



GOLD

W A R R A N T Y





YOUR GOLD WARRANTY

Thank you for choosing our warranty. We are here to support you through every journey in your new vehicle and are delighted to provide you with:

- Free telephone claims helpline service.
- Help and guidance in dealing with mechanical breakdown issues.
- Assistance in finding a local repairer.
- Full assistance making a repair claim from your supplying dealer.
- Support from a UK team who have your best interests at heart.



WHAT IF I SUSPECT A PROBLEM WITH MY VEHICLE?

If you suspect a mechanical issue with your vehicle, please call your Claims Team on the number below. To speed things up, please have your vehicle registration number ready.

- **Call your Claims Team on 01522 513833**

WE ARE HERE TO SUPPORT YOU

In the unlikely event of a claim, we will work with you to ensure the process is handled smoothly. Simply call your Claims Team on 01522 513833.





WELCOME

Thank you for choosing the **Auto SLJ Ltd** Warranty. **Your** warranty has been designed to make sure **you** get the most from **your** motoring with as little inconvenience as possible.

This document explains how **your** cover works and the benefits **you** now enjoy. Please refer to **your** agreement registration document for **your** cover level information, and make sure **you** keep all documents in **your vehicle** as **you** will need it to make a claim.

Please make sure you fully understand the terms and conditions relating to the cover, particularly the vehicle servicing requirements and claims procedure set out in the 'How to claim' section.

VALIDATION CERTIFICATE

This warranty is valid only when presented with the **agreement registration document**, which provides information about **your vehicle** and when the cover will start and end.

This agreement is between **you** and **us**. **You** cannot transfer it to someone else. **You** and **we** cannot alter any part of this agreement without the written permission of the **administrator**.

Under the terms and conditions of this agreement, and once **you** have paid any appropriate fees, **we** will pay the costs of repairing a **mechanical or electrical fault** with any covered parts (and pay any extra benefits **you** are entitled to) during the period shown on the **agreement registration document**. The amount **we** pay will depend on the claim limits shown on the **agreement registration document**.

Lucian-Mihai Salajan

This agreement is signed on behalf of **Auto SLJ Ltd**





MAIN DEFINITIONS

The following words will have the following meanings when they appear in **bold print** in this document.

WE, US, OUR

Auto SLJ Ltd, 1 Carlisle Road, Airdrie, South Lanarkshire, ML6 8RH

YOU, YOUR

The person, partnership or corporate body named on the **agreement registration document**.

VEHICLE

The vehicle identified on the **agreement registration document**.

ADMINISTRATOR

Warranty Administration Services Ltd whose address is Otago House, Crofton Road, Lincoln, LN3 4NL, and who will manage this agreement between **you** and **us**. Warranty Administration Services Ltd is registered in England, company no 1789994.

AGREEMENT REGISTRATION DOCUMENT

This the first page of this agreement that confirms **we** have accepted **your vehicle** for cover. It provides details about **you, your vehicle** and **your** level of cover, when the cover starts and ends, details of the **individual claim limit, total claim limit, maximum third-party hourly labour rate**.

MECHANICAL OR ELECTRICAL FAULT

When a covered part suddenly or unexpectedly does not work in line with the manufacturer's specification for a reason other than wear and tear, normal deterioration or negligence (that is, as a result of something **you** or someone else has done or failed to do).

MAXIMUM THIRD-PARTY HOURLY LABOUR RATE

If authorised repairs are carried out by someone other than **us, we** will only pay for labour charges up to the hourly rate shown on your **agreement registration document**. If the repairing garage charges a higher hourly labour rate than the amount **we** pay, **you** will be responsible for paying any difference.

INDIVIDUAL CLAIM LIMIT

The total amount **we** will pay for each individual authorised claim, that may apply.

TOTAL CLAIM LIMIT

The total amount **we** will pay during the period of the warranty for all authorised claims added together. If this total is reached **we** will not pay any more and **your** warranty will end.



