



# **WarrantyFirst**

Dealer Repair Plans

# Why Warranty First?

With many thousands of repair plans taken out with us, we're trusted as a leading provider. As such your supplying dealer has chosen us to administer a repair plan on your vehicle.

We understand that you may have just bought your used vehicle and would have considered the expense carefully, perhaps you feel you now have a long period of trouble free motoring, and we certainly hope this is the case.

However, vehicle parts can fail and having a used vehicle repair plan in place will give you the peace of mind you need.

This repair plan operates on a discretionary basis and is not insurance.

We will use this discretion to ensure you receive a fair and equitable resolution to all repair requests that you make.



As we are accredited by The Motor Ombudsman, in the event we make a repair decision you do not agree with you are able to seek mediation with them.

---

## Out of hours repairs

Our office is open from 9am to 5pm, Monday to Friday (except Public Holidays)  
In the event an issue arises on the vehicle, out of office hours, and the repairs need to be completed urgently, you will be responsible for making payment for these repairs. You should then contact Warranty First as soon possible, when we re-open to notify us and to allow us to consider the completed repairs.

If the repairs needed are not urgent, then the usual process should be followed.  
To assess the repair request, we will require the full invoice for the repairs completed, which includes a breakdown of the parts and labour.

We may also require other supporting information, such as the current mileage and service documentation, our team will contact you if we require anything else.  
The repair request will be reviewed and considered in accordance with the cover level you have and the full terms and conditions.



### Multiple repairs covered

There's no limit on the number of repairs you can make, as long as the total repairs don't exceed the current market value of your vehicle.



### No mileage limit

Once your repair plan starts, there's no restriction on your mileage. Great if you commute to work and clock up the miles.



### Wear and tear included

Wear and tear items as listed under each cover level are covered, please refer to the specific cover for more details.



### Consequential damage

If a non-covered part causes damage to a covered part, we still consider the repair.



### Huge choice of garages

Rather than force you to use garages from a particular network, you can take your vehicle to any VAT-registered garage.



### Keeping you on the road

Where applicable, we contribute to car hire, hotel and travel costs. Nice to know if you're away from home.



### Service schedule

In order to keep the repair plan validated, it is a condition that you must keep your vehicle serviced in line with the manufacturer's service schedule by a VAT registered garage.

Ensuring that your vehicle is serviced regularly will enhance its efficiency and be more likely to achieve trouble free motoring.

If you have purchased your vehicle without any previous service history records, please ensure that the correct service is carried out commensurate with the current mileage of your vehicle to the manufacturer's minimum standards. This must be done within 1,000 miles or 30 days of ownership.

In the event of a repair request, we reserve the right to inspect your vehicle at any time through an independent assessor/garage.

*Important information*

# Cover Levels



## Ignition

Cars and Light Commercial Vehicles of any age and any mileage

Great value AND great coverage of engine, gearbox and clutch.

## Dynamic

Cars and Light Commercial Vehicles up to 150,000 miles  
and less than 15 years old at plan inception

Great value AND great coverage of engine, gearbox, clutch and other major components.

## Premier

Cars and Light Commercial Vehicles up to 120,000 miles  
and less than 12 years old at plan inception

Even more peace of mind and more major parts covered with our most popular plan.

## Exclusive

Cars up to 70,000 miles or 7 years old at plan inception

Exceptional coverage across almost all mechanical and electrical components.

# ◆ Ignition

Great value AND great coverage of engine, gearbox and clutch.

Cars and Light Commercial Vehicles of any age and any mileage

## What's included?

You can make multiple repairs, up to the current market value of your vehicle during the term of your repair plan.

### Extra benefits at no extra cost per repair\*

✓ **£75 or 2 days** Car hire contribution  
*Please refer to clause 68*

✓ **£50** Hotel & transport contribution

✓ **£25** Diagnosis contribution\*\*

✓ **Consequential damage**

If a non-covered part causes damage to a covered part, we will still consider the repair

*\* Terms apply. A customer contribution may be payable by you, the plan holder for each successful repair request made. This will be deducted when your repair requests are authorised and approved.*

*\*\* On authorised and paid repairs only*

## Which parts are covered?

The following parts are covered for mechanical and electrical failure only, any parts not specifically mentioned are not covered.

### ✓ Engine

Rocker assembly, valves, valve guides, valve springs (burnt or pitted valves & valve seats are excluded from cover), cylinder head, cylinder head gasket, stretched head bolts, push rods, camshaft followers, timing gears, timing chains, tensioner, oil pump, drive gears, pistons, piston rings, cylinder bores, gudgeon pins, connecting rods, big end bearings, main bearing, crankshaft, ring gear, timing belts (subject to correct replacement schedule having taken place), engine casings (if damaged by an internal component).

