



PEUGEOT

PLATINUM RENEWAL AND GOLD RENEWAL WARRANTY HANDBOOK





INTRODUCTION

Welcome to Peugeot Renewal Warranty.

The Welcome Letter that accompanies this handbook details your chosen level of cover and warranty duration.

We know handbooks are one of the less interesting aspects of owning a car, so we've laid out the information you need to know, including all the benefits of the level of cover provided, as clearly and simply as possible. So please keep BOTH handbook and Welcome Letter together somewhere safe – as they contain all the information you need.

The following pages set out exactly what is and isn't covered by your warranty and/or MOT Test Insurance. Please read each page carefully, as we'll fully explain all terms and conditions, and in particular, the vehicle servicing requirements and claims procedures.

The level of cover that applies to your vehicle will be stated on the Welcome Letter that accompanies this handbook, as will the period of cover.

These Peugeot Platinum and Gold Renewal Warranties are optional warranties you have chosen to purchase and are contracts of insurance underwritten by Motors Insurance Company Limited.

They are only available to customers who have an existing warranty that is either Manufacturer Warranty or Peugeot Approved Used Vehicle Warranty.

There is a maximum 20,000 mile mileage limit on these warranties.

If anything is unclear, or you have any questions, please don't hesitate to contact Peugeot Extended Warranty Administration Customer Services on 0844 573 8050.

CONTENTS

Section 1 –

Insurance Certificate

Insurance Certificate 3

Section 2 –

Definitions

Definitions 4

Section 3 –

Eligibility Criteria

Eligibility Criteria 5

Section 4 –

How to Claim

How to Claim under your Warranty 6

Servicing Requirements 7

How to Claim under your
MOT Test Insurance 7

Section 5 –

Details of Cover

What your Peugeot Platinum Renewal
Warranty covers 8

What your MOT Test Insurance covers
(Only provided with a Platinum
Renewal Warranty) 9

What your Peugeot Gold Renewal
Warranty covers 10

General Warranty Exclusions
(applicable to all cover levels) 12

Additional Benefits – Car Hire/Hotel
Accommodation/Overseas Cover 13

Section 6 –

Terms and Conditions

Warranty Terms and Conditions 14

MOT Test Insurance Terms and
Conditions 18

Section 7 –

Transfer of Ownership

Transfer of Ownership Procedures 19

Section 8 –

Complaints and Arbitration

How to Make a Complaint 21

Financial Service Compensation Scheme 21

Use of Your Personal Information 22

Section 9 –

Cancellations and Refunds

Cancellations and Refunds 23

Section 10 –

Optional Additional Products

Peugeot Assistance (Optional) 24

SECTION 1 – INSURANCE CERTIFICATE

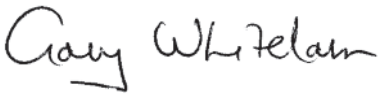
Platinum Renewal Warranty and Gold Renewal Warranty are insurance products which are underwritten by Motors Insurance Company Limited.

The Insurer

This insurance is only valid when accompanied by a Welcome Letter in your name which provides details of your vehicle and when the cover will begin and expire.

This is an agreement between you and Motors Insurance Company Limited and is administered by Peugeot Extended Warranty Administration. This certifies that, subject to the policy terms and conditions and payment of the appropriate premium, the Insurer will pay the costs of repair and of additional benefits incurred by you as a result of the failure of any insured components occurring during the period and mileage shown on the Welcome Letter.

I have signed this policy on behalf of the Insurer.



Gary Whitelam

For Motors Insurance Company Limited
Registered in England No. 2678367.

Important

Your mechanical breakdown insurance policy and MOT Test Insurance is underwritten by Motors Insurance Company Limited (MICL) which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Peugeot Extended Warranty Administration is a trading name of Car Care Plan Limited which is authorised and regulated by the Financial Conduct Authority.

SECTION 2 – DEFINITIONS

Renewal Warranty, MOT Test Insurance

A contract of Insurance underwritten by Motors Insurance Company Limited.

The Insurer

Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

Administrator

Car Care Plan Limited trading as Peugeot Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

Platinum Renewal, Gold Renewal

Warranty cover levels.

MOT Test Insurance

Protection against specific components failing an MOT test.

Warranty Holder, MOT Test Insurance Holder, You, Your, Yourself

The person named in the Welcome Letter or such other subsequent purchaser to whom the benefit of the warranty is directly transferred.

Mechanical or Electrical Failure

The inability of a covered component to operate in accordance with the manufacturer's specification for a reason other than wear and tear, normal deterioration or negligence.

Geographical Limit

The United Kingdom which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man and Continental Europe.

Vehicle

The motor vehicle referred to in the Welcome Letter that accompanies this handbook.

Welcome Letter

This is the confirmation that the warranty application has been accepted. When you receive the Welcome Letter, please check that it contains the correct details.

Warranty Period

The warranty period appears on the Welcome Letter. The warranty will expire on the date or mileage shown in this letter, whichever occurs first. Where a monthly renewing policy has been selected, the policy will automatically renew each month when your premium is paid. Please see the term and conditions Policy Premium Payments and Policy Durations. It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Welcome Letter.

Jurisdiction Clause

Any dispute concerning the warranty will be decided by the application of English Law.

