

THE TRADES

VAN CENTRE

Low mileage van specialist

warranty record

Warranty Number

Warranty Start Date

THE VEHICLE

Date First Registered

Date of Purchase

Purchase Price (£)

Make/Model

Reg No

Recorded Mileage*

* The recorded mileage entered above cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.

THE CUSTOMER

Name

Address

Town

County

Postcode

Telephone Number

Email Address

THE WARRANTY

 months or miles

which ever is sooner

 £ claims limit

DRIVER

DEALER STAMP

Dealer signature:

I have read and accept the terms and conditions of this warranty. I am aware that my statutory rights are not affected.

Date _____ Customer Signature _____

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the warranty promise

ANY REPAIRS CARRIED OUT WITHOUT PRIOR AUTHORITY WILL NOT BE REIMBURSED

To give you peace of mind the Supplying Dealer promises to repair or replace any covered component which suffers mechanical or electrical failure. As a customer you have legal rights under statute when a problem arises and this warranty does not limit those rights. Guidance and further information on your statutory rights may be obtained from your local Trading Standards Office or Citizens Advice.

You will have chosen or agreed certain parameters for your warranty and the limits are specifically listed or covered by the general terms, definitions and exclusions all within this warranty booklet. Please read and digest them carefully along with the Claims Procedure and enjoy your new purchase.

Privacy Policy

Any personal data provided will be securely stored by the supplying dealer in their role as Data Controller. The data will only be used for the purposes of dealing with warranty issues and will be kept for a maximum of 7 years to ensure compliance with HMRC guidance and the statute of limitations. Your rights in regard to your personal data can be found at www.ico.org.uk

1. This warranty does not affect the customers statutory rights.
2. The Supplying Dealer is entitled to choose whether to repair or replace a component covered by this warranty.
3. Mechanical or electrical failure is defined in the Definitions section of this warranty booklet.
4. Where the cost of repair exceeds the claim limit stipulated on the Warranty Record the extent of contribution by the Supplying Dealer under the terms of this warranty is the stipulated Claims Limit.
5. The period for which this warranty is valid is from the warranty start date for the period/mileage (whichever is sooner) as stipulated on the Warranty Record.
6. To maintain the validity of this warranty the vehicle must be maintained and serviced as recommended by the vehicle manufacturer or to an alternative service content authorised by the Supplying Dealer and evidenced by completion and stamping of the Service Record in the back of this warranty booklet. The relevant invoices must also be retained and may be required in the event of a claim. A maximum allowance of 500 miles or one calendar month is permitted (if unavoidable) in excess of the manufacturers recommended servicing intervals.
7. The purchaser must ensure all servicing and repairs are carried out by a VAT registered garage and the service stamps obtained. Repairs must be first authorised by the supplying dealer.
8. In the event of a repair being carried out under the terms of this warranty any parts replaced shall become the property of the Supplying Dealer.
9. This warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain, or commercial travelling without the express written consent of the Supplying Dealer.
10. This warranty is only transferable to another owner if the Supplying Dealer expressly consents to it in writing.
11. This warranty is invalidated if it is discovered that the odometer has been disconnected for a material mileage or tampered with.
12. The Supplying Dealer is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this warranty.
13. There is no limit on the number of claims made under this warranty save that the total value of claims shall not exceed the purchase price of the vehicle.
14. This warranty is only valid for mechanical and electrical failure in the United Kingdom.

5 star cover

Up to 1 hour's diagnostics for all valid claims.
Wear & Tear included on all covered parts.

Parts Covered

During the specified period almost all of the original manufacturer's mechanical and electrical components of the vehicle are covered against total failure except those listed under exclusions. Full terms and conditions are set out in this agreement.

Cover includes:

Turbo/Supercharger
(factory fitted)

Air Conditioning
(factory fitted)

Sensor and E.C.U.

Timing Belts

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

This Agreement applies to vehicles which are up to 10 years old and have covered less than 100,000 miles at start of agreement.

Exclusions

Chassis, bodywork, interior and exterior trim, locks, catches, latches, glass, panoramic sunroof, fabric roofs, tyres, batteries (including hybrid batteries), exhaust systems, exhaust manifold, fuel tanks, brake & clutch friction material, wiring looms, road wheels, clearing of fuel lines, satellite navigation, in-car



entertainment, head up display, tracker systems, carbon build up (seized brake calipers) and all service items, heater elements, centralised locking pumps, car telephone, air bags, keys, key cards, remote fobs, all light units, bulbs including gas filled, LED's, Xenon starter units, air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, hoses & pipes, hardware e.g. bolts and fixings, pulleys/dampers, serviceable and ancillary items. Instrument gauges are covered only in the event of a single gauge which can be replaced separately not as a cluster.