WHAT IS COVERED

GOLD

Depending on the terms, conditions, general exclusions and claim limits shown in this document, **your** warranty will cover the cost of repairing or replacing any of the parts of **your vehicle** that are listed below and that have failed as a result of a sudden or unexpected mechanical or electrical fault. Any part that needs replacing due to wear and tear is not covered.



BRAKING SYSTEM

Brake master cylinder, calipers, wheel cylinders, brake bias and restriction valve, vacuum servo, brake vacuum pump, ABS wheel sensors, ABS pump and ABS module.



CLUTCH

Clutch, master cylinder, slave cylinder and clutch fork. (Please remember that any part of the clutch that needs replacing due to wear and tear is not covered.)



COOLING SYSTEM

Radiator, oil cooler, heater matrix, thermostat, water pump, viscous fan coupling, radiator cooling fan and engine-temperature sensor.



ELECTRICAL SYSTEM

Alternator, starter motor, ignition coil, relays, electronic ignition module and distributor, cooling-fan motor, temperature sensors, oil-pressure sensors, fuel-tank sender unit, electric-window motors and switches, central-locking systems (not including wiring), wiper



ENGINE MANAGEMENT

Knock sensor, MAP sensor, airflow meter and sensor, camshaft sensor, crankshaft sensor, oxygen sensor and TDC sensor.



ENGINE

Cylinder block, cylinder head, cylinder-head gasket, cylinder bores, oil pump, crankshaft, crankshaft bearings, connecting rods, big-end bearings, small-end bearings, gudgeon pins, pistons, piston rings, camshaft and camshaft followers, camshaft bearings, rocker assembly, push rods, hydraulic lifters, inlet and exhaust valves, valve springs, valve guides, inlet and exhaust manifolds, timing gears, timing chains, timing belts, tensioners, flywheel, auto-drive plate and starter ring gear. (Please note that oil seals are not covered.)

motors and switches, washer motor and pumps, headlight motors, multi-switches, instruments, brake-light switch, reversing-light switch, clutch switch, heater-fan resistor, heater-blower motor, horn, ECUs and airbag system (not including wiring).



FINAL DRIVE

Differential assembly, driveshafts including CV joints, prop shafts, universal joints and couplings, driveshaft bearings, wheel bearings and hubs.



FUEL SYSTEM

Injectors, fuel pumps, fuel pressure regulator, auxiliary air valve, idle-speed control valve, stepper motor, EGR valve and throttle body.



STEERING

Steering rack and pinion, steering box, steering column, power-steering motor and power-steering pump.



SUSPENSION

Coil springs, ball joints (not including any on anti-roll bar links), shock absorbers, air springs, suspension compressor and pump.



TRANSMISSION

All parts within the transmission casings and transfer box. Not including seals and gaskets.



HOW TO CLAIM

If **your vehicle** develops a fault which may result in a claim under this warranty, please bring it to **us**. **We** will deal with the **administrator** direct and **you** will not have to pay for any work covered by **your** warranty (depending on any claim limits that may apply).

If for any reason it is not possible to bring **your vehicle** to **us**, please contact the **administrator** on 01522 513833 for advice on finding a suitable repairer. Please remember that the **maximum third-party hourly labour rate** shown on page 1 will apply. This may limit the labour costs **you** can claim on any authorised repair, and **you** will be responsible for any difference in the labour costs if **we** authorise the claim. **You** will need to give the garage permission to diagnose the fault, then ask them to call the claims team on 01522 513833 with the following information when they have confirmed the cause of the fault but before they start any repairs.

- a. Vehicle registration number
- b. The current mileage
- c. The fault reported
- d. Details of the parts that need replacing
- e. Information on costs for both parts and labour

Please note: Sometimes **we** may need **you** to bring **your vehicle** to **us** or **our** recommended repairer for a repair covered by **your** warranty, instead of using **your** local garage.