SECTION 3 – ELIGIBILITY CRITERIA

Eligibility

You are eligible for this cover if at inception:

Platinum Renewal Warranty

Your vehicle is under five years old with less than 80,000 miles on the odometer to qualify for a Platinum Renewal Warranty

or

Gold Renewal Warranty

Your vehicle is over five years old or with more than 80,000 miles on the odometer but under ten years old and with less than 100,000 miles on the odometer to qualify for a Gold Renewal Warranty.

and

You have an existing warranty that is either Manufacturer Warranty, Peugeot Approved Used Vehicle Warranty or Peugeot Renewal Warranty.

The vehicle is not:

- » a commercial vehicle of more than 3,500kg gross vehicle weight;
- » a non-European import;
- » a motorhome;
- » used as a taxi, mini-cab or driving school vehicle;
- » used as a short term hire or daily rental;
- » driven in a competitive motoring event;
- » used for public services including police, ambulance, fire service or
- » military service;
- » a vehicle with an engine size greater than 3,500cc.

SECTION 4 – HOW TO CLAIM

How to Claim under your Warranty

At Peugeot Extended Warranty Administration we aim to make the claims procedure as simple as possible.

Repairs in the UK

1. If you wish to make a claim under the terms of your warranty, please contact your local Peugeot dealer, who will agree a suitable time for your vehicle to be inspected and repaired.
2. Please take this handbook and your Welcome Letter with you when delivering the vehicle to the dealer. They will confirm whether it is still valid and will check your service record to verify that the vehicle has been properly maintained.
3. You should agree that you will pay the diagnostic costs and any repairs that are not covered by the warranty.
4. Having established that your claim is valid, they will contact Peugeot Extended Warranty Administration Customer Services for authority to proceed. This authority **MUST** be obtained prior to any repair work commencing.
5. Peugeot Extended Warranty Administration reserves the right to examine your vehicle and ask an expert to assess it before any repairs can begin. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on both the Administrator and Warranty Holder.

If you need any further assistance relating to a claim, please contact Peugeot Extended Warranty Administration Customer Services Department on 0844 573 8050.

Note: Claims must be received by Peugeot Extended Warranty Administration within 30 days of the date of completion of the repairs, otherwise they cannot be accepted. Claims received beyond this date will be subject to review in terms of the reason for the delay and it will be at the Administrator's discretion to accept such claims.

Repairs Overseas

If it is necessary for a repair on your vehicle to be completed in the European Union or EFTA you do not require prior authorisation from us.

1. Take your vehicle to the nearest Peugeot franchised dealer or the local repairer.
2. Give them your authority to complete the repairs.
3. Once the repairs have been completed, pay the costs and retain the invoice.
4. On your return to the UK send your invoice and service records with a covering letter to:
Peugeot Extended Warranty Administration
Claims Department
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG.

In the event that your claim is valid Peugeot Extended Warranty Administration will reimburse you in pounds sterling at the prevailing rate of exchange on the date the repair was completed. Please note that we may not pay the full cost of a repair which is completed overseas. The maximum we will pay for parts is the UK list price at the time of the repair. The maximum for labour is the warranty rate which would have been applicable if the repair had been completed in the UK by a Peugeot dealer.

If you need to make contact while you are abroad, please contact our Customer Services Department on **0044 1274 260 150**.

Servicing Requirements

It is a condition of this warranty that your vehicle is serviced at regular intervals, as recommended by its manufacturer. We recommend throughout the warranty period, servicing and repair work to be carried out by an authorised Peugeot repairer.

Services must be carried out within one month/1,000 miles of the intervals specified by the vehicle manufacturer, whichever comes first.

It is important that you retain your service receipts as they may be required to validate any claim you make.

How to Claim under your MOT Test Insurance

(Only provided with a Platinum Renewal Warranty)

Simply take your vehicle to the nearest or supplying Peugeot dealer and hand over:

1. This warranty handbook and your Welcome Letter.
2. Proof of servicing.
3. The previous valid MOT Certificate (if applicable) and the notification of refusal to issue an MOT Certificate (VT30) citing the reasons for failure.

The dealer will then take responsibility for establishing that the parts involved in the repair, deemed necessary by the “notification of refusal to issue an MOT Certificate” (VT30), are covered by this MOT Test Insurance. The dealer will be responsible for obtaining prior authorisation from our Customer Services Department.

Claims telephone number: 0844 573 8050.

Important: No repair should commence until the Peugeot Extended Warranty Administration Customer Services Department gives authorisation. When and if, the vehicle is granted an MOT Certificate (VT20) the dealer will forward a copy of a completed:

- » Repair invoice (signed by MOT Test Insurance Holder).
- » The “notification of refusal to issue an MOT Certificate” (VT30).

No repairs are to be commenced until authorisation is given.

Peugeot Extended Warranty Administration reserves the right to examine any vehicle and subject the parts being repaired to expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on both the Administrator and the MOT Test Insurance Holder.

* In Northern Ireland your authorised Peugeot repairer will carry out a pre-test MOT Inspection, and will submit your vehicle for the MOT test on your behalf.

Note: Claims must be received by Peugeot Extended Warranty Administration within 30 days of the date of completion of the repairs, otherwise they cannot be accepted. Claims received beyond this date will be subject to review in terms of the reason for delay and it will be at the Administrator's discretion to accept such claims.