Casings

In the event of a part included in this agreement causing damage to a casing then the casing will form part of the maximum liability.

For further details please refer to Terms and Conditions.

**ANY REPAIRS CARRIED OUT WITHOUT
PRIOR AUTHORITY WILL NOT BE
REIMBURSED**



general exclusions

1. Any claim arising from foreign material introduced into the fuel/cooling system.
2. Failure wholly or partly due to negligence, abuse or accidental damage.
3. Vehicle recovery.
4. Any consequential or subsequential loss or damage arising from the failure of the component.
5. The failure of any part not originally fitted to the vehicle and not fitted by the Supplying Dealer or the failure of another part arising as a result thereof.
6. Any claim reported to the Supplying Dealer more than 14 days after the occurrence of the failure.
7. The failure of any part arising as a result of repairs carried out by a person not authorised by the Supplying Dealer.
8. The failure of any part disclosed as defective to the customer by the Supplying Dealer prior to the sale or for which a claim could be made under the manufacturers warranty or as a result of a recall by the manufacturer.
9. The failure of any part arising from defective design or manufacturing.
10. The cost of diagnosis for the first hour is covered under the warranty, thereafter you will be liable for the remaining costs.

definitions

Failure (whether mechanical or electrical) means for the purposes of this warranty the actual breaking or burning out of any of the components listed.



pay on use breakdown recovery

PAY ON USE - HOME START, ROADSIDE ASSISTANCE AND NATIONAL RECOVERY SERVICE

If you break down MARS 24hr Rescue can attend your vehicle at the roadside whilst away from your registered address and if they cannot repair it they can recover you and up to 4 additional passengers to your home, supplying dealer, preferred UK location or local garage as applicable. If your vehicle is located at your home and they cannot get you moving, then they can recover the vehicle to the supplying dealer, preferred UK location or local garage as appropriate.

MARS 24hr Rescue will endeavour to come to your aid subject to the terms and conditions of this scheme.

FOR EMERGENCY ASSISTANCE 24HRS A DAY PHONE 0800 5282999

Have your Credit Card available when requested and be ready to quote **your vehicles registration number and your name** to the operator.

IF YOU WISH TO MAKE A CLAIM UNDER THE WARRANTY ALWAYS CONTACT THE SUPPLYING DEALER BEFORE AGREEING TO ANY OTHER SERVICES UNDER THIS PAY ON USE BREAKDOWN RECOVERY

Call  **on 0800 5282999**

Any vehicle must be in a 'roadworthy condition' prior to contacting MARS 24hr Rescue and not be modified for any of the following activities; Motor Sport, Timed Competitive Events or any other non standard form of vehicle. Any significant changes to the vehicle 'must be notified' well in advance of the owners contact (a minimum of 7 days prior contact of this service).

Support will only be available subject to any extremes of weather and or local ground conditions permitting direct access, Floods, Heavy Snowfall, Land Slides or Ground movement and other freak conditions where direct access is considered unsafe, will not be covered. Normally in the event of a breakdown, a local garage will fall within a ten mile working radius for definition purposes. Additional charges will apply for each additional mile of transport in excess of this radius. None of the above shall be available without an acceptable form of direct payment taken by a valid credit or debit card at the time of the call.

