

Warrantywise warranty plan

car



Welcome to Warrantywise

the UK's best used car warranty plan.



By selecting our unique warranty plan, you can be confident you have made the right decision and joined the leading provider in the UK market.

We pride ourselves on our commitment to customer satisfaction. Our warranty plan was meticulously designed from the ground up in 2007, and since then we have actively listened to customer feedback and continuously refined and improved it over the years.

Our unique warranty operates on a discretionary basis, with Warrantywise having an absolute discretion as to whether and how to authorise repairs to your vehicle, which we will seek to decide fairly. But, if you don't agree with our initial decision, you have the reassurance of being able to ask master mechanic, Edd China, to exercise his own absolute discretion in relation to your repair request, meaning that he has the ultimate authority when it comes to repairs and can overturn initial decisions if they appear unfair.

Why do we have the discretionary based model? Quite simply because modern vehicles are so complex: they have around 30,000 parts, each of which has its own component parts, which makes a warranty scheme based on precisely defined contractual terms both difficult to formulate and operate, and also potentially unfair to you in your own particular circumstances. This booklet seeks to identify

the likely limits of what we will, in our discretion, consider to be fair. But these are guiding principles rather than traditional terms and conditions because our (and Edd's) discretion is what matters.

Nonetheless, it is important to note two things. First, you must always make sure that your vehicle is properly serviced and maintained, otherwise we may not cover a repair cost under the warranty. Secondly, no warranty can respond in every possible scenario, and we do not pay for worn-out parts or components that have reached the end of their normal operating life, such as tyres, brakes, clutches, minor fluid leaks, minor rattles, seized, rusty, or corroded parts, as well as rubber components and pipes that deteriorate over time. We encourage you to carefully review the section below regarding "What we will not consider as part of your warranty".

You can be reassured that we take pride in treating our customers with the utmost discretion, flexibility, understanding, courtesy, and fairness. Our commitment to quick and efficient responses has garnered high customer satisfaction scores and resulted in positive testimonials from delighted customers.

Lawrence Whittaker
CEO Warrantywise



Contents.



Section		Page
A	Information about your warranty	01
B	Definitions	03
C	Your warranty	05
D	Ancillary services	07
E	Repairs procedure	09
F	Repairs out of office hours	11
G	What to do if you're not happy with a decision	12
H	What we will not consider as part of your warranty	13
I	Servicing	16
J	Important information	17
K	How to contact us	21
L	Cancellation Form	26



Section A

Information about your warranty.

A1. Your **warranty** is provided by Warrantywise UK Limited, 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU (trading as Warrantywise) (we, us).

A2. We operate the warranty on a discretionary basis. Whether we authorise any repairs under **your warranty** is in our absolute discretion. We will not pay for any repairs or expenses that we do not authorise.

A3. In the event you are not satisfied with our decision, you can ask Edd China to exercise his own absolute discretion to decide the outcome. We will act upon his decision. (refer to full details in section G)

A4. Your **warranty** will start on the date shown on your **warranty schedule**.

A5. Before we issue your **warranty schedule**, we may need to carry out checks to confirm that you are eligible to make a repair request under the warranty.

We may verify your **vehicle's** service history, including mileage, current market value, last MOT and may determine if your **vehicle** has been exported, imported, declared an insurance write off or is a stolen and recovered vehicle. These checks may be conducted using data from the DVLA, DVSA, police and independent companies, or data supplied by you or your **supplying partner**.

A6. If, during carrying out these checks, information comes to our attention meaning that you are not eligible for a warranty on your **vehicle**, we will inform you of our findings, **your warranty** will not start, and we will provide a full refund of any payment you made for the warranty.

A7. If your **vehicle** has no or an incomplete service history or MOT, we may allow you to bring your **vehicle** servicing and MOT up to date in line with your **manufacturer's service information**. If we do this, you must carry out the missed out parts of your **vehicle** manufacturer's recommended service or MOT at your own cost within 14 days, using either an **approved repairer** or

a **repairer** of your own choice.

Note:

It is your responsibility to ensure your **vehicle** remains up to date with its servicing in line with the manufacturers guidelines for the whole length of the warranty period. Refer to section I for full details.

A8. Your **warranty schedule** forms an important part of **your warranty**. Please check that the information in the schedule is correct, in particular, your **vehicle's** make and model, date of registration, mileage and engine size. If any information is incorrect, please contact us as soon as possible (and in any case within 14 days of the date we issued your **warranty schedule**) to make any alterations.

A9. This booklet also forms an important part of **your warranty**, which you should read along with the **warranty schedule**.

A10. You should have provided to us all information that could have affected our decision to provide **your warranty**. If you did not provide us with correct information, this may affect the validity of **your warranty**.

A11. You can cancel **your warranty** or any options added to your plan, up to 14 days after your **warranty issue date**. For full cancellation terms see section J.

A12. You cannot make any changes to **your warranty** after the initial 30 days after your **warranty start date** or after you have asked us to authorise any repairs, whichever is sooner.

A13. Repair procedure

You must follow the repair procedure (set out in section E). Please phone 01254 355102 or email repairsadmin@warrantywise.co.uk if you need any help or advice.

A14. Warranty transfer

- a. Providing you have paid for **your warranty** in full the remaining **period of your warranty** may be transferred, with your **vehicle**, to a new private owner.
- b. Before we agree to any transfer you must send us:
 - (i) proof of the **vehicle's** most recent service and MOT,
 - (ii) our **administration fee**.
- c. You cannot transfer **your warranty**:
 - (i) to any member of the motor trade; or
 - (ii) if **your warranty** has less than 30 days left to run; or
 - (iii) where your **vehicle** has covered more than 150,000 miles or is over 15 years old,
 - (iv) it has been more than 30 days since change of ownership.

- d. **Your warranty** can only be transferred by you.