SECTION 5 – DETAILS OF COVER

What your Peugeot Platinum Renewal Warranty covers

The Peugeot Platinum Renewal Warranty is available on cars and commercial vehicles up to five years old with less than 80,000 miles on the odometer at the time of purchase; it covers all components for mechanical and electrical failure with the EXCEPTION of the following items.

Excluded Items

Ancillary drive belts, mountings, unions, pipes and hoses of any type

Brake and clutch frictional material

Bulbs, lamps, LED lighting and fuses

Exhaust systems and diesel particulate filters (catalytic converters are covered against internal failure only and not accidental damage, corrosion or damage resulting from the use of incorrect fuel)

Batteries

Wiring and terminals

Telephones of all types

Wheels and tyres (including balancing and alignment)

Wiper blades

Recharging of the air conditioning unit (unless required as part of a valid repair)

All serviceable items

Trim and bodywork including:

Interior trim

Glass (heater elements are covered)

Seat covers and cushions

Water ingress

Weather-strips and body seals

Aerials

Lock cylinders and keys

Paintwork

Important

Neither the Insurer or the Administrator will be responsible for damage or losses to components that are not directly covered within the terms of this warranty in any circumstances.

Maximum Claim Limit

The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.

What your MOT Test Insurance covers

(Only provided with a Platinum Renewal Warranty)

Peugeot MOT Test Insurance covers the cost of repair, replacement and/or adjustment to the vehicle of the specified parts listed below which are covered as a direct consequence of such parts being cited in a "notification of refusal to issue an MOT certificate" (form VT30) prepared during the period of cover, as causing the vehicle to fail its MOT test.

Only one Peugeot MOT Test Insurance claim is permissible during each 12 month period of the Peugeot warranty package.

Lighting Equipment

Lamps, reflectors, indicators and bulbs are covered for failure due to: Breakage, discoloration, misalignment, water ingress and corrosion.

Steering and Suspension

Manual and power steering units, suspension drag links, track rods/ends, transmission shafts, shock absorbers, road springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings are covered for failure due to: Wear, seizure, leakage and insecurity.

Fuel System

Fuel injection system, fuel ECU and fuel pipes are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or any damage caused by contaminated fuel are not covered under this section).

Fuel leaks are not covered.

Braking System

Brake master cylinder, wheel cylinders, calipers, discs, drums, load compensator, ABS modulator/sensors/computers and brake pipe, hoses, cables are covered for failure due to wear, leakage, seizure, splits/cracks, corrosion and adjustment.

Seat Belts

Mountings, belts, retractors and buckles are covered for failure due to wear, non-function and insecurity.

Vehicle Structure

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded.

General

Windscreen wipers, windscreen wiper motor, washer motors and horn.

Maximum Claim Liability

Where liability for the cost of repairs is admitted under this MOT Test Insurance the MOT Test Insurance Holder will be reimbursed repair costs up to a maximum aggregate of £750.00 (including VAT) during each period of MOT Test Insurance.

Important

The MOT Test Insurance does not cover accidental or malicious damage, neglect or normal in-service wear and tear. The cost of an MOT test or re-test (Northern Ireland Pre-test Inspection) is not covered. See terms and conditions.

What your Peugeot Gold Renewal Warranty covers

The Peugeot Gold Renewal Warranty is available on cars and commercial vehicles over five years old or with more than 80,000 miles on the odometer but under ten years old and with less than 100,000 miles on the odometer at the time of purchase.

The Peugeot Gold Renewal Warranty covers all the following listed components against mechanical and electrical failure.

Engine

All internal components including: Oil pump, crankshaft and pulley, big end and main bearings, con-rods, gudgeon pins, piston liners, pistons and rings, cylinder head and gasket, valves and valve guides, rockers, push rods, camshaft, pulley, hydraulic tappets, timing gears, timing chains, timing belts and tensioners, flywheel and ring gear. You are not covered for any damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations.

Turbocharger

Turbocharger unit, pressure regulator, air pressure valve.

Clutch

The clutch plate, clutch fork, pressure plate, master and slave cylinder, clutch cable, self-adjuster mechanism and release bearing are covered against mechanical failure or oil contamination. Failure due to worn or burnt out clutches is not covered.

Gearbox

» Manual transmission

All internal components including gears, shafts, synchro hubs and rings, selectors, bearings and bushes.

» Automatic transmission

All internal components including torque converter, gears, clutches and brake bands, servos and governor, valve body, shafts, bearings and bushes.

Front Wheel Drive Unit

All internal drive unit components including crown wheel and pinion, differential unit bushes and bearings, constant velocity joints and gaiters, plus external drive shafts, couplings, hub bearings and flanges.

Rear Axle

Internal parts including crown wheel and pinion, differential units, shafts, bearings, oil seals and rear hubs.

Propshaft

Propshaft, universal joints and centre bearings.

Suspension

Upper and lower wishbones and arms with associated ball joints and bushes, springs and wheel bearings. Rear trailing arm, radius arms, bearings and stub axles.

Shock absorbers, McPherson struts, suspension units, and mountings are not covered.