THIS IS A 'UK-ONLY' HOME START, ROADSIDE ASSISTANCE AND NATIONAL RECOVERY SERVICE

pay on use breakdown recovery terms and conditions

- a) These terms and conditions shall apply as between MARS 24hr Rescue and the Customer ("Customer") within ("the scheme"). The customer must be a person holding a payment or credit card ("Card") issued by a Bank or like institution recognised and accepted by MARS 24hr Rescue for the purposes of the Scheme ("the Payer"). The purpose of the scheme is for the provision to the Customer through MARS 24hr Rescue of facilities for servicing, repairs, provision of parts, accessories, breakdown services and other items or goods and services ("the Services") which may from time to time be procured from a MARS 24hr Rescue Approved Supplier and accepted within the Scheme carried out on a Vehicle or supplied to a customer in respect of a Vehicle by a garage service station, mobile workshop or other outlets registered with or approved by MARS 24hr Rescue as belonging to the Scheme ("Approved Supplier").
- b) Upon a request for the provision of services to a Customer MARS 24hr Rescue will agree with the Customer the value of Services to be supplied to the Customer prior to authorisation being given by MARS 24hr Rescue to the Approved Supplier to proceed with the supply thereof except where the cost of the Services cannot be fixed by MARS 24hr Rescue at the outset in which case the Customer will be invited to agree with MARS 24hr Rescue an upper repair limit (the "Upper Repair Limit"). Customer instructions to and agreements with MARS 24hr Rescue pursuant to the Scheme are thereafter binding.
- c) MARS 24hr Rescue is entitled to assume that the person identifying himself as the Customer and quoting the correct address and Vehicle Registration Number or Personal Identification or Membership Number on the Membership card is the Customer and entitled to the benefit of the scheme to obtain the provision of Services and the Customer shall be liable for the provision of Services to such a person whether or not authorised by the Customer. In circumstances where a Card has been lost or stolen unless the Customer shall have previously been given notice of loss (or as the case may be) in accordance with the next following sub-clause.
- d) Neither administrative clerical or procedural irregularity by MARS 24hr Rescue or an Approved Supplier shall relieve the Customer from liability in respect of Services actually supplied in good faith to the customer (or person purporting to be the Customer and quoting the relevant information as aforesaid) by an Approved Supplier save in respect of manifest error by MARS 24hr Rescue causing loss to the Customer.
- e) MARS 24hr Rescue shall not be liable for any direct or indirect consequential or incidental injury loss or damage suffered by the Customer (whether arising from a claim in contract or in tort including negligence) arising out of or in connection with any defect or fault in the Services supplied by an Approved Supplier or by any act omission neglect or default on the part of an Approved Supplier (and in any such case the Customer agrees that a claim or demand shall be directed exclusively to the Approved Supplier concerned) nor
- i) for any indirect or consequential injury loss or damage suffered by the Customer (whether arising from a claim in contract or default on the part of MARS 24hr Rescue its servants or agents (including for the purpose of this sub-clause an Approved Supplier) in the performance of this agreement nor
 - ii) (without prejudice to the generality and foregoing) for any loss or damage suffered by the Customer arising from the ordinary course of business of MARS 24hr Rescue which shall result in the avoidance or refusal of a claim by the Customer under any mechanical breakdown insurance policy of which the Customer may have the benefit in respect of any vehicle.
- f) Nothing herein contained shall operate to exclude or restrict liability
- i) for breach of any obligation arising from the Consumer Rights Act 2015 as against the Customer if the Customer is dealing with MARS 24hr Rescue as a consumer as defined by section 2 (3) of the Consumer Rights Act 2015 and
 - ii) for direct and foreseeable loss or damage caused by the negligence of MARS 24hr Rescue or it's own employees where this results in a death or personal injury.
- g) The price at which MARS 24hr Rescue agrees to Procure the supply of Services is based on
- i) the cost or purchases of the Services by MARS 24hr Rescue
 - ii) the cost of insurances and
 - iii) the exclusion and restrictions of liability hereunder
- When reasonably possible fixed prices will be quoted by MARS 24hr Rescue upon receipt of a request for Services by the Customer and where not so possible will be given subject always to the Upper Repair Limit.
- h) MARS 24hr Rescue may at any time and at its absolute discretion and without giving any reason therefore by notice in writing to the Customer cancel with immediate effect the registration of a Vehicle or Vehicles from the Scheme. Notwithstanding any such notice of cancellation given by MARS 24hr Rescue as aforesaid and in any event on expiry or revocation of the Customers or any vehicles registration under the Scheme the Customer will remain liable for all payments due to MARS 24hr Rescue as at the date of termination and likewise the
- Customer may at any time remove any Vehicle from the Scheme in writing to MARS 24hr Rescue.
- i) In the event that
- i) the Customer shall commit any breach of the terms of this agreement or the Members Instructions and shall fail to remedy such breach (if capable of remedy) within a period of 7 days of being so requested by MARS 24hr Rescue or
 - ii) any distress or execution is levied upon of the goods or property of the Customer or
 - iii) the Customer offers to make an arrangement with or for the benefit of its creditors or commits any act of bankruptcy or being in a limited company has Receiver appointed for the whole or any part of its undertaking property or assets or
 - iv) any order is made or resolution is passed or analogous proceedings are taken for the winding up of the Customer (save for the purpose of reconstruction or amalgamation without insolvency and previously approved in writing by MARS 24hr Rescue. Then and in such case MARS 24hr Rescue shall be entitled without prejudice to its other rights hereunder forthwith to suspend all further service to the Customer until the default has been made good or terminate this agreement or any unfulfilled part thereof or at MARS 24hr Rescue's option to suspend any part of its services pursuant to this agreement or to specify new conditions as to the performance thereof.
- j) Further and in addition either MARS 24hr Rescue or the Customer may at any time (and whether or not any of the events specified in subparagraph (h) shall have occurred) in their absolute discretion give written notice to the other of their withdrawal from the Scheme and from this agreement
- Notwithstanding any such termination the Customer shall pay all monies due up to and including the date of termination.
- k) Any notice consent or other communication authorised or required to be given hereunder or for the purpose hereof shall be deemed to be sufficiently given to either party if left at or forwarded by prepaid post or facsimile transmission to MARS 24hr Rescue at Frank Perkins Way, Peterborough, CAMBS, PE1 5FQ or FAX 0845 066 0845 or such other MARS 24hr Rescue address or fax number as may from time to time be notified for this purpose AND to the Customer that the MARS 24hr Rescue registration address. Every notice consent or other communication shall be deemed to have been received and given at the time when in the ordinary course of transmission it should have been delivered at the address to which it was sent, subject to proof of posting or transmission the words "in writing" whenever contained in this agreement shall be deemed to include any communication sent by letter or facsimile transmissions.