### ✓ Manual Gearbox

Gears, shafts, synchromesh hubs, baulk rings, gear selector forks, bearings, speedometer drive, solenoids, transfer box components, gearbox casings (if damaged by an internal component).

### ✓ Fully Automatic Gearbox

Shafts, bushes, clutches, bearings, oil pump, governors, servos, torque converter, drive plate, valve block, speedometer drive, casings (if damaged by an internal component).

### ✓ Clutch

Clutch cover diaphragm, centre plate torque springs, clutch assembly, clutch fork, clutch master cylinder, slave cylinder (excluding semi automatic gearboxes).

## ◆ Dynamic

Great value AND great coverage of engine, gearbox, clutch and other major components.

Cars and Light Commercial Vehicles up to 150,000 miles and less than 15 years old at plan inception

### What's included?

You can make multiple repairs, up to the current market value of your vehicle during the term of your repair plan.

#### Extra benefits at no extra cost per repair\*

- ✓ **£75 or 2 days** Car hire contribution  
*Please refer to clause 68*
- ✓ **£50** Hotel & transport contribution
- ✓ **£25** Diagnosis contribution\*\*

- ✓ **Consequential damage**  
If a non-covered part causes damage to a covered part, we will still consider the repair

*\* Terms apply. A customer contribution may be payable by you, the plan holder for each successful repair request made. This will be deducted when your repair requests are authorised and approved.*

*\*\* On authorised and paid repairs only*



# Which parts are covered?

The following parts are covered for mechanical and electrical failure only, any parts not specifically mentioned are not covered.

## ✔ Engine

Rocker assembly, valves, valve guides, valve springs (burnt or pitted valves & valve seats are excluded from cover), cylinder head, cylinder head gasket, stretched head bolts, push rods, camshaft followers, timing gears, timing chains, tensioner, oil pump, drive gears, pistons, piston rings, cylinder bores, gudgeon pins, connecting rods, big end bearings, main bearing, crankshaft, ring gear, timing belts (subject to correct replacement schedule having taken place), engine casings (if damaged by an internal component).

## ✔ Manual Gearbox

Gears, shafts, synchromesh hubs, baulk rings, gear selector forks, bearings, speedometer drive, solenoids, transfer box components, gearbox casings (if damaged by an internal component).

## ✔ Fully Automatic Gearbox

Shafts, bushes, clutches, bearings, oil pump, governors, servos, torque converter, drive plate, valve block, speedometer drive, casings (if damaged by an internal component).

## ✔ Drive Train

Crown wheel, pinion gear, planet gears, planet carrier bearings, half shafts, drive shafts, universal joints, support bearings, constant velocity joints, casings (if damaged by an internal component).

## ✔ Electrical

Starter motor, alternator and freewheels, front wiper motor, rear wiper motor.

## ✔ Clutch

Clutch cover diaphragm, centre plate torque springs, clutch assembly, clutch fork, clutch master cylinder, slave cylinder (excluding semi automatic gearboxes).

## ✔ Steering

Hydraulic rack and pinion assembly, steering box, steering idler.

## ✔ Brakes

Brake master cylinder, brake calipers (excluding seizure).

## ✔ Cooling System

Water pump, thermostat, thermostat housing.

## ✔ Wear and tear cover

The following are covered for wear and tear up to 110,000 miles or 10 years, whichever is sooner (inspections may be required): Piston rings, cylinder bores, valve guides, timing chain & tensioner, manual gearbox bearings, coil springs, clutch assembly, hydraulic power steering pump, wheel bearings and shock absorbers.

## Premier

Even more peace of mind and more major parts covered with our most popular plan.

Cars and Light Commercial Vehicles up to 120,000 miles and less than 12 years old at plan inception



## What's included?

You can make multiple repairs, up to the current market value of your vehicle during the term of your repair plan.

### Extra benefits at no extra cost per repair\*

✔ **£75 or 2 days** Car hire contribution  
*Please refer to clause 68*

✔ **£50** Hotel & transport contribution

✔ **£50** Diagnosis contribution\*\*

✔ **£500** Multimedia contribution\*\*\*

✔ **Consequential damage**

If a non-covered part causes damage to a covered part, we will still consider the repair

✔ **£150** Battery cover contribution \*\*\*\*

*\* Terms apply. A customer contribution may be payable by you, the plan holder for each successful repair request made.*

*This will be deducted when your repair requests are authorised and approved.*

*\*\* On authorised and paid repairs only*

*\*\*\* On factory fitted units only*

*\*\*\*\* Covered for the first 90 days of the plan and failed batteries only.*

The following parts are covered for mechanical and electrical failure only, any parts not specifically mentioned are not covered.

