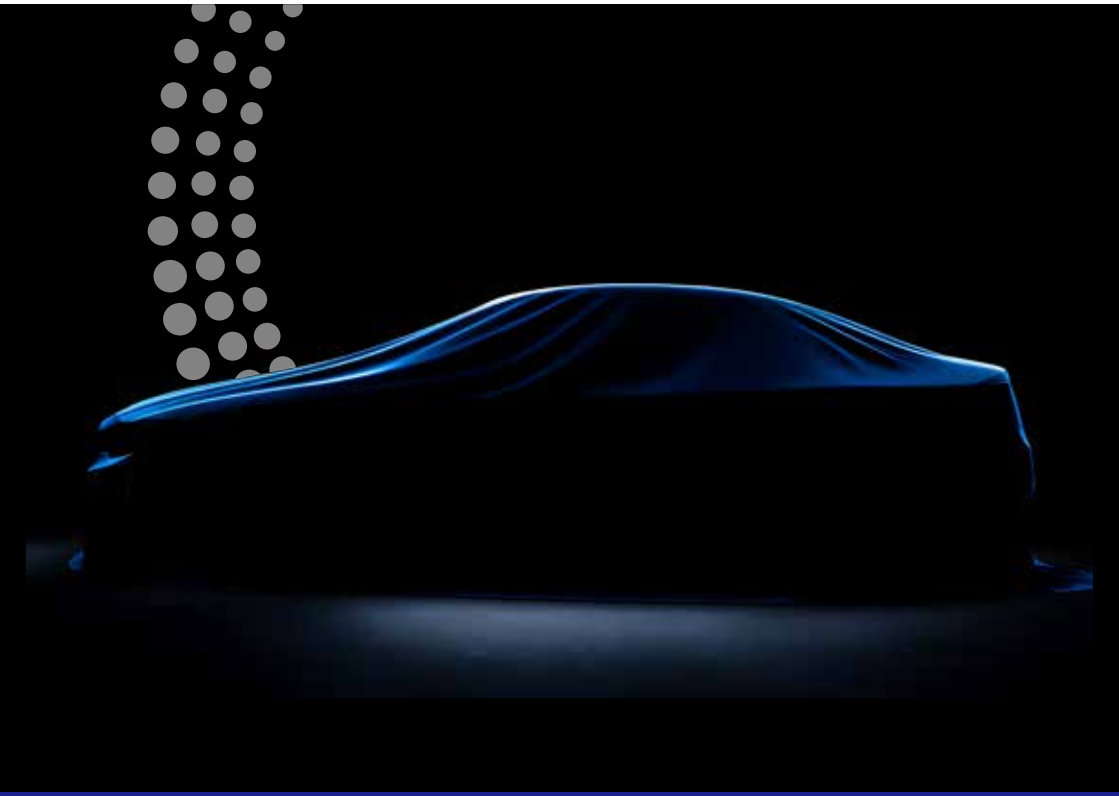
Auto SLJ
CAR SALES

GOLD

WARRANTY



WARRANTY ADMINISTRATION SERVICES

IMPORTANT INFORMATION ABOUT 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 Gold 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 and it cannot be transferred. You and we cannot alter any part of this agreement.

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.



This agreement is signed on behalf of Auto SLJ Ltd

MAIN DEFINITIONS

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

WE, US, OUR

Auto SLJ Ltd, 1 Carlisle Road, Chapelhall, Airdrie, North 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

The accompanying 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
- ABS MODULE

COOLING SYSTEM

- RADIATOR
- OIL COOLER
- HEATER MATRIX
- THERMOSTAT
- THERMOSTAT HOUSING
- WATER PUMP
- VISCOUS FAN COUPLING
- RADIATOR COOLING FAN
- ENGINE-TEMPERATURE SENSOR

ENGINE MANAGEMENT

- KNOCK SENSOR
- MAP SENSOR
- AIRFLOW METER AND SENSOR
- CAMSHAFT SENSOR
- CRANKSHAFT SENSOR
- OXYGEN SENSOR
- TDC SENSOR

CLUTCH

- CLUTCH
- MASTER CYLINDER
- SLAVE CYLINDER
- CLUTCH FORK

  (PLEASE REMEMBER THAT ANY PART OF THE CLUTCH THAT NEEDS REPLACING DUE TO WEAR AND TEAR IS NOT COVERED.)