Braking System

Master cylinder, brake servo unit, vacuum pump, discs and drums, calipers and wheel cylinders, pressure regulator and all ABS components. Frictional material is not covered.

Cooling System

Water pump, thermostat and thermostat housing.

Fuel System

Mechanical and electrical fuel pumps, airflow meter, fuel accumulator, fuel distributor, warm-up regulator, cold-start valve, glow plugs, injection pump, injectors (including injector cooling system), pressure damper, auxiliary air regulator, timing valve, deceleration valve, fuel cut-off valve, electromagnetic cut-off, inlet thermistor, coolant thermistor, throttle potentiometer, engine speed sensor, vehicle speed sensor, lambda probe, ECU, absolute pressure sensor, throttle body and stepper motors. You are not covered for any damage caused as a result of incorrect or contaminated fuel.

Electronic Ignition

Engine management control unit, ignition coil, distributor and electronic ignition amplifier.

Electrics

Internal failure of the electrical motors, alternator and central locking system.

Wiring, wiring connections, fuses, bulbs and all other electrical components are not covered.

Oil Leaks

Timing cover oil seal, transmission output seals and any other oil seal or gasket which requires the complete removal of the engine, gearbox or differential unit. Seals and gaskets replaced or refitted as part of normal service schedules are not covered.

Important

You are not covered for any parts which are not listed in the “What your Peugeot Gold Renewal Warranty covers” section, or any loss caused directly or indirectly by the claim or the event that caused the claim. Neither the Insurer or the Administrator will be responsible for damage or losses to components that are not directly covered within the terms of this warranty in any circumstances.

This warranty does not include MOT Test Insurance.

Maximum Claim Limit

The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.

General Warranty Exclusions (applicable to all cover levels)

Diagnostic time of any type is excluded.

All adjustments and alignments.

Any loss, damage or failure which occurs while the vehicle is outside the geographical territories detailed in this handbook.

Mechanical failure caused by faults which, in the opinion of a qualified engineer appointed by Peugeot Extended Warranty Administration, existed before the warranty commenced.

Vehicles where the speedometer/odometer is altered, disconnected or interfered with in any way, unless it is faulty. Faulty speedometers/odometers may be repaired or replaced, but only with our prior authorisation.

Service/maintenance operations.

The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.

Component failure resulting from accident damage, misuse or neglect.

Items which do not form part of the manufacturer's original specification for the vehicle.

Faults resulting from the use of fuel which is either contaminated or inappropriate for the vehicle.

Damage which has resulted from a failure to arrange for an obvious fault to be rectified.

Damage which has occurred as a result of any accessory being fitted (unless the accessory is approved by the manufacturer for use on the vehicle and fitted according to instructions provided by the manufacturer of the accessory).

Any damage caused by frost, including damage where lack or failure of anti-freeze has been a contributory factor.

Damage to a non-covered or excluded component.

We will only pay claims costs incurred on covered components as a direct consequence of a mechanical or electrical failure of a covered component which leads to a claim made under this policy.

Water ingress (including damage caused by water).

Electrical software update or reprogramming unless required due to the failure of a covered part.

Additional Benefits (applicable to all warranties)

Car Hire

If your vehicle requires repairs which are covered by this warranty you may claim for a replacement hire car (UK only).

Car hire is not provided for the first 24 hours of vehicle immobilisation. After this period we will refund your vehicle hire costs for a comparable vehicle. You will be responsible for the cost of insurance, fuel and ancillary expenses. Please note that the maximum period for which you are entitled to a replacement vehicle following a single incident is three days. Car hire must be from a Peugeot dealer or recognised car hire company. A deposit may be required.

Hotel Accommodation

If your vehicle has broken down and you are unable to return home and the repairs are covered by this warranty you may claim up to £150.00 for one night accommodation (including VAT) for hotel expenses or travel expenses.

The following conditions apply:

1. The breakdown must have left your vehicle unable to be driven.
2. You must provide a copy of the hotel bill and proof that you paid it.

All out of pocket expenses must be authorised by Peugeot Extended Warranty Administration and supported by valid receipts and invoices.

For authorisation please contact our Customer Services Department on 0844 573 8050.

Overseas Cover

Your warranty cover is valid anywhere in the UK, which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

It is also valid in Continental Europe for a maximum of 60 days during the period of warranty.

The above benefits are not applicable to Peugeot MOT Test Insurance.

Warranty Terms and Conditions

Please take time to read the following terms and conditions, which are an important part of your Peugeot warranty.