Important:

We may offer you an automatic renewal of **your warranty** for a further 12 months. We will give you at least 28 days' notice in writing or by email before **your warranty** expires as to whether we are offering an automatic renewal and we will tell you about any changes to our charges or terms that apply. If you do not want to renew **your warranty** you should inform us at least within 14 days prior of the end date of **your warranty**. If you do nothing, **your warranty** will renew. You will be entitled to cancel the warranty within 28 days of the renewal **warranty issue date**, for full cancellation terms see 'section J'.



Section B

Definitions.

The following words have the meanings shown below whenever they are printed in bold in this booklet:

B1. Administration fee

A fee of £50 to cover our administration costs and expenses.

B2. Approved Repairer

A VAT registered garage business, whose performance is monitored by and works on an account basis with Warrantywise.

B3. Breakdown

This is when a **part** (suddenly and unexpectedly) stops working and requires repair or replacement before it will work again.

B4. Cancellation Fee

A charge of £50 to cover our costs arising from **your warranty** being cancelled.

B5. Cancellation Notice Period

A period of 30 days notice that you must provide Warrantywise with when you wish to cancel your plan.

B6. Consequential failure

This is where a component **part** (not necessarily specified in the **level of your warranty**) fails and causes the **breakdown** of a listed **part**.

B7. Contribution

A set amount you are required to pay towards the **repair cost**. If applicable, it will be shown on your **warranty schedule**.

B8. Geographical limits

Great Britain, Northern Ireland, the Isle of Man and the Channel Islands. (Your primary residence must be within this area).

B9. Independent vehicle examiner

An independent **vehicle** expert (a third party) who is qualified in motor-**vehicle** engineering theory and practice, with specific knowledge and expertise relevant to your **vehicle** and the **part** being examined.

B10. Level of your warranty

This is shown on your **warranty schedule**. The detail is set out in section C.

B11. Manufacturer's service information

The operational information issued with your **vehicle** by the manufacturer, that includes details of the servicing and maintenance requirements for your **vehicle**.

B12. Part

A mechanical or electrical component that forms part of your **vehicle's** original specification and is specified in the **level of your warranty**.

B13. Parts replaced in pairs

Parts that your **vehicle** manufacturer recommends should be replaced in pairs, even when only one of them has suffered a **breakdown** or **premature failure**. (i.e.) Brake discs, brake drums, coil road springs and hydraulic shock absorbers.

B14. Period of your warranty

The number of months **your warranty** is in force, as shown in your **warranty schedule**.

B15. Premature failure

This is when a **part** (that is not a **worn-out part**) develops an unexpected fault, which we consider, in our absolute discretion, that if not repaired or replaced may lead to a **breakdown** of the **part** within the **period of your warranty**.

B16. Repair cost

The total cost of **parts** and labour repairs, **independent vehicle examiners**, roadside assistance, recovery, vehicle hire, diagnostic charges, hotel and travel expenses (including VAT).

B17. Repairer

A full-time VAT-registered garage business located within the **geographical limits** or the European Union (EU).

B18. Service items

Items replaced when your **vehicle** is serviced (as recommended by the manufacturer) and listed within the **manufacturer's service information**.

B19. Single repair limit

The maximum amount that **your warranty** may pay towards any single repair as set out in your **warranty schedule**. It includes all charges against the **level of your warranty**, less any **contribution**.

B20. Supplying partner

The partner who supplied you with **your warranty**.

B21. Total warranty value

This is the most we may pay during the **period of your warranty**. It is equal to the retail value of your **vehicle** shown in your **warranty schedule**, including VAT.

B22. Vehicle

The vehicle registered to you as specified in your **warranty schedule** and in your V5 registration document.

B23. Your warranty

The contract between Warrantywise UK Limited and you, made up of you, your **warranty schedule**, this booklet, and any other supporting information you may have given us.

B24. Warranty number

The unique reference number for **your warranty**, as shown in your **warranty schedule**.

B25. Warranty issue date

The date on which you agreed to enter into **your warranty** with us, being the date on which either via our website, telephone, **supplying partner**, automatic renewal (as outlined in section JJ), or by other means we agreed to enter into **your warranty**.

B26. Warranty schedule

The schedule provided to you by Warrantywise which sets out further specific details of **your warranty**.

B27. Warranty start date

The date **your warranty** starts, as shown in your **warranty schedule**.

B28. Worn-out

Parts that are worn-out and at the end of their expected service life.

Section C

Your warranty.

We may, in our absolute discretion, authorise the **repair cost** if a **part** suffers a **breakdown** or **premature failure** that happens to your **vehicle** during the **period of your warranty** within the **geographical limits**.

Important: We will not pay for any repairs or expenses that we do not authorise.

1. Level of warranty

- a. Any change we agree to make to the **level of your warranty** will not apply until 30 days or 500 miles after the date of the change, whichever comes first.

Note:

After the 30-day upgrade period the **level of your warranty** will remain throughout the **period of your warranty**.

We will consider exercising our discretion in relation to the following:

2. Labour costs

- a. We will not pay more than the hourly labour rate normally charged by your **repairer** to its customers, and in any event no more than the hourly rate stated on your **warranty schedule**.
- b. All labour rates quoted include VAT at the rate that applies at the time.
- c. If your **repairer** charges a higher labour rate than **your warranty** includes or, higher than the rate normally charged to customers, you will have to pay the difference.
- d. Labour times will be limited to the number of hours provided by our industry recognised technical software providers (such as Autodata & Logicat) or as listed in the manufacturer's recommended repair times guide or reasonably considered if no such data exists.

3. Part costs

- a. Unless you have selected a higher hourly labour rate as shown on your **warranty schedule** and which covers the cost of the main dealer you have taken your **vehicle** to, we will not consider paying more than the motor factor recommended retail price cost of **parts** (including VAT).
- b. If **repair costs** are authorised and **parts** can only be obtained from outside the UK, we will pay the UK price of an equivalent or similar **part**.

4. Service exchange parts

We may decide that your **repairer** uses service exchange **parts** or we may supply **parts** direct to your **repairer** or have **parts** repaired by a specialist or **approved repairer** of our choice.

5. Expert reports

You can ask for a copy of any **independent vehicle examiner's** report we have received in connection with a request you have made for repairs. You will need to ask for the report by emailing repairsadmin@warrantywise.co.uk, and will need to pay the **administration fee**.