### ✔ Air Con & Heating Ventilation

Compressor & drive clutch, condenser, evaporator, expansion valve, interior fan control switch, pressure & temperature sensors and receiver/drier, interior fan motor, heater matrix, heater resistor, heater flap actuator

### ✔ Braking System

Anti-lock braking system (ABS) pump & control unit & sensors, calipers (not seized), drum brake self-adjusting mechanisms, handbrake control cables & linkages, master & wheel cylinders, pressure reducing & proportioning valves & vacuum pump & servo.

### ✔ Clutch

Clutch cover diaphragm, centre plate torque springs, clutch assembly, clutch fork, clutch master cylinder, slave cylinder, centre plate oil contaminations, dual clutch.

### ✔ Cooling System

Radiator & oil cooler, thermostat & housing, temperature sensor, water pump, engine cooling fan motor.

### ✔ Drive Train

Crown wheel, pinion gear, planet gears, planet carrier bearings, half shafts, drive shafts and seals, prop shafts, universal joints, haldex pumps, support bearings, constant velocity joints, casings (if damaged by an internal component).

### ✔ Casings

Casings are covered provided they have been damaged as a direct result of the covered failure of a warranted part.



## ✔ **Electrics**

Alternator and freewheels, central locking solenoids & motors, window motors, sunroof motors, front & rear screen wiper motors, washer jet pumps, horn, indicator flasher relay, starter motor & relays, oil pressure switch, brake light switch.

## ✔ **ECUs & Computers**

The air conditioning, anti-lock braking system, automatic gearbox, central door locking system, fuel injection, ignition, engine management, alarm/immobiliser, footwell module, rear axle module, steering and suspension electronic control units that were originally fitted to your vehicle when it was first manufactured are covered (upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle and any retro-fitted ECUs & computers are excluded from cover), gear shift control unit.

## ✔ **Engine**

All internally lubricated parts are covered including: Camshafts & bearings, camshaft followers & rockers (including hydraulic valve adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores, liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, vanos, timing gears & chain & tensioner, valves & springs & guides (burnt or pitted valves & valve seats are excluded from cover) and crankshaft pulley and cylinder head gasket, head skimming (£50 contribution), head bolts.

## ✔ **Camshaft Drive Belts**

Camshaft drive belts and tensioners (subject to documented proof that the last due change of camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

## ✔ **Steering**

Column shaft & tilt mechanism & couplings, hydraulic pumps, pressure pipes, steering & idler boxes, rack & pinion assembly (including hydraulic rams & electric motors) track rods & track rod ends.

## ✔ **Transmission**

Front, centre & rear differentials, front & rear axles and drive shafts, constant velocity joints & boots, crown wheels & pinions, differential gears & thrust washers, drive flanges, external drive shafts, internal bushes, bearings & shafts, internal parts of differential locking mechanisms, propeller shafts & propeller shaft couplings & centre bearings and universal joints.

## ✔ **Turbocharger & Supercharger Units**

Including actuators

## ✔ **Ignition System**

Camshaft sensors, crankshaft sensors & ignition coils.

## ✔ **Fuel System**

Air flow, air pressure, air temperature sensors & meters, fuel cut-off valves, fuel tank vent valve, fuel sender unit, fuel pressure regulators & accumulators, fuel pumps (including pre-pumps, low & high pressure pumps & injection pumps), injectors (max 2 per plan including petrol & diesel injectors), oxygen/nox/lambda sensors, throttle body assembly and throttle position sensors.

## ✔ **Exhaust Aftertreatment**

Ad Blue pump and injector, DPF regeneration/cleaning & sensor (contribution restricted to £250 and one repair per plan).

## ✔ **Gearboxes**

Automated manual gearboxes, automatic gearboxes, semi automatic/dual clutch gearboxes and actuator, four wheel drive transfer gearboxes and actuators, hybrid trans-axes, manual gearboxes and trans-axes, automatic transmission & clutches, drive chains, gear lever module, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts, synchromesh hubs & rings & torque converter, flexible drive plate for the automatic transmission's torque converter, solid & dual-mass flywheels (flywheels damaged by clutch friction plates are excluded from cover) and starter ring gear.

## ✔ **Oil Seals & Gaskets**

The engine crankshaft rear oil seal, the main gearbox input shaft oil seal and rocker cover gasket are all covered and other oil seals, gaskets and sealant that would necessitate the removal of the engine, a gearbox or a final drive unit to carry out repairs are all covered subject to any oil leak from them being sufficiently advanced that oil can be seen to be dripping (slight leaks causing only oil misting or staining are excluded from cover).

