.**
- **NO REPAIRS ARE TO BE COMMENCED UNTIL THE COST HAS BEEN AGREED BY THE ADMINISTRATOR'S CLAIMS DEPARTMENT.**
- **ANY REPAIRS CARRIED OUT WITHOUT PRIOR AGREEMENT OF COSTS BY THE ADMINISTRATOR'S CLAIMS DEPARTMENT MAY NOT BE COVERED.**
- When you contact the administrator's Claims Department, they will tell you where their nearest network repairer is.
- You are free to use a different garage, provided they are VAT registered, but if you use one of the administrator's network repairers, we will be able to pay the repairer direct. This will speed up and simplify the claims process, as you will not need to pay the garage first and then claim the payment back from us.
- With a network repairer, the administrator will pay all labour costs required to complete the repair. The only costs you will have to pay for are for any non-covered parts and any agreed contributions towards parts, which may be included in the total repair.

For full details of costs not covered by this warranty please refer to the "What is not covered?" section.

- If you use a garage that is not one of the administrator's Network repairers you must use a VAT registered garage and the highest amount we will pay for labour will be the applicable uncapped labour rate at the time of the claim. You may have to pay the repairer and reclaim any covered costs from us via the administrator.

2. Documents required

If you make a claim, you will need to provide proof that you have had the vehicle serviced regularly and your latest MOT certificate. If you use one of the administrator's Network garages, they will be able to check these for you.

If you prefer, you can take your vehicle to any other VAT registered garage.

You must take with you the following documents:

- This warranty booklet which includes the warranty schedule.
- Proof you have had the vehicle serviced regularly (last service invoice).
- Your latest MOT certificate.
- If specifically requested by the administrator's Claims Department, the claim form with details of the breakdown completed as far as possible.

3. The garage

The repairing garage will determine the cause of the breakdown and check with the administrator that your warranty covers the parts directly causing the breakdown.

- The garage will be responsible for contacting the administrator's Claims Department to agree the cost of repair, or by submitting a job request to the administrator using the repairing dealer's Platform.

How to make a claim (continued)

- The garage must include in its request to the administrator a description, and the exact content of, any relevant fault or failure codes read from the vehicle's computerised systems.
- The administrator's Claims Department has the right to examine the vehicle and to ask an independent expert to assess the breakdown before the garage can start any repairs.
- The administrator can take your vehicle to one of their approved garages to undertake the repair work if they feel this is appropriate.
- The garage must not start any repairs until the administrator's Claims Department has agreed the cost and authorised the repair.
- Should you decide to give permission to the repairer to commence work on your vehicle without authorisation from the administrator's Claims Department, you do so in the knowledge we reserve the right not to meet your claim in part or in full. This is because you have denied us the opportunity to inspect your vehicle, to determine the cause of the breakdown.

4. After the repair

Once the repairs have been completed:

- We will pay the garage if it is one of the administrator's network garages.
- You must pay for the repair and claim the cost back from us via the administrator if you use a different VAT registered garage.
- If you are VAT registered, you will be responsible for paying the VAT on your claim.

5. Payment of claim (if not using one of the administrator's network garages)

- You should send the completed claim form to the administrator, if requested by their Claims Department, along with the paid invoice and any supporting documents (this may include your MOT certificate document and proof of regular services).
- We will pay your claim as promptly as possible once we have received all relevant documentation.
- We will then return your supporting documents to you, where original copies have been requested.

HOW TO CONTACT THE ADMINISTRATOR – REPAIRING GARAGE

- Email – Contact the administrator's Claims Department at info@motoreasy.com
- Telephone – 0800 2545 009



Complaints and arbitration

HOW TO MAKE A COMPLAINT

We hope that you will be pleased with the service we provide. In the unlikely of a complaint, you should contact the administrator in the first instance on 0800 2545 009 or in writing to:

Motoreasy Services Limited, 60 Portman Road,
Reading, RG30 1EA

This product conforms to the Motor Ombudsman Vehicle Warranty Products Code. In addition to your statutory rights, should you remain dissatisfied with our decision you may refer the dispute to the Motor Ombudsman.

The Motor Ombudsman Limited
71 Great Peter Street, London SW1P 2BN

Call: 0345 241 3008
Email: consumer@tmo-uk-org
Online: www.TheMotorOmbudsman.