6. VAT

VAT (Value Added Tax) will be calculated at the rate that applies at the time the **repair costs** arise. If you do not send us your **repairer's** VAT invoice displaying our name and address, we will not be able to reimburse the VAT element of the **repair cost**.

Plan 15/150

a. The following parts:

- (i) **Engine**
All major internal moving **parts** of the engine, including cylinder head and engine block, crankshaft, camshaft, pistons, connecting rods, balance shafts, gears, oil pump.
- (ii) **Gearbox and transmission (manual or automatic)**
All internal mechanical **parts** of the gearbox.
- (iii) **Clutch**
Master cylinder, slave cylinder, fork lever, pedal and cable.
- (iv) **Drive train**
Drive shafts, prop-shafts, centre bearings, constant-velocity joints, universal joints and couplings.

- (v) **Differential**
Crown wheel, pinion and bearings.

- (vi) **Drive belts**
Camshaft timing belt and tensioner.
(Must have been replaced in line with **manufacturer's service information**).

- (vii) **Service items**
Items which may be required in order to complete a valid repair.

b. Labour rate

- (i) Please refer to your **warranty schedule** to check the hourly labour rate included on **your warranty**.

Section D

Ancillary Services.

1. Breakdown and recovery

- a. If, during a UK journey, your **vehicle** suffers a **breakdown**, we may pay the cost of any recovery. You can telephone 0800 054 2174 (24 hours a day, 7 days a week) to arrange for a mobile engineer (provided by the Automobile Association) to come out to you. The engineer may carry out repairs or transport you and your **vehicle** up to 25 driving miles from point of breakdown to a **repairer** (this can be an **approved repairer**) or to another location of your choice.
- b. We will not consider paying for the following:
- (i) Recovery further than 25 driving miles (unless you have purchased the recovery plus option, see section D2)
 - (ii) Support after an accident or criminal damage
 - (iii) Charges for your **vehicle** being stored or released back to you
- c. If you decide to arrange recovery services from your own **repairer**, you must provide appropriate VAT receipts, in your name for us to consider as to whether we exercise our discretion to pay them. Your **warranty** will pay up to £250 including VAT, within the **single repair limit**, towards the expense of recovery.

2. Recovery plus (Optional)

- a. If you have purchased recovery plus, this section extends the standard breakdown and recovery benefit set out in D1. Section D1 continues to apply, unless specifically varied below.
- b. Under recovery plus, we may provide the following additional benefits:
- (i) **Extended recovery mileage:** Recovery of your **vehicle** from the point of **breakdown** to a **repairer** or another location of your choice, up to a maximum number of driving miles as shown in your **warranty schedule**

- (ii) **Key and Lock:**
Including: Lost, stolen, broken or locked in keys.
 - (iii) **Flat Battery Recovery:**
Including: Jump start or recovery in line with the mileage limits.
 - (iv) **Wrong Fuel Assist:**
Including: Drain and flush where possible.
 - (v) **Flat Tyre Recovery:**
Including: Spare wheel fitting or transport to the nearest repairer.
 - (vi) **Home Start:**
Including: Assistance following a **breakdown** at your home address
- c. We will never consider payment for:
- (i) Recovery beyond the maximum number of driving miles shown in your **warranty schedule**.
 - (ii) The cost of a replacement battery.
 - (iii) Tyres below legal tread limit.
 - (ix) Incidents arising from road traffic accidents, or
 - (v) Criminal damage, or
 - (vii) **Vehicles** stuck in mud, or
 - (vii) Fire damage, or
 - (viii) Flood damage, or
 - (ix) Water ingress (including **vehicles** driven through flood water), or
 - (x) Neglect, or
 - (xi) Illegal use, or
 - (xii) Non-roadworthy condition, or
 - (xiii) **Vehicles** without valid road tax or MOT, or
 - (xiv) Charges for your **vehicle** being stored or released back to you

3. Replacement hire vehicle

- a. If your **vehicle** has suffered a **breakdown** or is undergoing authorised repairs, we may provide a replacement hire vehicle if you need one.
 - (i) To arrange this telephone 01254 355102 (8.30am – 5pm / Monday – Friday, 9am – 12pm Saturday).
- b. If authorised, we will pay up to a maximum of £75 per day (including VAT) towards the cost of vehicle hire for the period your **vehicle** is undergoing authorised repairs, for a maximum of 10 days.
- c. If you arrange your own vehicle hire and provide appropriate receipts and a hire-agreement, in your name, from a VAT-registered vehicle-hire firm we may agree to reimburse these costs.
- d. Any agreement to pay for vehicle hire will only be for a reasonable period that your **vehicle** is undergoing authorised repairs.
- e. We will never exercise our discretion to pay for the following:
 - (i) Any significant delay your **repairer** has in starting or carrying out repairs.
 - (ii) Charges for your **vehicle** being stored or released back to you.
 - (iii) Insurance, deposits, excesses or the cost of fuel.
 - (iv) Matters outside of our control including **parts** on back order from manufacturers and other such occurrences.

4. Overnight hotel or onward travel expenses

- a. If, during a journey, your **vehicle** suffers a **breakdown** and you are left stranded more than 25 driving miles away from your home address, we may agree to pay up to £250 (including VAT) within the **single repair limit** towards the expense of an overnight hotel room (excluding the cost of any food or drink) or the cost of onward travel, to your destination by rail, bus or taxi.
 - (i) Please telephone 01254 355102 (8:30am – 5pm / Monday – Friday, 9am – 12pm Saturday).

- b. If we agree to pay towards the expense, you must provide appropriate VAT receipts from the hotel, rail, bus or taxi firm, in your name.