## ✔ **Suspension**

Upper and lower wishbones, ball joints, swivel joints, suspension arms, self-levelling pump & regulator valves & displacer, ride height sensors.

## ✔ **Wear and tear cover**

The following are covered for wear and tear up to 110,000 miles or 10 years, whichever is sooner (inspections may be required): Piston rings, cylinder bores, valve guides, timing chain & tensioner, manual gearbox bearings, coil/air springs, clutch assembly & slave cylinder, dual clutch, fuel pump, anti-lock brake system, EGR valve, air flow meter, power steering pump, wheel bearings and shock absorbers, McPherson struts, top suspension mounts, active anti-roll bar, anti-roll bar links, catalytic converter (Up to £500 contribution).

## ◆◆◆ Exclusive

Exceptional coverage across almost all mechanical and electrical components.

Cars up to 70,000 miles or 7 years old at plan inception

### What's included?

You can make multiple repairs, up to the current market value of your vehicle during the term of your repair plan.

#### Extra benefits at no extra cost per repair\*

- ✓ **£75 or 2 days** Car hire contribution  
*Please refer to clause 68*
- ✓ **£50** Hotel & transport contribution
- ✓ **£100** Diagnosis contribution\*\*
- ✓ **Multimedia cover\*\*\***

- ✓ **Consequential damage**  
If a non-covered part causes damage to a covered part, we will still consider the repair
- ✓ **Battery cover\*\*\*\***

*\* Terms apply. A customer contribution may be payable by you, the plan holder for each successful repair request made. This will be deducted when your repair requests are authorised and approved.*

*\*\* On authorised and paid repairs only*

*\*\*\* On factory fitted units only*

*\*\*\*\* Covered for the first 90 days of the plan and failed batteries only.*



## Which parts are NOT covered?

Due to an extensive list of covered parts within our Exclusive cover we list the exclusions, unlike our Dynamic and Premier cover where we list the covered parts.

### Bodywork

Paintwork, interior and exterior trims, upholstery, glass, mirrors, panels, bumpers, door handles, folding roofs, folding roof frames and mechanisms, non-glass windows, hinges, lifting struts, seat frames and upholstery, sunroofs and sunroof mechanisms, tonneaus and associated mechanisms, weather seals, wheels and tyres, headlights, day time running lights, interior lighting and bulbs, folding running boards and steps, binnacle heads and instrument cluster, fuel flap, charging flap/port, steering wheel, gearstick, seat belts and pre tensioners.

### 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, unless required when a covered part is considered under the plan.

### Miscellaneous components

Auxiliary drive belts, brackets and mountings, cables, wiring, casings (unless they have been damaged as the result of the breakdown of a part), diesel glow plugs, electrical connectors, engine covers, fuel & fuel lines, fuses, heating elements, air bags, brake pipes, TPMS system, LPG system, 12v/USB/Aux sockets

Any integral 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.

### 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, spark plugs and refrigerants), clutch friction plates, brake discs & brake friction materials (brake pads & brake shoes), exhaust pipes and exhaust pipe gaskets, flywheels that have been damaged by worn clutch friction plates.

### Important notes

Sundries such as coolants, filters, fluids, lubricants, oils, rings, nuts, bolts and fasteners, pipes, hoses and other working materials will be covered provided the vehicle is not within 1,000 miles of its next due service, provided their replacement is necessitated by a valid repair request.

Tracking/wheel alignment will be covered provided it is required as part of the replacement of a covered part.

### EV/Hybrid

Charging cable, any control units not listed within page 12.

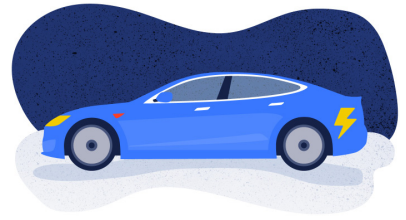


### Wear and tear cover

All wear and tear items from Premier Cover, up to 110,000 miles or 10 years (whichever is sooner), with the addition of the following items up to 80,000 miles or 7 years (whichever is sooner). Cambelt (subject to documented proof that the last due change of the cambelt has taken place as specified by the manufacturers recommended servicing schedule), turbocharger & supercharger

## ◆◆ Hybrid & Electric

Additional peace of mind should you drive a Hybrid or Electric vehicle.



Included in Premier and Exclusive cover only

The following parts are covered, any parts not specifically mentioned are not covered\*

### ✔ Braking System

Regenerative braking system (not pads & shoes).

### ✔ Electrics

High voltage inverter, drive battery, power delivery module, control modules, on board charger, heat exchanger, coolant heater.