In all cases, **you** are responsible for giving permission to diagnose the fault and **you** will be responsible for all costs until the **administrator** issues an authorisation number. If **we** accept **your** claim, **we** will pay all reasonable charges for work that was necessary to find the fault (diagnostic charges).

The **administrator** will issue an authority number on **our** behalf for the amount of the claim they agree to (depending on any claim limits that may apply), but they are not responsible for paying any claims.

INVOICING AND PAYING AUTHORISED CLAIMS

The repairer should send an invoice in **our** name (supplying dealer on cover sheet) to the **administrator's** office by email to claims@warrantyadmin.co.uk. The **administrator** will confirm the claim and ask **us** to make the payment. If it is not possible for the repairer to email the invoice to the **administrator**, they should post a copy to: WAS Ltd, Otago House, Crofton Road, Lincoln, LN3 4NL. Please make sure the invoice is made out to the correct name (supplying dealer on cover sheet) as the payment may be delayed or even prevented if it is not.

If **you** use a garage other than **us**, and the repairer insists that **you** pay for the work up front, **you** may have to pay the bill and then send it to the **administrator**.

The **administrator** will then ask **us** to refund **you** the amount of any agreed claim (depending on any claim limits that may apply).

IMPORTANT

Repair work must not begin until the administrator has agreed the claim. If you do not keep to this condition, you may not be able to make a claim under this warranty. If **you** have any questions about any of the above, please call the claims team on 01522 513833 for help.

CONTACT DETAILS

Claims phone number: 01522 513833

Email: claims@warrantyadmin.co.uk

Postal address: Claims Department, WAS Ltd, Otago House, Crofton Road, Lincoln, LN3 4NL



TERMS AND CONDITIONS

1. AUTHORISATION

Repairs must not be carried out without the **administrator's** permission.

2. SERVICE REQUIREMENTS

You must have the **vehicle** serviced in line with the manufacturer's recommendations during the period of this agreement.

If **you** do not follow the manufacturer's service schedule or maintain the **vehicle** as recommended by the manufacturer, or **you** fail to keep the **vehicle** insured, taxed and with a current MOT certificate, cover under the warranty will not apply and **we** will be entitled to end the agreement immediately. To help **you** maintain cover, **we** will allow **you** a 1000-mile or four-week extension (whichever is sooner) from the manufacturer's recommended service schedule.

It is important that **you** keep all receipts for services carried out on **your vehicle**, as the **administrator** will need to inspect these if **you** make a claim. Without proof of servicing, **you** may not be able to make a claim.

3. MILEAGE LIMITATION

Your agreement is limited by the mileage you travel in **your vehicle**. Unless agreed by **us**, your mileage limitation is based on your **Period of Cover**, for example:

- 6 months or 6,000 miles
- 12 months or 12,000 miles

4. LIMITING DAMAGE

You, or the driver, must take all reasonable steps to avoid loss or damage. This includes repairing all faults that **you** know about, whether they are covered by the warranty or not. If **you** continue to use the **vehicle** after it becomes apparent that there is a fault, and this use causes further damage that could have been avoided, the warranty agreement will not cover any of the repair costs.

5. DIAGNOSTIC CHARGES

You are responsible for giving permission to diagnose the fault, and **you** will be responsible for all costs until the **administrator** issues an authorisation number. If **we** accept **your** claim, **we** will pay all reasonable charges for work that was necessary to find the fault.

6. DESIGN FAULTS AND RECALLS

If any of the **vehicle's** parts has a design fault or is recalled by the manufacturer, that part is not covered.

7. GEOGRAPHICAL LIMITS

The warranty agreement is valid in the United Kingdom, and for trips of up to 30 days in any other country within the European Union.

8. RATES FOR REFUNDING COSTS

We will not pay more than the UK manufacturer's list price for parts (**we** may need non-genuine parts to be used) and **we** will pay labour time in line with the recommended repair times. If **your vehicle** is repaired by anyone other than **us**, **we** will pay labour rates up to the **maximum third-party hourly labour rate** shown on the **agreement registration document** only, and **you** will be responsible for paying any difference.