5. Driving within the European Union (EU)

- a. If your **vehicle** suffers a **breakdown** or **premature failure** while you are in an EU country you will have to pay your **repairer** and we may reimburse you any valid **repair cost**, at the current UK Post Office exchange rate, in Pounds Sterling, when we receive your **repairer's** invoice addressed to Warrantywise.
- b. We will never pay more than:
 - (i) The labour rate quoted in your **warranty schedule**, or
 - (ii) The equivalent UK manufacturer's labour rates and list prices for necessary **parts** on the date of the valid repair.
- c. **IMPORTANT:** You should keep any replaced **parts** for us to examine or arrange to post the replaced **parts** to us. If this is not possible, you should take photographs showing evidence that the **parts** needed to be replaced.
- d. You must provide copies of all **repairer** estimates, including final receipts and any recovery, hotel or vehicle hire expenses as proof of **breakdown** or **premature failure**. All the information must be in English.
- e. If you believe you are likely to have to pay any of the above expenses you should contact us as soon as possible (and in any case within 7 days). You should phone our Repairs Office on 01254 355 102 or email details of the additional expenses to repairsadmin@warrantywise.co.uk.

We will not pay for any of the above expenses if we turn down your request for **repair cost**. We will not pay for any costs relating to an accident or criminal damage, the costs of storage for your **vehicle** or charges for your **vehicle** being released or returned to you.

Note:

For a full list of what we will not consider, see section H.

Section E

Repairs procedure.

1. To decide whether to pay the **repair cost** if your **vehicle** suffers a **breakdown** or **premature failure**, we may:

- (i) Request images of the **part**, or any similar **part** related to the repair request to determine the reason for failure of the **part**, and/or
- (ii) decide whether to inspect your **vehicle**, using an **independent vehicle examiner**.
- (iii) From time to time we may need you or your **repairer** to provide supporting documents, such as the V5 DVLA logbook, details of service history, MOT certificates, sale or purchase receipts and so on. We will not consider authorising any repairs until we receive this information.

2. How to report a fault

- a.** You or your **repairer** should report the fault to us as soon as possible (and always within 7 days).
- b.** To report a fault, you or your **repairer**, should phone our Repairs Office on 01254 355102 or email repairsadmin@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number**.
- c.** If you do not report any suspected fault within 7 days this may result in us not authorising repairs.
- d.** We prefer that you use an **approved repairer** for any authorised repairs although you are free to use any VAT registered **repairer** of your choice. To contact your nearest **approved repairer** telephone our Repairs Office on 01254 355102 or email repairsadmin@warrantywise.co.uk.

3. Approved repairer

- (a) Within the UK we have a network of **approved repairers**.
- (b) We prefer that you use an **approved repairer** for any other repairs although you are free to use any VAT registered

repair garage of your choice.

- (c) To contact your nearest **approved repairer** telephone our repairs office on 01254 355102 or email repairs@warrantywise.co.uk. You will need to quote your **vehicle** registration and **warranty number**.

4. Dashboard Warning

- a.** If a dashboard warning indicates a fault with your **vehicle** you should stop driving and read the **manufacturer's service information**, you should only continue to drive if the **manufacturer's service information** says it is safe to do so.
- (i) A dashboard warning light or a fault code in your **vehicle's** on-board diagnostic (OBD) system may indicate a fault, but is not in itself proof of the **breakdown** or **premature failure** of any **part**, but should be investigated and reported to us at the earliest opportunity.
- b.** You should stop driving if there is any other indication of a problem, such as an unusual noise or vibration or if any oil, water or fluid is leaking from the **vehicle**. You may make a fault worse by continuing to drive your **vehicle**.
- c.** If you become aware of a problem, if it is safe to do so, immediately take your **vehicle** to a **repairer** or contact us for the details of our nearest **approved repairer**.
- d.** We will not pay for any repairs until we have authorised them and given you written confirmation.
- e.** If your **vehicle** cannot be driven to a **repairer**, we may pay the cost of recovering the **vehicle**. Please see Breakdown and Recovery, Section D. The telephone number is 0800 054 2174.

5. Information from your repairer

- a.** When you have taken your **vehicle** to a **repairer**, ask them to give us the information listed in (i) to (vii) below via our website (www.warrantywise.co.uk/)

repairs). We must receive this information within 7 days of you first reporting a fault, alternatively, your **repairer** can call our Repairs Office on 01254 355102 and ask for an assessment form to be emailed to them:

- (i) Your **warranty number** (shown on the **warranty schedule**), or your **vehicle's** registration number or VIN number and your name and address.
 - (ii) A description of the **part** believed to be at fault, include **part** numbers where possible.
 - (iii) The date the **part** failed and the **vehicle's** mileage at that time.
 - (iv) An itemised estimate of the cost of repairs which shows any amount for diagnostic work.
 - (v) Details of the **vehicle** service history.
 - (vi) Any printed report of any on-board diagnostic (OBD) information.
 - (vii) The cost of any recovery, vehicle hire, hotel or travel expenses (see section D).
- b.** When you or your **repairer** has provided all the information we need, if we authorise repairs we will correspond with your **repairer** directly.
- c. IMPORTANT:** It is your responsibility to agree to any diagnostics and dismantling of your **vehicle** that is required to determine the cause of any problem. We may only agree to pay for diagnostic tests or dismantling work if we consider this is necessary, and that the cost of the tests or work is reasonable. You must check with us before your **repairer** starts any diagnostic tests or dismantling work.

- d.** On receipt of the information set out above we will confirm to your **repairer** whether we have exercised our discretion to authorise the **repair cost** and:
- (i) if we wish to inspect your **vehicle**, or any **part** (at our expense) by an **independent vehicle examiner**, or
 - (ii) if we need to transport your **vehicle**, or any **part** (at our expense) to a **repairer** of our choice.

6. Inspection

If we decide to inspect your vehicle, or any part using an independent vehicle examiner, the following will apply:

- a.** We will not be liable to you for any costs or losses arising from any delay your **repairer** may have in starting repairs.
- b.** If your **repairer** fails to allow the inspection to go ahead at a previously arranged time and date, we may take the cost of the failed inspection off any **repair cost** we subsequently approve.