The above rights are in addition to your legal rights as a consumer. This warranty is administered by Motoreasy Services Limited, 60 Portman Road, Reading, RG30 1EA

Phone: 0800 2545 009
Email: info@motoreasy.com

Privacy policy

How to find out how we handle your personal information

The FAQ's below give a summary of the information that we provide in our Data Protection Notice. To see the full Data Protection Notice please go to our website at www.arval.co.uk and follow the Privacy link or contact us on 01793 887000 to request a paper copy. The most recent version of our Data Protection Notice will always be displayed on our website.

1. WHICH TYPES OF PERSONAL DATA DO YOU COLLECT ABOUT ME?

Depending on the type of service you ask us to provide and so we are able to communicate with you, we will collect your identification and contact details. We will also collect information needed to give you a quote or provide the warranty contract and to be able to collect payments, give refunds or assess claims. We record information about your dealings with us including internet usage and website tracking data.

We do not collect or process any data relating to your racial or ethnic origin, political beliefs, religious or philosophical beliefs, trade union membership, genetic data or sexual orientation unless we have a legal obligation to do so.

2. WHY DO WE USE YOUR DATA AND WHAT FOR?

- To comply with our legal and regulatory obligations including the prevention of fraud, money-laundering or financing of terrorism and to respond to official requests from public, regulatory or judicial authorities.
- To perform a contract with you or to take steps at your request before entering into a contract. For example to calculate any payment due and the terms of the warranty contract we offer to you; to provide you with information about your warranty contract, to respond to your enquiries and to handle claims or complaints.

- To fulfil our legitimate interests. We use your data to offer, develop and improve our warranty products and services, to manage our business and to improve business performance. This will include confirming payment, management of our IT and business systems and analysing the performance of our warranty products to help us to give you competitive prices or offer relevant products and services. We also provide customer advisory services relevant to your quote and warranty contract.
- Respecting your choices where we have requested your consent to process your personal information. Sometimes we require your consent to process your data. Where you opt-out, or select only certain methods of communication or inform us that we can only process your information for certain activities, we will respect those choices.

3. WHO DO WE SHARE YOUR PERSONAL DATA WITH?

We share your personal information for the purposes stated above with other individuals or organisations including:

- commercial partners and our service providers including our insurers and our administrators;
- financial or judicial authorities, (e.g. Financial Conduct Authority (FCA), HM Revenue & Customs);
- certain regulated professionals (such as lawyers and auditors);
- debt collecting, credit reference agencies and fraud prevention agencies;
- our other group companies.

Privacy policy (continued)

4. RETENTION OF YOUR PERSONAL DATA

Your personal data will be kept in digital format for as long as we need to, to fulfil our legal and regulatory requirements or defend complaints and claims against us. This includes being able to provide evidence in the case of any legal or regulatory investigations, disputes or claims regarding the warranty products or services we provide to you.

5. WHAT ARE YOUR RIGHTS AND HOW CAN YOU EXERCISE THEM?

- **access**: you can obtain information relating to the processing of your personal data and a copy of the data held;
- **rectify**: you can request that your personal data is updated;
- **erase**: you can request your personal data is deleted, to the extent permitted by law;
- **restrict**: you can request the restriction of the processing of your personal data;
- **object**: you can object to the processing of your personal data, on grounds relating to your particular situation. You have the absolute right to object to the use of your data for direct marketing purposes, including profiling relating to direct marketing. This includes a right to withdraw your consent (where you have given your consent for the processing of your personal data) at any time; and

- **data portability**: where legally applicable, you have the right to have your personal data returned to you or, where technically possible, transferred to a third party.

In addition to the rights above, you are also entitled to make a complaint to: The Information Commissioner's Office whose contact details can be found at:

Website: <https://ico.org.uk/concerns>

6. CONTACTING US

Please contact us at:

Privacy Team, Arval UK LTD,
Whitehill Centre, Swindon, Wiltshire, SN5 6PE.

email : privacy@arval.co.uk

Administration: 0800 2545 009 | Email: info@motoreasy.com

Register Address: Motoreasy Service Limited, 60 Portman Road, Reading, RG30 1EA. Authorised and regulated by the Financial Conduct Authority. Firm Reference number: 747890