### ✔ Engine/Motors

Drive motor(s).

### ✔ Transmission & Drive Train

Reduction gearbox.

The following exclusions apply in addition to those in standard Premier & Exclusive cover terms & conditions

Exposing the vehicle to excessive temperatures both hot and cold.

Leaving the vehicle with zero charge for a period of 10 days or longer.

Charging the vehicle at a higher rate than recommended by the manufacturer.

Using a damaged or corroded or non-manufacturer approved charging unit.

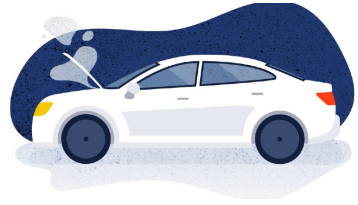
The gradual capacity loss of the drive battery caused due to time and use passed since manufacturing.



*\* Terms apply. A customer contribution may be payable by you, the plan holder for each successful repair request made.*

## ◆◆◆◆ Recovery Option

Don't leave yourself stranded in the event of your vehicle breaking down.



Option available on all cover levels

We understand that your vehicle breaking down can be stressful, however many drivers don't have a plan for when that happens.

Our recovery plan is available as an addition to your cover and can be selected when your policy is applied for.



If you have opted for recovery protection and have broken down then contact NCI Roadside Assistance on the number below.

*Please ensure you refer to page 19 for further terms and conditions.  
Full terms and conditions for NCI recovery can be found in your welcome pack.*



**01423 535786 in the event of a breakdown**

# Repair process

## How to start a repair request

We have an experienced and dedicated team who will manage your repair request from start to finish, working efficiently to get you back on the road as quickly as possible.

You can register your repair request online 24/7; log on to your account at [www.warrantyfirst.co.uk](http://www.warrantyfirst.co.uk) to initiate your repair request.

Or call a member of our customer service team on 01733 830 278.

## Important information

Please start your repair request as soon as you notice a fault. Most important of all, don't drive your vehicle. This could worsen the damage and possibly make your repair request invalid - and endanger you if the fault affects the vehicle's handling or overall safety.

Do not start a repair until we agree to it.

Please do not authorise any repairs until we have authorised you to do so. Authorising repairs without our consent may invalidate your repair request.

## How does it work?



### Step 1

#### Easy online repair form

If your vehicle develops a fault, fill in our simple online repair form. We'll be in touch right away to get things moving.



### Step 2

#### Book into a garage

We'll ask you to visit any VAT registered UK garage for a diagnosis which then should be sent to us.



### Step 3

#### Back on the road

If the estimate checks out, we'll approve the repair, as per the terms of your plan.

## You might need...



V5 log book & vehicle purchase receipt



MOT certificates



Service history from VAT registered garages



Any receipts from previous repairs

# Definitions

## 01, Autodata

An industry standard database detailing accurate information on repair and maintenance durations.

## 02, Cover Level

As detailed in the repair schedule.

## 03, Consequential Damage

If a non-covered part causes damage to a covered part, we will still consider the repair.

## 04, Customer Contribution

A contribution to be paid by the plan holder towards the value of each repair as detailed in the plan schedule.

## 05, Diagnosis

A summary of the fault/faults identified by the plan holders preferred repairer.

## 06, Electrical Failure

The sudden malfunction or breakdown of electrical components or systems, which results in the loss of power or causes improper operation.

## 07, Extra Benefits

As detailed on each cover level under Extra Benefits, these are included within the repair limit shown on the plan schedule and are inclusive of VAT.

## 08, Independent Assessor

An independent body appointed by the plan administrator to provide an impartial opinion on a repair request.

## 09, Labour Rate

Our contribution towards repair labour costs on an hourly rate, as detailed in the plan schedule.

## 10, Mechanical Failure

The sudden malfunction or breakdown of a mechanical component which causes improper operation or function.

## 11, Plan Administrator

Warranty First

## 12, Plan Holder

The named person or business on the plan schedule.

## 13, Plan Inception

The start date of the repair plan as detailed in the plan schedule.

## 14, Recovery

Refer to page 13 & 19 for more information.

## 15, Repair Plan

This document and the plan schedule.

## 16, Repair Request

The process to be followed by the plan holder should a fault arise with the vehicle.

## 17, Shortfall

Any monies owed towards a repair aside from the repair plan contribution agreed by the plan administrator.

## 18, Supplying Dealer

The business that applies for the repair plan on the plan holders behalf.

## 19, Term

The duration of the repair plan as detailed in the plan schedule.

## 20, VAT

Value Added Tax which will be calculated at the prevailing rate.