7. Authorisation Document

If we authorise your repair request, we will send you an authorisation document which will itemise the approved **repair cost**. This document will include a section for you to complete and return to us by email or post. You will be responsible for any amounts over and above the approved **repair cost**. By signing and returning the authorisation document, you confirm your acceptance of the authorised repair amount and acknowledge that we have completed our review of your repair request.

- a.** Authorised repairs are paid weekly by cheque or card payment.



Section F

Repairs out of office hours.

Our office hours are 8:30am to 5pm, Monday to Friday (except bank holidays).

1. If, during a journey within the **geographical limits**, your **vehicle** breaks down outside our office hours, we may pay the cost of recovering the **vehicle**. Please see Breakdown and Recovery Section D. The telephone number is 0800 054 2174 (24 hours a day, 7 days a week).
2. If your repairs request can wait until our office is open and until we can assess the **repair costs**, follow the procedure in section E.
3. If repairs must be carried out urgently for safety reasons and you make your own arrangements we may reimburse the **repair cost** at our discretion.
4. Email or post the information listed (i) to (vii) below to us at:

Email: repairsadmin@warrantywise.co.uk

Postal Address: Warrantywise UK Limited, (Repairs), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.
 - (i) Your **warranty number**, or your **vehicle's** registration number and your name and address,
 - (ii) The **part** believed to be at fault, including (if available) **part** numbers,
 - (iii) The date the **part** failed, where this happened, and the **vehicle's** mileage at that time,
 - (iv) An itemised invoice showing your **repairer's** name, address and contact details and the amounts (and currency) paid for diagnostics, **parts** and labour,
 - (v) Details of your **vehicle's** service history,
 - (vi) A printed report of any on-board diagnostics information (although a dashboard warning light or a fault code in the **vehicle's** on-board diagnostic system may indicate a fault, it is not in itself proof of the **breakdown** or **premature failure** of any **part**),
 - (vii) The cost, if any, of roadside assistance and recovery, vehicle hire, overnight hotel and travel expenses (see section D).
5. You must send us the necessary information within 7 days of the repair.
6. If possible, keep any **parts** removed from your **vehicle** so they can be inspected or send us photographs which clearly show the **parts** removed and what the faults were.
7. **IMPORTANT:** We will not pay for any repairs that we do not authorise.



Section G

What to do if you're not happy with a decision.

1. Complaints

If you are unhappy about a repair decision or any other aspect of your experience with us, please send us any supporting information we may not have had at the time of our decision (this may be service history, an inspection report, photographs or other documents). We must receive all the details of your complaint within 14 days of your request for repairs being declined. You can contact us via the following:

Email:

escalations@warrantywise.co.uk

Website:

www.warrantywise.co.uk/complaints

Attach the information you want us to consider. We will then give you a response within 7 working days.

2. What you can do if you are not happy with our decision

- a. If you are unhappy with our decision as to whether to authorise payment under

your warranty or the amount of any payment we have authorised, please contact us (see contact details at section K).

- b. If you are still unhappy with our decision, you can contact Edd China (directly) who will examine the details of your request and will use his own absolute discretion to decide the outcome. Warrantywise will act upon his decision (see contact details at section G.3).

3. Edd China

If you are still unhappy with any aspect of your experience with us, you can contact Edd China (directly) who will examine the details of your request and using his discretion decide the outcome, and will endeavour to do so within 14 days, this can vary dependent on the complexity of the complaint.

Email:

edd.china@warrantywise.co.uk



Section H

What we will not consider as part of your warranty.

1. Parts we will never pay for

- a. We may only consider paying for the following if they are specified within the **level of your warranty** or noted on your **warranty schedule**, if they are not listed we will never pay for:

- All non-original equipment
- Contaminated **parts**
- Any **parts** suffering from rust and/or corrosion
- Any **part** or repair that needs replacing/repairing due to negligence, accidental damage or damaged by a repairing garage
- Any **part** or repair that has been subject to a repair or repair request within the last 12 months
- Any **part** that is not a mechanical or electrical **part**
- Accessories including, cycle carriers, roof racks, stabilisers and tow bars
- Any **part** which is subject to recall by the **vehicle's** manufacturer
- Any **part** covered by any other plan, warranty, guarantee or goodwill offer of settlement
- Battery 12 volt
- Bodywork including cabriolet roofs
- Burnt-out inlet and exhaust valves, seals, valve stem oil seals and seats
- Camshaft timing belt or chain including tensioner, where the previous manufacturer's recommended servicing and maintenance has not been carried out or brought up to date as per the **manufacturer's service information**
- Chassis structure including sub-frames, mountings and brackets
- Exhausts including boxes, manifolds and pipes,
- Fuel tank, fluid tanks or reservoirs

- Glass including mirrors, windows and windscreen (heated or otherwise)
- Hoses including joints, pipes, fittings and unions
- Headlamps and lamps including bulbs, burners, covers, connectors, LED's and lenses
- Brackets, catches, hinges, rails, runners and slides
- Rubber components including, bushes, cv boots and engine mounts (including hydraulic)
- Seat coverings including frames
- Wheels and tyres including pressure sensors and valves
- Timing belt/chain, guides and tensioners
- **Worn-out parts** including brake discs and drums, brake pads and shoes, clutch components.

Note: to determine if a **part** is **worn-out** we may compare it to an equivalent or similar **part**.

- b. We will never pay for any **part** that is included on an MOT Advisory Notice accompanying a previous MOT certificate (VT20) (any such items should be attended to at your own expense), or
- c. We will never pay for any **part** that is specified as requiring repair or replacement on a previous safety check, service or health check or
- d. We will never pay for any **part** that has not suffered a **breakdown** or **premature failure** but which is simply recommended for repair or replacement by your **repairer** or

- e. We will never pay for any **part** that has been the subject of a manufacturer's recall (unless you have proof that the **part** was replaced after the recall).
- f. We will never pay for any **part** that has suffered a **breakdown** or **premature failure** due to:
- Accident, criminal damage or negligence
 - Blockages
 - Burning or melting
 - Coolant or oil leak not specifically included in **your warranty**
 - Being electrically overloaded (such as incorrect use of welding, starting or charging equipment)
 - Failure to carry out recommended servicing and maintenance
 - Flooding or water ingress, de-lamination or freezing
 - Lack of correct coolant, fluids, lubricants or oils
 - Any seized **part** including seizure due to lack of lubricant.