- 1. Warranty Holder** The Warranty Holder is the only person who is entitled to make a claim under the warranty.
- 2. Vehicle** Any claim under the warranty must relate to the vehicle described in the Welcome Letter.
- 3. Warranty Period** The warranty period appears on the Welcome Letter. The warranty will expire on the date or mileage shown in this letter, whichever occurs first. Where a monthly renewing policy has been selected, the policy will automatically renew each month when your premium is paid. Please see the terms and conditions Policy Premium Payments and Policy Durations. It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Welcome Letter.
- 4. Authorisation** No repair must be carried out without prior authorisation from our Administrator, with the exception of repairs completed in another country, which may be authorised by the Warranty Holder.
- 5. Payment for Repairs** When a repair is undertaken by an authorised Peugeot repairer, they will obtain prior authorisation from Peugeot Extended Warranty Administration and will invoice us for the cost of the repair. In certain circumstances, Peugeot Extended Warranty Administration may authorise a repair by another dealer in the UK or you may authorise a repair overseas. You may be required to pay the dealer on completion of work and may then reclaim the cost from us.
- 6. List Prices** We will not pay more than the manufacturer's list prices for parts, and manufacturer's warranty retail recovery rate for labour time. Please bear this in mind if you authorise a repair overseas.
- 7. Invoices to Support Claims** Any claim for a repair bill which you have paid direct or for out of pocket expenses must be supported by a VAT receipted invoice.
- 8. Inspection of Vehicle and Parts** We reserve the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a claims assessor. You may be asked to ensure that a faulty part is retained for our inspection following a repair. Peugeot Extended Warranty Administration is entitled to retain any part replaced under the terms of the warranty.
- 9. Dismantling of Vehicle** It is the responsibility of the owner to authorise the dismantling of the vehicle and pay the charges if such dismantling proves that the failure is not covered under the warranty. The Insurer will only pay for the dismantling if it is part of a valid claim and in accordance with condition 6.

- 10. Design Faults and Recalls** If any of the vehicle's components has an inherent design fault or is recalled by its manufacturer, the component which is the subject of the design fault or recall is not covered by the warranty.
- 11. Servicing** It is a condition of the warranty that your vehicle is serviced at regular intervals, as recommended by its manufacturer. We recommend throughout the warranty period, servicing and repair work to be carried out by an authorised Peugeot repairer. It is important that you retain your service receipts as they may be required to validate any claim you make. Services must be carried out within one month/ 1,000 miles of the intervals specified by the vehicle manufacturer, whichever comes first.
- 12. Service Record and Receipts** If you make a claim, our Administrator will be entitled to check the service record of your vehicle, to confirm that the vehicle has been serviced regularly. You should therefore retain all of your service receipts.
- 13. Modification to Vehicle** If you would like the vehicle to be modified in any way, you should obtain our prior approval. In the event that a modification which was not approved by us contributes to a fault, we reserve the right to reject any claim you may wish to make in relation to that fault.
- 14. Exclusions** The warranty does not cover:
- (a) The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
 - (b) Any loss, damage or failure which occurs while the vehicle is outside the geographical territories detailed in this handbook.
 - (c) Any defect or other loss which has been caused or worsened by the effects of nuclear fuel or nuclear waste, either through direct contact or through exposure to levels of radiation which exceed those permitted in current legislation.
- 15. Family or Business Relationship with Dealer** The warranty is not applicable to vehicles owned by people who have any family or business relationship with a proprietor or manager of a franchised Peugeot dealer. In the event of a claim our Administrator would be entitled to refuse payment.
- (If the person who arranged this warranty was not aware that you have such a relationship, please inform them.)
- 16. False Claims** If you make a false claim under the warranty, you will forfeit all benefits and the warranty will be cancelled without any refund payable.
- 17. Other Warranties and Insurance** You must not use the warranty to recover costs which are covered by another warranty or an existing insurance policy.

18. Legal Proceedings Following the acceptance of any claim under the warranty, we will have the right to conduct legal proceedings or enter into formal arbitration on your behalf. In doing so, we will be entitled to take action in your name. The cost of the action will be our responsibility, unless you have agreed in writing to an alternative arrangement. We will be entitled to any compensation and/or indemnity benefit obtained through these proceedings, to the extent that these relate to costs or potential liabilities covered by the warranty. We will also be entitled to the costs of our action, if they are assigned to you.

19. Early Expiry The warranty will automatically be cancelled without compensation in any of the following circumstances:

- (a) if the vehicle is used as a taxi, mini-cab or as a driving school vehicle;
- (b) if the vehicle is made available for short-term hire or daily rental;
- (c) if the vehicle is driven in any competitive motoring event;
- (d) if the vehicle is a police car, ambulance, fire service or military vehicle or used for public service;
- (e) if the speedometer of the vehicle is altered, disconnected or interfered with in any way, unless it is faulty. (Faulty speedometers may be repaired or replaced, but only by an approved repairer and with our prior authorisation.)

20. Invoices for repairs and out of pocket expenses covered by a Peugeot warranty should be made out and sent to Peugeot Extended Warranty Administration.

21. Administrator Peugeot Extended Warranty Administration is authorised by Peugeot Motor Company PLC to act as their agents in relation to the warranty.

22. Pre-existing Faults The warranty does not cover failures caused by faults which a qualified engineer thinks could have reasonably existed before this warranty began.

23. Commercial Vehicles Commercial vehicles over 3.5 tonnes GVW are excluded.

24. Imports Non-European imports are excluded.

25. Residency The warranty is only available to residents of the UK.

26. Engine Capacity Any vehicle with an engine capacity greater than 3,500cc is excluded.

27. Motorhomes are excluded from this policy.

28. Policy Premium Payments and Policy Durations

Cover is available on a monthly renewing basis with ten monthly payments or as an annual policy with a single upfront payment.

Annual Policy

You must pay us the full annual premium prior to the commencement date in order to receive any cover under your policy. If you have purchased an annual policy and have paid the premium when due, your warranty will last for 12 months or until it expires on mileage whichever the sooner.