warranty repair claim (1)

Warranty Repair Claim 1

Current Mileage

Date

If you wish to make a claim under this warranty you will need to complete this form and forward it to the Supplying Dealer.

Name: _____ Address: _____

_____ Post Code: _____ Tel No: _____

Dealer _____ Address _____

Vehicle Make _____ Model _____ Reg No _____

Current Mileage: _____ Date of Purchase: _____

Warranty Number _____ Warranty Start Date _____

Vehicle Fault

Please accept my claim and repair my vehicle in accordance with the terms and conditions of my Warranty.

Signed: _____ Date: _____

warranty repair claim (2)

Warranty Repair Claim 2

Current Mileage

Date

If you wish to make a claim under this warranty you will need to complete this form and forward it to the Supplying Dealer.

Name: _____ Address: _____

_____ Post Code: _____ Tel No: _____

Dealer _____ Address _____

Vehicle Make _____ Model _____ Reg No _____

Current Mileage: _____ Date of Purchase: _____

Warranty Number _____ Warranty Start Date _____

Vehicle Fault

Please accept my claim and repair my vehicle in accordance with the terms and conditions of my Warranty.

Signed: _____ Date: _____

Stamp or sign confirming service in accordance with Manufacturers/Supplying Dealers recommendations

<p style="text-align: center;">1st</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">2nd</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">3rd</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">4th</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>
<p style="text-align: center;">5th</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">6th</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">7th</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p style="text-align: center;">8th</p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>

1. Ensure you have satisfied all the requirements of the warranty.
2. Contact the Supplying Dealer, explain the problem and follow any instructions given.
3. The Supplying Dealer may request you get a written quotation for the repair cost. Forward the quotation to the Supplying Dealer, as soon as it is presented to you with a completed copy of the Warranty Repair Claim Form. DO NOT authorise repairs until the Supplying Dealer authorises you to do so.
4. The Supplying Dealer accepts no liability for the cost of any dismantling save that if, and only if, a valid claim is established the cost of the dismantling will form part of the claim for the failed part and the total cost of dismantling and part will be subject to any claim limit.
5. Where the cost of repair/dismantling exceeds any claim limit then the customer is liable to pay the excess.
6. If the Supplying Dealer has authorised a third party to carry out the repair the customer may be required to settle the repair cost in full. In such a case you should do so and then forward a full detailed invoice (listing parts, labour, VAT) plus any further validity documentation such as servicing records as requested, to the Supplying Dealer who will reimburse you as appropriate. If the customer is VAT registered the payment will be exclusive of the VAT element.

In the event of a claim being made ALWAYS contact the Supplying Dealer in the first instance. If you have any queries concerning any aspect of this warranty a Helpline number is available at your Supplying Dealer for your convenience.

Email: warranties@tradesvancentre.co.uk

THE TRADES

VANCENTRE

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