9. MULTIPLE ITEMS

If **you** or the repairing garage reports more than one failed part or fault at the same time, the **administrator** will deal with them as one claim.

10. INSPECTING THE VEHICLE AND ITS PARTS

The **administrator** has the right to have the **vehicle** or any part inspected by a qualified engineer to identify the cause of the fault before they authorise repairs.

11. GOVERNING LAW

The laws of England and Wales will apply to this agreement and the English courts will deal with any disputes relating to or arising in relation to this agreement.





TERMS AND CONDITIONS CONTINUED

12. LEGAL RIGHTS

Nothing in these conditions will reduce **your** legal rights relating to goods that are faulty or that have not been described accurately. For more information about **your** legal rights, contact **your** local trading standards department or citizens advice bureau.

13. ADMINISTRATION OF THIS AGREEMENT

a. The warranty agreement is an agreement between **you** and **us** for the cover shown in this document.

b. The **administrator** acts on **our** behalf to manage the warranty agreement only. By accepting this agreement **you** agree that **you** can make no financial claim against the **administrator** under the warranty agreement.

GENERAL EXCLUSIONS

The warranty agreement does not cover the following:

1. Any vehicle recovery charges.
2. Any loss, damage or fault which a qualified engineer appointed by the **administrator** thinks could have been avoided or was totally or partly caused by a lack of maintenance.
3. Any parts which are not faulty but which are replaced or reported during routine servicing or recommended to be replaced as engineering best practice.
4. Any damage which is due to any type of accident or negligence, or caused by continuing to use the **vehicle** when it is obvious there is a fault or using contaminated fuel or the wrong fuel.
5. The gradual reduction in the performance of any part (wear and tear) due to its age or the **vehicle's** mileage.
6. Parts that fail or need replacing when they have reached the end of their reasonably expected lifespan due to age or the **vehicle's** mileage.
7. Any vehicle where the speedometer has been interfered with, altered or disconnected.
8. Any vehicle owned by a motor trader or garage or associated companies, or by the owners of that motor-trader business or garage or people connected to the owners.
9. Repairs, replacements or alterations not authorised by the **administrator**.
10. Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the **vehicle**.
11. Any items that are not covered even if the replacement is needed because of the failure of a covered part.
12. Electrical software updates or reprogramming.
13. Parts, including software, which have been modified from the manufacturer's original specification and any part that fails as a result of those modifications.
14. Water leaking into the **vehicle** (including damage to covered parts caused by water leaking in).
15. Failure of parts due to them corroding or seizing up, or any extra labour costs for work that is needed due to parts seizing up or snapping.
16. Cleaning or adjusting any parts.





TERMS AND CONDITIONS CONTINUED

DATA PROTECTION

We take **your** privacy very seriously and, by entering into this agreement, **you** are agreeing to **us** sharing **your** information with the Administrator and other members of the Autoguard Group and its associated trading names, so they can manage this agreement on our behalf. **We** will share all of the information on your **agreement registration document** and any other information that will help them to process any claims on **your vehicle**.

The **administrator** will not share your personal information outside of the Autoguard Group, including its associated trading names, or with any third parties without your permission, unless they are required or allowed to do so by law. They will keep your personal details on file for no longer than is necessary. Full details of how your information will be used and an explanation of your rights can be found at www.warrantyadmin.co.uk/privacy.pdf.

COMPLAINTS

We realise that things can go wrong and there may be times when **you** feel that **we** have not provided the service **you** expected. If this happens **we** want to hear about it so that **we** can try to put things right. If **you** have a complaint, it is important **you** know **we** are committed to providing **you** with an exceptional level of service and customer care. Please send **your** complaint or concern to the **administrator**. They will act on **your** behalf and make sure that **your** complaint or concern reaches the appropriate person.





Otago House, Crofton Road
Lincoln LN3 4NL

Tel: 01522 513833

Visit: warrantyadmin.co.uk/customers