Monthly Renewing Policy (Not available for sale within dealers)

The cover levels provided by a monthly renewing policy are identical to those of an annual policy. You must pay the premium every month on or before the date when it is due for the coming month. Should you fail to pay a premium when it is due, all cover will cease immediately from that date. Your policy has a minimum term of 12 months and we reserve the right to vary your monthly premium at any time by providing you 30 days notice in writing to the last address you provided us with.

We will write to you:

- i) if one of your monthly payments is not paid
- ii) before the end of the initial 12 month period, to allow you to decide whether to continue with the cover*
- iii) if there are any changes to your monthly premium or cover level.

Please Note: We will not automatically renew your cover after the initial 12 month period. We will write to you at the last address you provided to give details on how to continue your cover*.

* Continuation of cover may be subject to certain vehicle eligibility criteria.

MOT Test Insurance Terms and Conditions

The terms and conditions of this MOT Test Insurance are stated below. The MOT Test Insurance is in addition to your legal rights, and does not affect your statutory rights as a consumer. They are in addition to the warranty terms and conditions starting on page 14.

1. There must be a minimum of three months before your MOT test is due.
2. Any exploratory dismantling charges will only be reimbursed as part of a valid claim.
3. It is the responsibility of the vehicle owner to authorise dismantling and to pay charges if such dismantling proves that the failure is not covered by the MOT Test Insurance.
4. If any claim is fraudulent in any respect all benefits under this MOT Test Insurance will be forfeited.
5. The reimbursement for any claim under this MOT Test Insurance shall not exceed the manufacturer's list prices for parts and labour costs necessarily incurred in repair of covered components up to the maximum claim liability stipulated on page 9.
6. The Administrator shall not be liable for any statement or representation, written or verbal (by whomsoever made), which contradicts the terms and conditions in this MOT Test Insurance, unless such statement or representation is supported in writing by the Insurer on their behalf.

7. A VAT receipted invoice from your Peugeot dealer must support all claims.
8. This MOT Test Insurance does not cover:
 - » The cost of the MOT test or re-test.
 - » Any parts which have not actually failed, which are replaced or reported during routine servicing and/or repair of other parts which have failed.
 - » Any component covered by any other existing warranties or insurances.
 - » Any loss to the MOT Test Insurance Holder in excess of the maximum claim liability.
 - » Liability which attaches by virtue of an agreement but which would not have attached in the absence of the said agreement.
 - » Any liability for death, bodily injury, or damage to other property or any other losses of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Test Insurance.

Territorial Limits

Cover under this MOT Test Insurance may only be granted to individuals residing, or corporate bodies registered in the United Kingdom.

SECTION 7 – TRANSFER OF OWNERSHIP

If you sell your vehicle to a private individual who is not a motor dealer or trader, you can transfer the full benefits of your Peugeot warranty to the new owner. Please note: monthly renewing policies can only be transferred provided any balance of monies owed has been paid in full.

A warranty transfer request form is on this page and must be completed by you and the new owner. Please do not detach this form – send the entire handbook to Peugeot Extended Warranty Administration Customer

Services. We will then send a replacement handbook to the new owner.

If the warranty is to remain valid, this handbook must be received by us within 30 days of the date you sell the vehicle. We recommend that it is sent via registered post. For further information please contact our Customer Services Department on 0844 573 8050 or by post to: Peugeot Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

Transfer Request Form

Part 1

The former owner must fill this section.

I sold my vehicle privately on: Date: _____

I want to transfer this warranty to the new owner.

New Owner's Details

Title: _____ Initials: _____ Surname: _____

Address and postcode of new owner: _____

New owner's phone number: _____

Vehicle Details

Registration number: _____

Mileage at date of transfer: _____

Warranty type and number: _____

Former owner's signature: _____ Date: _____

Part 2

The new owner must complete this section.

I have read and fully understand the contents of this handbook and accept the terms and conditions of this warranty.

I certify that:

- » To the best of my knowledge, the vehicle has been serviced according to the manufacturer's service recommendations: and
- » The details in Part 1 are correct.
- » I accept that Section 9 no longer applies to this policy.

I understand that the warranty will not be transferred to me until the Administrator tells me that it has accepted this request for transfer. I will then take the place of the former owner as the Warranty Holder.

I enclose a cheque for £25.00 made payable to Peugeot Extended Warranty Administration.

New owner's signature:

Date: _____

How to Make a Complaint

We hope that you are pleased with the service we provide.

In the unlikely event of a complaint, you should contact the Administrator in the first instance on 0844 573 8050, or in writing to: The Customer Services Manager
Peugeot Extended Warranty Administration
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG.

If you remain dissatisfied, please contact the Insurer directly by writing to: The Insurance Manager
Motors Insurance Company Ltd
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG.

You also have the right to ask the Financial Ombudsman Service to review your case. The right to apply to the Ombudsman must be exercised within six months of the date of our decision. Please write to: The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR.
Telephone: 0800 023 4567.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the Insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the claim. You can get more information about compensation scheme arrangements from The FSCS
7th Floor Lloyds Chambers
1 Portsoken Street
London E1 8BN.
Telephone: 0800 678 1100.