## 21, Wear and Tear

The natural and expected deterioration or damage that occurs over time as a result of normal usage.

**The above words and terminology are used throughout the repair plan.**

# Terms and Conditions

## The following terms & conditions apply to all Warranty First Repair Plans

### Plan Acceptance

1. The plan must be registered within 7 days of sale of the vehicle and will only become live once paid for in full by the supplying dealer.

2. The vehicle must be roadworthy and have a valid MOT and service at plan inception (please see page 3, service schedule).

3. The plan will be activated using information provided by the supplying dealer, please contact the plan administrator if anything is incorrect. In the event you do not wish for the administrator to hold your personal data, we can remove these details from our records, please note by doing this, the repair plan will become void and we would be unable to assist you with any repairs or queries.

4. The plan administrator will not be responsible for any incorrect information provided by the supplying dealer or plan holder about the nature or value of the repair plan.

### Cancellation and Termination

5. Unless a repair request has been made, the plan holder has the right to cancel the repair plan within 14 days of the plan start date. If the repair plan has been purchased directly from a supplying dealer then the plan holder should seek a refund directly from them.

6. The repair plan will terminate without refund in cases of fraud or dishonesty.

### Additional Benefits

7. The repair plan will cover consequential damage if the failure of a non-covered component causes a covered component to fail. Cover is limited to the covered component.

8. Wear and tear for the listed components is only covered up to a maximum miles and or years, whichever is sooner, in accordance with the cover level. After exceeding this mileage or age the wear and tear element of the repair plan will no longer be valid.

### Repairs

9. If faults arise on the vehicle then do not attempt to drive further as this may cause extensive damage to other components. Please contact the plan administrator at the earliest opportunity for guidance. Please refer to the repairs process section and follow the guidelines. Repair requests which do not follow the guidelines may be invalidated.

10. Any repairs authorised by you, commenced or completed by your repairing garage without first being authorised by Warranty First may be invalidated.

11. The supplying dealership can open a repair request on your behalf. The plan administrator will notify you, the plan holder, of this. Unless we hear from you, the repair will be processed in accordance with the terms and conditions. Please note that we may discuss your vehicle, plan or repairs with the supplying dealership.

12. The plan holder and the supplying dealership are authorised to contact us directly regarding the administration of the plan. Should you wish for any other person to be able to discuss your plan, we will need you to confirm this to us either via email or phone call. If your repairing garage contact us to open a repair request, we will do so and then notify you, the plan holder of this.

### Authorised Repairs

13. The cost of investigation and diagnostic work is the plan holders liability depending on cover level.

14. The repair plan will cover the costs for authorised repairs including parts and labour.

15. Depending on the cover level, agreed labour time for repairs will be paid within the hourly amount set out in your repair plan schedule including VAT, subject to recognised industry standard times for repair.

16. The repair plan may be subject to a customer contribution as stated within the plan schedule which will be deducted from the authorised repair. Any discrepancies and shortfalls need to be paid to the repairer in full by the plan holder. The administrator will not be liable for shortfalls.

17. Authorisations will only be granted once confirmation has been received by the plan administrator, that any shortfall will be paid.

18. Repair requests will be invalidated if the completed diagnostic form is not received by the plan administrator within 14 days of the repair request being made.



19. The plan administrator will only authorise the use of manufacturer's parts where reconditioned or generic parts are not available. We also reserve the right to review and adjust the price of covered parts in line with reconditioned and generic parts at trade pricing. If you wish to use genuine manufacturer parts or the parts priced by your chosen repairing garage, you can do so, but you will be liable for the additional costs of these parts.

20. The plan administrator will require a UK VAT invoice for repairs showing the repairers VAT number, made out to Warranty First, 1 Bramhall Place, Peterborough, PE15YS.  
The plan administrator will not reimburse the VAT if the plan holder has paid the repair amount authorised by the administrator.

21. The plan administrator will only pay up to the maximum repair limit as stated in your repair plan schedule. Extra benefits listed in the cover level form part of the repair limit and will only become valid once authorisation is granted on a repair. Vehicle hire is considered up to £75 or 2 days, whichever is less. See also clause 68.

22. The repair plan will expire once total repairs reach the market value of the vehicle or the purchase price, whichever is lower. (The plan administrator use VDI Check - Trade retail pricing in relation to the current market value).

23. The plan administrator will not pay more than once for the same repair.

24. In all cases, the plan administrator reserves the right to request photographic evidence and to appoint an independent assessor to examine any fault, breakdown, quotation or repair undertaken at any time, the result of which is binding by all parties.