2. Reports by independent vehicle examiners

- a. We will never pay for the repair or replacement of any **part** if you or your **repairer** have not allowed us to have that **part** examined by an **independent vehicle examiner**.
- b. We will never pay for any **breakdown** or **premature failure** that an **independent vehicle examiner** report shows:
- (i) occurred (or was likely to have occurred or been developing) on or before the **warranty start date** or, after **your warranty** had expired, or
 - (ii) was aggravated by the **vehicle** being driven after the condition was known to you, we may pay the **repair cost** that we believe would have arisen if you had stopped driving the **vehicle** earlier, or
 - (iii) is due to a lack of servicing or maintenance, or
 - (iv) is due to negligence, accident or previous failed repair attempt, or
 - (v) any **repair cost** that is not due to a **breakdown** or **premature failure**.

3. Miscellaneous items

- a. We will never pay for any repair request before the date we receive your **mileage photo** (if we ask for one).
- b. We will never pay for any repair request where you or your **repairer** have not informed us and obtained our authorisation before repairs were carried out.
- c. We will never pay for any **premature failure** reported to us within 30 days or 500 miles from the **warranty start date**.
- d. We will never pay for **breakdown** or **premature failure** of any **part** due to the use of contaminated or incorrect fuel.
- e. We will never pay for cleaning or flushing out of any components or **parts** not considered a valid repair.
- f. We will never pay for any software update related issues.
- g. We will never pay for any liability for damage to property, loss of earnings, out-of-pocket expenses or any other loss caused directly or indirectly by any event giving rise to a repair request under the terms of **your warranty**.
- h. We will never pay for any liability caused directly or indirectly by war, riot or any similar event, by vandalism, by theft or attempted theft from your **vehicle**.

4. Limits on warranty

- a. Unless **your warranty** is following straight on from a manufacturer's warranty or a similar previous Warrantywise plan, we will not consider **premature failure** until 30 days or 500 miles have passed.
- b. **Premature failure** will not be considered once your **vehicle** is over 10 years old or has travelled 100,000 miles or more (whichever comes first).
- c. Limits on **vehicle** age and mileage
- (i) **Your warranty** will end when your **vehicle** reaches 18 years old or has travelled 200,000 miles.

- (ii) If **your warranty** ends under c(i) above, you will be entitled to a pro-rata refund, of the unexpired **period of your warranty** less any previously approved **repair cost**, **independent vehicle examiner's cost**, or any **cancellation fee**.

5. Limits on repairs

- a. There is no limit to the number of repairs we could authorise within your **total warranty value**.
- b. We will not pay more than the **single repair limit** for the **repair cost** of an authorised repair.
- c. The **single repair limit** includes any **contribution**, shown in your **warranty schedule**.
- d. The aggregate of all authorised **repair costs** will remain within the **total warranty value**.
- e. If we approve **repair costs** for benefits included under more than one section of **your warranty**, the **single repair limit** will apply to the total of all the **repair costs** under those sections.

6. Consequential failure

- a. We will not meet any **repair cost** where your **repairer** requires to repair or replace several **parts** at the same time, or as good engineering practice, where there is no evidence that this is due to **consequential failure** or where only one **part** has recently suffered a **breakdown** or **premature failure**.
- b. In such cases we may decide to pay the average cost of all replacement **parts** and labour specified in the **level of your warranty**.

7. Replacing a complete unit

- a. If a component **part** within a complete unit (such as in an engine or gearbox) suffers a **breakdown** or **premature failure** and could be repaired with a replacement **part**, we may decide to approve the associated **repair cost** rather than replacing the whole unit, especially if it is more cost effective to do so, otherwise you will have to pay the difference.

8. Vehicle eligibility

- a. Unless specified on your **warranty schedule**, or in writing by Warrantywise, **your warranty** does not include any **vehicle** that:
- is inaccurately described to us, or
 - does not have a current MOT, or
 - does not have a V5 DVLA logbook in your name, (unless you have recently bought your **vehicle**), or
 - is registered with DVLA in your name but where you own or are the director of a motor-trade business, auction, garage, or leasing, hire or rental company and have not informed us, or
 - where the current, displayed mileage is later found to be false, or
 - has previously been declared an insurance category A, B or S (formerly C) insurance write-off or stolen and recovered, or
 - has been or is currently being used as a taxi, driving-school or rental vehicle, off-road or in any competition, race, rally or track event during the **period of your warranty**, or
 - was previously a public-service **vehicle** such as a bus or a police, ambulance, fire service or military **vehicle**, or
 - has been modified from the manufacturer's original design or specification, or
 - any **vehicle** privately imported from outside of the EU and not originally supplied via the manufacturers EU authorised dealer.
- b. If any of the above come to light after **your warranty** has been put in place (unless otherwise agreed in writing by Warrantywise) we may decide to cancel your plan and refund all charges to you, less any previous **repair costs** or other costs.

9. Transportation, storage and disposal

- a. We are not liable in any way for the costs of transporting, storing or disposing of your **vehicle** or any part of it.

Section I

Servicing.

1. Servicing

- a. During the **period of your warranty** you are responsible for carrying out your own **vehicle** servicing as recommended by your **vehicle's** manufacturer using a **repairer** of your own choice and at your own cost and expense.
- b. If you fail to service your **vehicle** during the **period of your warranty** any associated repair request will be refused and your **warranty** may be cancelled.
- c. If your **vehicle** is fitted with a camshaft timing belt it is your responsibility to have it replaced at the recommended interval. Timing belts can snap and cause serious engine damage which would not be included without proof of last replacement.
- d. **Important** - If your **vehicle** has an incomplete (or no) previous service history it is important to have your **vehicle** servicing brought fully up to date immediately. If you are unable to provide proof of the correct previous servicing of your **vehicle**, we may at our discretion decline any repair request you make in relation to any serviceable **part**.
- e. Incorrect mileage reading - We will not meet any **repair cost** if your **vehicle's** mileage/distance reading at the time and date of any repair request is not supported by its previous service history and/or cannot be verified as correct or relied upon to be an accurate representation of your **vehicle's** total

mileage. If this occurs your **plan** will be cancelled and all charges refunded less any previously authorised **repair costs**, **independent vehicle examiner** costs and the **cancellation fee**.