Insurer

Motors Insurance Company Ltd (“the Insurer”) will provide the Insurance outlined in the handbook on the condition that you have paid the premium for the coverage that you have chosen. All the terms, exceptions and conditions shown in the handbook and the ‘Details of Cover’ section will apply to this Insurance.

Motors Insurance Company Ltd is an incorporated company limited by shares.

Registered office:
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG.

Registered in England No. 2678367.

Your statutory rights as a consumer are not affected by the above procedures. To maintain the highest quality of service and for staff training purposes, telephone calls may be monitored and/or recorded.

Use of Your Personal Information

In processing and managing this agreement, the Administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The Administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, or by emailing CCPH_DPA@carcareplan.co.uk. We may charge you the statutory fee of £10 for this service.

SECTION 9 – CANCELLATIONS AND REFUNDS

Cancellation Rights and Refunds

We hope you are happy with the cover this policy provides. If after reading your policy document, however, this insurance cover does not meet with your requirements, you have the right to cancel the warranty (including the MOT element of the policy) within 30 days of purchase and the optional assistance element within 14 days of purchase.

Should you wish to cancel within this period, please return the policy to the Peugeot dealer from whom the policy was purchased; the dealer will then refund any premium you are entitled to. If you purchased your policy on-line or via postal application please contact Peugeot Extended Warranty Administration on 0844 573 8050 for a refund of any premium you are entitled to.

If you wish to cancel your policy after this 30-day period, you may cancel your policy in writing at any time and receive a *pro rata* refund of your premium based on the number of whole months remaining subject to the deduction of a cancellation fee of £35. Requests for cancellation outside of the first 30 days from purchase should be made by contacting the administrator on 0844 573 8050 or in writing to: Peugeot Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

There will be no refund entitlement under the following circumstances:

- » in the last 30 days of cover on the warranty including the MOT policy
- » if you have made a claim on the warranty or the MOT policy
- » where the warranty including MOT policy has been transferred from the original purchaser
- » where Peugeot Assistance has been taken as a cost option, no refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days

Please allow up to 28 days for your cancellation and refund to be processed.

Peugeot Assistance (Optional)

Peugeot Assistance is available as an option for vehicles up to eight years old in conjunction with your Peugeot warranty.

If Peugeot Assistance has been included details will be shown on your Welcome Letter, and you will receive the full terms and conditions and product documentation in the post.



WELCOME

Welcome to Peugeot Assistance. We hope that this booklet is easy to understand and clearly explains all the benefits of your assistance product. In the unlikely event that your Peugeot breaks down it's good to know that someone will come out to help. Our Peugeot Assistance package eases the inconvenience and discomfort of a breakdown by offering comprehensive cover 24 hours a day, every day of the year. And remember Peugeot Assistance covers the vehicle, so anyone who is driving your car is covered.

Peugeot Assistance is available for vehicles up to eight years old.

If anything is unclear, or if you have any questions, please contact Peugeot Extended Warranty Administration Customer Services on **0844 573 8050**.

European cover (if European cover is included in your Peugeot Assistance it will be shown on your Welcome Letter).

Peugeot Assistance Plus (if this option is selected it will be shown on your Welcome Letter under Additional Product Details).

The period of cover provided is shown in the Welcome Letter that accompanies this booklet.

We wish you many happy motoring miles enjoying the peace-of-mind protection offered by Peugeot Assistance.

Peugeot Assistance

Should you require Peugeot Assistance in the UK please call 0800 294 0294.

This service is free of charge and is available every minute of the day and night; 365 days of the year.

Summary details of the benefits of Peugeot Assistance are detailed in the following pages. Should you require a full set of terms and conditions, please contact the Peugeot Customer Care Centre on 0845 200 2500 or by e-mailing customercare@peugeot.com

In the event that you require Roadside assistance, simply ring this free phone number 0800 294 0294 and give the following details:

- » Your name
- » Your vehicle registration number
- » Your current mileage reading
- » The model and colour of your vehicle
- » Your exact location (including the road you are on and nearest road junction, if possible)
- » The telephone number of the phone you are using

While the Peugeot Assistance programme aims to provide you peace of mind motoring, it only provides assistance in relation of manufacturer based or mechanical faults on your Peugeot. It does not provide assistance for certain non-vehicle faults such as:

- » the use of incorrect fuel, or lack of fuel
- » wheel changes, punctured tyres
- » instances where keys have been locked inside the vehicle, lost or stolen
- » Road Traffic Accidents*

We will arrange assistance if requested, but the responsibility of paying for assistance remains with you or the nominated driver.

The price for roadside assistance is £120, and recovery following an accident is £210.

If you wish to purchase this product, please contact Peugeot Extended Warranty Administration on 0844 573 8050.

With Peugeot Assistance it does not matter who is driving your vehicle – whether it is driven by you, a family member or any other authorised driver.

* Not covered by Peugeot Assistance Plus.

Peugeot Assistance from Home

Peugeot Assistance also provides help if you have a problem with your Peugeot at home (or within a 1/4 mile of your home). If the problem cannot be put right there it will be transported to the nearest Peugeot Authorised Repairer to you.

Peugeot Roadside Assistance

Roadside Assistance is available if your Peugeot is stranded more than a quarter of a mile from your home following a breakdown. We will seek to repair your Peugeot at the roadside, but if we cannot do so within a reasonable time, it will be taken to the nearest Peugeot Authorised Repairer or, alternatively, to a local destination of your choice.