25. The plan administrator may require documentation in order to assist us in validating a repair request. These documents may include: the vehicle V5 log book, purchase receipts, current MOT certificate, current and previous service history documents, VAT service and VAT repair receipts, any repairer's parts receipts and details of previous repairs that may have been made.

26. The plan administrator reserves the right to decline the repair request if we have not been provided with the necessary documentation within 14 days of being notified of a repair request.

27. The plan administrator may use its discretion to authorise a repair on a goodwill basis which would otherwise have been excluded.  
This does not set any precedent for future repair requests.

28. Any faults reported in one diagnosis will equate to one repair; no matter how many parts have failed or whether they are related parts.

29. When a manufacturer offers a goodwill gesture for a repair, the plan administrator will not contribute.

30. Any part covered by manufacturer's warranty will not be covered by this repair plan and the manufacturer's warranty supersedes these items.

31. Labour will only be paid for as part of a valid repair when a covered component is required.

32. The garage that submits the final diagnosis must be the garage that carries out the repair.

33. The repair plan will only cover you for faults which arise and are repaired in the UK; using parts provided by a UK VAT registered supplier.

## Exclusions

34. Vehicles used for (unless specified in the repair plan schedule); carriage of passengers, heavier than 3.5t, goods for hire and reward, off road, hackney carriage/taxi, motor sports determined by time or speed including practice and track racing/days.

35. The repair plan does not cover exhaust emissions or MOT failures.

36. The repair plan excludes any damage caused by a road traffic accident or collision or any road hazard whether or not insured under any motor insurance or accidental damage policy.  
This also excludes bodily injury or death, or any other damage howsoever caused.

37. The repair plan does not cover inherent faults of any description. Inherent faults are those that existed at the time of plan inception.

38. The repair plan does not cover service components or maintenance items of any kind (those items that would normally be maintained under the vehicles standard servicing schedule such as: brake pads, brake discs, filters and oil changes), air conditioning re-gassing is also not covered.

39. Corrosion

40. Seized parts

41. Faults diagnosed by health checks

42. Misdiagnosis

43. Freezing

44. Foreign matter getting into or onto a part

45. Oil contamination

46. Swarf

47. Carbon build up - with the exception of the items considered for wear and tear, see cover levels for components.

48. Manufacturer recall

49. Failure to maintain the vehicle in a roadworthy condition including maintenance of proper levels of oil and coolant.

50. Failing to service the vehicle as part of the manufacturer's service schedule.

51. The effects of over-heating, whether caused by continued use or negligence.

52. Negligence or wilful damage (including continuing to drive the vehicle when it is not mechanically/electrically sound).

53. Use of incorrect grade's of fuel or oil or the use of inadequate or improper coolant.

54. Subjecting the vehicle to a load greater than that permitted by law or the manufacturer's recommendations.

55. Fire, self-ignition, lightning, earthquake, explosion, flood, storm, tempest, frost, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped there from or any extreme causes.

56. No liability will be accepted for the damage caused by: poor repairs carried out at any time, or faulty workmanship of any description.

57. Gradual increase in oil consumption due to normal operating functions.

58. The replacement of parts for good engineering practice.

59. The plan administrator will not authorise any repairs which are found during routine servicing, health and maintenance checks, and/or advisories.

60. On authorised repairs the plan administrator will contribute towards diagnosis, as per the cover level, any cost over this, including stripping of the vehicle is not covered.

61. The repair plan only covers the original manufacturer's specification. Modifications outside the original factory specifications and designs are not covered nor is damage caused by such.

## **Selling Your Vehicle**

62. If the vehicle is sold to a private individual the repair plan can be transferred. The plan holder must apply to Warranty First, there is a fee of £49 inc VAT should we accept your transfer request.

63. If the ownership of the vehicle changes without formal transfer the repair plan will be void.

64. If the vehicle is sold to a dealer or trader, the repair plan will automatically terminate without a refund.

## **General Conditions**

65. The repair plan will only cover the breakdown of mechanical and electrical faults and is not deemed as an insurance policy for road risk.

66. Vehicle's registered on the insurance total loss register and/or the national police register will have restricted cover. Please contact the plan administrator for further information. A comprehensive vehicle data check may be carried out in event of a repair request.

67. No liability will be met unless authorised by and agreed to in writing by the plan administrator.

68. Vehicle hire will only be valid when a repair takes longer than 8 hours according to recognised industry standard times and authorised at our discretion.

69. The vehicle must have a valid MOT throughout the duration of the plan; without this the plan will be void.

70. The plan administrator accept no liability for loss of use, inconvenience, lost time, commercial losses or any other incidental or consequential losses.