- f. Service **parts** included - your plan will only pay for **service items** (such as lubricants and filters) which are required in order to complete repairs under a valid repair. However, if your **vehicle** is within 30 days and 1,000 miles of its next service you will be required to pay the cost of such **service items**.

2. Proof of servicing

- a. When we need proof of servicing we will ask you or your **repairer** to provide:
 - (i) details held within the **vehicle's** integrated information centre, or
 - (ii) dated stamped entries in your **vehicle's** service book, or
 - (iii) dated VAT receipts or service schedules showing exactly which **service items** were checked or replaced on the previous service dates for the **part** in question.

3. Things not included

- a. We will not pay the **repair cost** if you have failed to maintain your **vehicle** servicing up to date as recommended by your **vehicle's** manufacturer.



Section J

Important information.

1. Printed or large print copy of your warranty

You can get a printed copy of this plan booklet from us or download and print a copy from our website at <https://www.warrantywise.co.uk/downloads/>. If for any reason it is not available on our website, or if you need a large-print paper copy of **your warranty** book, please contact us at any time using the information in section K and we will arrange this.

2. Data protection

- a. Warrantywise is a trading name of Warrantywise UK Limited (14775172), a company registered in England and Wales. Our registered address is at 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.
- b. Warrantywise UK Limited is a part of Wise Group Holdings Limited, company number 10613336. Wise Group Holdings Limited (WGHL) is registered under the Data Protection Act. We are the 'data controller', meaning that we are responsible for how and why your personal information is collected, used and held. WGHL is the 'data processor', meaning that they are responsible, on our behalf, for correctly processing your personal information.
- c. WGHL will process your personal information in order to provide **your warranty**. They will pass your personal information to third parties, only when this is necessary for those parties to provide the services set out in **your warranty**. Those third parties will not be allowed to use your personal information for any purpose other than to provide the services and must delete your personal information after they have provided their service under **your warranty**.

- d. You are the only person authorised to contact us directly about **your warranty**. If you need any other person to deal with us on your behalf, including to receive any **repair cost**, we will need your permission in writing unless that person:

- quotes your **warranty number**, or
- is confirmed to be a **repairer** who is acting on your behalf

- e. We will pass your personal information to any associated company only for the purpose of providing the services and benefits within **your warranty**. If we need to transfer your personal information to a party in a country where the data protection laws do not meet the level of protection provided in the UK, we will get assurance from that party that your personal information will be protected to UK standards.

- f. We may also pass your personal information to any relevant regulator or dispute-resolution service, and it may be used to prevent crime. We may also use your personal information for training and testing purposes.

g. Seeing and correcting personal information

You can ask us for a copy of the personal information we hold about you to correct any inaccuracies. To improve our services and for training purposes, we may record our communications with you.

h. Your right to have all personal information deleted

Under the EU General Data Protection Regulation (GDPR), you have the right to ask us to delete all your personal information. This right is often referred to as the right to be forgotten and you can exercise it at any time. You will need to make your request in writing by emailing dataprotection@warrantywise.co.uk or by writing to us directly. We will process

your request as quickly as reasonably possible and will tell any third parties about your request.

i. Marketing

- (i) We may use your personal information for marketing purposes and to tell you about other products and services we think may interest you. We may pass your information to other companies within WGHL for these purposes.
- (ii) We and our agents (if appropriate) may contact you for marketing purposes by letter, phone or email.
- (iii) If you do not want us to use your personal information for marketing purposes and you have not already told us this, please email dataprotection@warrantywise.co.uk or write to: Data Protection Administrator, Wise Group Holdings Limited, 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

3. Excluding third-party rights

Your warranty is only for the benefit of you and anyone we agree to transfer **your warranty** to. The Contracts (Rights of Third Parties) Act 1999 does not give anybody else any rights to or benefits under **your warranty**.

4. Notices

- a. All notices must be given in writing and sent by email or post.
- b. We will send notices to you at your last known email and home address.
- c. You must send notices to us at the appropriate email address set out in this plan document, or by writing to us.

5. Languages

All communications with you about **your warranty** will be in English, and we aim to make all communications easy to understand.

6. Governing law

Your warranty is governed by, and interpreted in line with English Law.

7. Your rights

Your warranty is provided in addition to your statutory rights and is not any replacement of those rights (the rights you have by law). Nothing within the terms of **your warranty** can reduce or affect the rights you have by law (your statutory rights). For more information about your statutory rights, you can contact your Local Authority's Trading Standards or Citizens Advice Bureau.

8. Unforeseen events

- a. If your **vehicle** is written off, stolen and not recovered or replaced with a **vehicle** covered by a manufacturer's warranty or ineligible for transfer to **your warranty**, we will give you a refund equal to any value of the remaining **period of your warranty**, less any **repair costs** we have already approved and the **cancellation fee**.
- b. Should you suffer from any critical illness or die forcing the sale of your **vehicle** we will give you or your personal representative a refund equal to any value of the remaining **period of your warranty**, less any **repair cost** we have already approved and the **cancellation fee**.

9. Charges and payments

- a. You must pay all amounts due to us as set out within your schedule and within this booklet.
- b. You agree to authorise Warrantywise to collect any amounts owed by using the credit card or debit card you used when you set up **your warranty**, as and when payments are due and also upon renewal of **your warranty** (see section 10 below).