ELECTRICAL SYSTEMS

- 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 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
- AIRBAG SYSTEM

  (NOT INCLUDING WIRING)

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
- STARTER RING GEAR

  (PLEASE NOTE THAT OIL SEALS ARE NOT COVERED)

FUEL SYSTEMS

- INJECTORS
- FUEL PUMPS
- FUEL PRESSURE REGULATOR
- AUXILIARY AIR VALVE
- IDLE-SPEED CONTROL VALVE
- STEPPER MOTOR
- EGR VALVE
- THROTTLE BODY

FINAL DRIVE

- DIFFERENTIAL ASSEMBLY
- DRIVESHAFTS INCLUDING CV JOINTS
- PROP SHAFTS
- UNIVERSAL JOINTS AND COUPLINGS
- DRIVESHAFT BEARINGS
- WHEEL BEARINGS
- HUBS

STEERING

- STEERING RACK AND PINION,
- STEERING BOX
- STEERING COLUMN
- POWER-STEERING MOTOR
- POWER-STEERING PUMP

SUSPENSION

- COIL SPRINGS
- BALL JOINTS

  (NOT INCLUDING ANY ON ANTI-ROLL BAR LINKS)
- SHOCK ABSORBERS
- AIR SPRINGS
- SUSPENSION COMPRESSOR & 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 deal with the administrator direct.

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 your agreement registration document 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

You or the repairing dealer must send an email containing a written and itemised estimate for the proposed repair(s) to claims@warrantyadmin.co.uk.

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) subject to any claim limits that may apply. 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 the agreement registration document) 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 the agreement registration document) 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). In all cases, you must have obtained authorisation before the repair was started.

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:
3 months or 3,000 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 faults (subject to any claim limits).

6. DESIGN FAULTS AND RECALLS

If any of the vehicle's parts has a design fault or is recalled by the manufacturer, that part and any associated costs are 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. TRANSFER OF THIS AGREEMENT

This agreement cannot be transferred to another person or another vehicle.

TERMS AND CONDITIONS

12. CANCELLATION OF THIS AGREEMENT

You can cancel this agreement within 14 days of purchase and we will refund any money you are entitled to. We will not refund any money where a claim has been made on this agreement or where the vehicle has been attended using the associated recovery scheme detailed on the same agreement registration document.

Your warranty is proudly administered by
Warranty Administration Services Ltd,
Otago House, Crofton Road,
Lincoln, LN3 4NL.

13. 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.

14. 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.

15. 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 due to its age or the vehicle's mileage (wear and tear).

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 or condensation (including damage to covered parts caused by water leaking in or condensation).

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

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.

REFERRING A COMPLAINT TO THE MOTOR OMBUDSMAN

(ALTERNATIVE DISPUTE RESOLUTION - ADR)

If you are not satisfied with our solution to your complaint, you can refer it to The Motor Ombudsman ADR Scheme, which we must keep to.

Their phone number is 0345 241 3008.

If The Motor Ombudsman asks you for more information, youshouldsendthemanenquiryorcomplaintthroughtheir website at: www.themotorombudsman.org

Or you can write to:

The Motor Ombudsman 71 Great Peter Street London SW1P 2BN.

The Motor Ombudsman aims to deal with all cases within 90 days. However, sometimes things can be a bit trickier and it may take longer to reach a decision. If that is the case, The Motor Ombudsman will keep both you and us informed at every step of the way.



TEL: 01522 513833

WWW.WARRANTYADMIN.CO.UK

Proudly Administered By Warranty Administration Services Ltd
Otago House, Crofton Road, Lincoln, LN3 4NL

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