71. The plan administrator will not be liable for loss of fuel, earnings from work, penalty and storage charges, parking tickets, keys, theft from your vehicle, clamps, toll charges, broken glass, traffic congestion charges, running out of fuel or incorrect fuel, damaged key fobs, vehicles immersed or immobilised, calling costs, vehicle's which are not serviced in line with the manufacturer's service schedule, labour charges in excess of recognised industry repair times.

72. No part of the repair plan may be altered without the written consent of the plan administrator.

73. Legal Jurisdiction - In the event of any dispute between the parties relating to this repair plan or any repairs, it is mutually agreed that before embarking on litigation proceedings, the parties will attempt to resolve any matters via The Motor Ombudsman, who will offer free impartial information and if appropriate an alternative dispute resolution process. For further information, you can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

74. The repair plan operates on a discretionary basis and is not insurance. The plan administrator will use this discretion to ensure you receive a fair and equitable resolution to all repair requests that you make. In the event of a complaint which cannot be resolved you have the right to seek mediation with The Motor Ombudsman. This plan is provided in addition to your statutory rights and does not replace or affect them.

75. To qualify for the payment of an authorised repair the invoice must be received by us within 45 days of the authorised date.

76. The plan administrator will accept no responsibility or liability for any agreement made between the consumer/dealer/representative at the time of purchase, which go against any of these terms and conditions, unless authorised by the plan administrator in writing.

77. The plan administrator reserves the right to adjust or amend the terms of the repair plan to comply with new laws or regulations as required.

## Maintenance Provisions

78. The plan holder is responsible for ensuring that the vehicle is maintained in accordance with the manufacturers recommendations and must be within a maximum of 1,000 miles or 30 days (whichever is sooner) of the service schedule to have the service completed. If this is exceeded the repair plan will come to an end and no refund will be given. All service repairs must be undertaken by a VAT registered service provider or repairer. All invoices of any services and repairs must be retained.

## Complaints Procedure

We hope that you have been happy with the service provided throughout the lifetime of your repair plan. However, if your experience has not been as expected and you wish to make a complaint or appeal the outcome of a repair request, you should contact Warranty First in writing either via email: [customercare@warrantyfirst.co.uk](mailto:customercare@warrantyfirst.co.uk) or via post

Customer Care  
Warranty First  
1 Bramhall Place  
Storeys Bar Road  
Peterborough  
PE1 5YS

Once we have received your complaint or appeal, we will acknowledge this within 3 working days, and should we require further information we will contact you. Your complaint or appeal will be reviewed by one of the management team.

We will aim to resolve your complaint or appeal as promptly as possible and provide you with a full outcome within 14 working days. In the unlikely event that this is not possible, we will keep you informed of any progress and when you can expect to receive a reply. At the latest you will be given a final response in writing via email within 8 weeks.

## Recovery Option

79. Warranty First acts as an introducer only and is in no way responsible for the service provided by your assigned recovery provider.

80. The recovery option must be selected at the point of your plan application and cannot be back dated.

81. Full terms and conditions from your assigned recovery provider will be sent to you with your Warranty First welcome pack and are also available on request.

82. Warranty First will not contribute financially towards any recovery costs you may incur.

83. If you have selected the recovery upgrade option this will run alongside your repair plan with Warranty First for the same duration.

84. Should you need to use NCI Roadside Assistance call them on 01423 535786.

85. Should you agree to a temporary repair at the roadside you are responsible for any costs or damage this may incur in the place of a permanent repair being carried out.

86. By selecting the additional recovery upgrade option offered by Warranty First you agree to your details being shared with NCI Insurance for the purposes of registering your cover with them.

## Data Protection

For the purposes of the Data Protection Act 2018, Warranty First are the Data Controller in relation to any information supplied by you or the supplying dealership, which is deemed as personal data.

Information provided will be used for the purposes of administering your repair plan. To improve the service we provide and for the purposes of any complaint resolution, we may record or monitor our communications with you.

In the event you wish to access the data we hold on you, you can submit to us a subject access request, to do so you can call us, email us or write to us at:

Customer Care  
Warranty First  
1 Bramhall Place  
Storeys Bar Road  
Peterborough  
PE1 5YS  
01733 830278  
[customercare@warrantyfirst.co.uk](mailto:customercare@warrantyfirst.co.uk)



## Make a repair request

You can register your repair request online 24 hours a day.  
Log on to your account to start your repair request at  
[www.warrantyfirst.co.uk](http://www.warrantyfirst.co.uk)

## Contact us

📍 1 Bramhall Place, Storeys Bar Road,  
Peterborough, PE1 5YS

☎ 01733 830 278

✉ [info@warrantyfirst.co.uk](mailto:info@warrantyfirst.co.uk)