- This authority will remain in force until you cancel it or **your warranty** ends without it being renewed. We do not store your payment details, these are processed through a regulated credit card agency.

c. From time to time during the **period of your warranty** or, at the time of renewal, in order to meet any increase in the cost of **your warranty**, we will (in our absolute discretion) make changes to our charges and the amounts being collected, giving you 14 days notice before any increase in payments are taken.

d. Where you are paying for **your warranty** in instalments, we may deduct (contra) any **repair cost** due to you, from the balance of payments due from you.

e. If you fail to settle amounts owed to us, as and when they are due, and you do not correct this position within 7 days of your scheduled payment date, **your warranty** will end and we will not

- refund any payments you may have made up to that date, or
- pay any **repair cost** you have asked us to approve.

f. In the event that a cheque requires reissuance, an **administration fee** may apply.

10. Renewal of your warranty

a. For 12, 24 or 36 month **warranties** we will, at our discretion, offer you an automatic renewal of **your warranty** for a further 12 months. We will give you at least 28 days notice in writing or by email before **your warranty** expires as to whether we are offering an automatic renewal and we will tell you about any changes to our charges or terms that apply.

b. If you do not want to renew **your warranty** you should then inform us at least within 14 days prior of the end date of **your warranty** shown in your schedule. If you do nothing **your warranty** will renew and will become effective. You will be entitled to cancel the warranty within 28 days of the renewal **warranty issue date**.

11. Cancellation of your warranty by you in the first 14 days (the initial cancellation period)

a. You can cancel **your warranty** (or any part of it) with a full refund of any payments you have made within the initial 14 days after your **warranty issue date**.

b. To do this, email or write to us telling us you wish to do this (quoting your **warranty number** and **vehicle** registration number) or by using the cancellation form (set out at the end of this booklet) at:

Email: cancellations@warrantywise.co.uk

Postal address: Warrantywise UK Limited, (Admin), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

12. Cancellation of your warranty by you at any other time

a. You can cancel **your warranty** (or any part of it) at any time after the initial 14 days from **warranty issue date**.

b. To do this, you can call, email or write to us telling us you wish to do this (quoting your **warranty number** and **vehicle** registration number):

Email: cancellations@warrantywise.co.uk

Postal address: Warrantywise UK Limited, (Admin), 3 Trident Way, Trident Park, Blackburn, Lancashire, BB1 3NU.

c. If you have not used any of our services and we have not authorised any **repair costs** under the terms of **your warranty**, we will refund any payments you have made relating to any remaining **period of your warranty** after deducting the **cancellation fee**.

If you are paying for **your warranty** by instalments you will need to continue paying them until you have paid an amount equal to the **cancellation fee** through these future instalments.

Any cancellations outside of the 14 day period are subject to our **cancellation notice period**, within this time frame any payments that are due to be collected will be taken as normal by us.

- d. If you have used any of our services or we have authorised any **repair costs** under **your warranty**, payments you have made relating to any remaining **period of your warranty** will be refunded after deducting the amount of **repair costs** we have authorised and the **cancellation fee**.

There will be no refund if the **cancellation fee** and excess **repair costs** exceed payments you have made relating to any remaining **period of your warranty**.

If you are paying for **your warranty** by instalments you will need to continue paying them until you have paid an amount equal to the amount of **repair costs** we have authorised and the **cancellation fee** through these future instalments. Alternatively, you can pay the outstanding balance as a one-off payment by contacting us directly.

13. Cancellation of your warranty by us

- a. We may cancel **your warranty** at any time by giving you 14 days' notice. If we do, we will refund any payments you have made that relate to the unexpired **period of your warranty**, less any **repair costs** we have authorised.
- b. We will cancel **your warranty** immediately, without any refund if any of the following happen:
- You sell or part exchange your **vehicle** to a motor dealer or auction house, or

- you change your address to live outside the **geographical limits**, or
- you fail to pay any amounts in full when they are due under the terms of **your warranty** and have not corrected this position within 7 days of our reminder, or
- you or your **repairer** report a **breakdown** or **premature failure** which we believe is dishonest or fraudulent

- c. We will tell you about any cancellation by sending you notice to your last known email address or postal address.

14. Fraud

If we have reason to believe that you, or someone authorised to act on your behalf, have made any dishonest, false or exaggerated statements or declarations in connection with **your warranty** or any repair request, we will immediately cancel **your warranty** and may decide to report the matter to the police. If we cancel **your warranty**, we will not make any payment of any **repair cost** authorised prior to this event occurring and will not refund any money.

15. Misrepresentation

We are not liable for any statement or representation which contradicts any of the terms of **your warranty** unless supported in writing by us.



Section K

How to contact us.

1. Administration

If you have any questions or comments about **your warranty**, please phone us on:

Phone:

01254 355107

(8:30am – 4:30pm / Mon–Fri).

Email:

admin@warrantywise.co.uk

2. Repairs

If you need an explanation of any approved **repair cost**, please phone our Repairs Department on:

Phone:

01254 355102

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Notes.





**Warranties
are like
having
a safety net
for your car.**

Edd China

Master Mechanic &
Expert Adjudicator



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Section L

Customer cancellation form.

Plan holder full name: _____

Your plan number: _____

Vehicle reg number: _____

Address: _____

Town: _____

Postcode: _____

Plan holder signature: _____

Date: ____ / ____ / ____

**Please post
or scan and
email to:**

Email: admin@warrantywise.co.uk

Address: Warrantywise (Admin), 3 Trident Way,
Trident Park, Blackburn, Lancashire, BB1 3NU



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Handwriting practice lines consisting of 12 horizontal grey lines.



Useful Email Addresses

Sales Department

sales@warrantywise.co.uk

Admin Department

admin@warrantywise.co.uk

Renewals Department

renewals@warrantywise.co.uk

Repairs Department

repairsadmin@warrantywise.co.uk

Customer Services

customerservices@warrantywise.co.uk

Edd China

eddcchina@warrantywise.co.uk

The Rocket Centre, Trident Park, 3 Trident Way, Blackburn BB1 3NU | 0800 001 4990 | warrantywise.co.uk

Warrantywise is a trading name of Warrantywise UK Limited, a company registered in England and Wales No. 14775172 at The Rocket Centre, Trident Park, Blackburn, Lancashire, BB1 3NU and is part of Wise Group Holdings Limited, Company No. 10613336.