Peugeot Recovery

If your vehicle breaks down more than $\frac{1}{4}$ mile from your home and a prompt local repair at the roadside is not possible, we will arrange onward passage for you, up to seven passengers and your vehicle to your Peugeot Authorised Repairer or any single destination in the UK mainland or Northern Ireland. This also includes the Isle of Man and the Channel Islands, although any ferry costs must be borne by you. If you are towing a trailer or a caravan at the time, this will also be recovered, subject to certain weight and size restrictions.

Peugeot Onward Travel

In the event that your Peugeot is recovered under Peugeot Recovery we may, at our discretion, provide assistance to enable you and up to seven passengers (provided that this does not exceed the legal seating capacity of the vehicle) to continue your journey. We may (at our discretion) choose to provide you with one of the following:

A replacement hire car

In the event that we choose to provide this benefit, we will arrange car hire for up to 48 hours, if your Peugeot Authorised Repairer is unable to repair the vehicle within a reasonable amount of time. To qualify for this you will need to show your driving licence and comply with the terms and conditions of the vehicle hire company. These may include a minimum age for the driver, and restrictions on any license endorsements and a deposit to cover fuel may be requested.

Overnight hotel accommodation

In the event that we choose to provide this benefit, we will arrange and pay for overnight accommodation, and transport you and up to seven passengers (provided that this does not exceed the legal seating capacity of the vehicle) to a hotel selected by Peugeot Assistance.

Alternative transport

In the event that we choose to provide this benefit we pay for your reasonable onward travel costs by rail, taxi, or coach to a cost limit of up to £100 per person or a total of £300 for the group.

Please note that the decision as to which benefit to provide under Peugeot Onward Travel shall be at the absolute discretion of Peugeot Assistance.

Peugeot European Cover

Please note that if this has been included in your Peugeot Assistance it will be shown on your Welcome Letter.

Peugeot Assistance provides the following services in Europe:

- » Roadside Assistance and Local Recovery
- » Replacement part dispatch
- » Additional accommodation expenses up to £65 per person for one nights accommodation
- » Journey continuation or return home option, up to £750 per party per trip.
- » Emergency repair costs of up to £150
- » Urgent message relay service
- » Vehicle repatriation cost to the UK (limited to the current market value of the vehicle)

Telephone for European assistance:

If you require Breakdown Assistance in Europe, you should call one of the following numbers:

00 800 33 22 88 77

00 33 825 8789 83

00 33 472 171 205

You will need to provide your vehicle registration number, mileage, location, contact number and details of the breakdown.

Please note that local fees may be payable for drivers involved in incidents on some French roads. These are outside the jurisdiction of Peugeot Assistance and are non-refundable.

Complaints or Commendations

We strive constantly to improve and develop our services, and we greatly appreciate your comments – good or bad. If you have a commendation, a complaint or just a comment about Peugeot Assistance, please let us know by calling on 0845 607 6727 (calls are charged at local rates), or by e-mailing: CustomerSupport@theAA.com

Change of Ownership

If you sell your vehicle while it is still entitled to Peugeot Assistance, the new owner will be entitled to whatever period of entitlement is remaining. Please notify us on 0844 573 8050 of any change in address or ownership.

Cancellations and Refunds

This cover may be cancelled by you within 14 days of receipt of your fulfillment material by writing to Peugeot Extended Warranty Administration, Customer Services, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. There are no refunds available outside of the 14 day period.

TERMS FOR PEUGEOT ASSISTANCE PLUS (OPTIONAL)

Introduction

Please note: Peugeot Assistance Plus is only applicable if it is shown on your Welcome Letter.

Peugeot Assistance Plus provides cover for the relevant vehicle regardless of who is driving, provided the vehicle is with the specified limits.

It covers non-vehicle faults not covered under your normal Assistance such as:

- » the use of incorrect fuel, or lack of fuel
- » wheel changes, punctured tyres
- » instances where keys have been locked inside the vehicle, lost or stolen

The terms and conditions of Peugeot Assistance Plus, as set out in this booklet, are correct at time of going to print but may change during the period of cover.

Terms and Conditions

These terms and conditions are valid for the vehicle that was purchased by you, and has met the requirements of the Peugeot Assistance Plus programme.

This booklet sets out the terms of Peugeot Assistance Plus. Cover is provided by Automobile Association Limited, which is an insurer that is exempt from authorisation under the Financial Services and Markets Act 2000.

Useful contact numbers and addresses

Simply dial the number for the service you require

UK Breakdown Assistance: 0800 2940294

Peugeot Customer Services: 0845 200 2500

Compliments and Complaints

If you have either a compliment or a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve Peugeot Assistance Plus service.

Please phone us on: 0845 607 6727

Text phone users can ring: 0845 850 1207

or write to:

Peugeot Assistance Plus
AA, Fanum House
Basingstoke
Hampshire RG21 4EA

Fax: 01256 492306

E-mail: CustomerSupport@theAA.com

If you are refused service by us, either in whole or in part, you have the right to an explanation from us in writing.

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them. If our investigations take longer, a full response will be given within 20 working days or an explanation of the AA's position with timescales for a full response.

Definitions

“Peugeot Assistance Plus” means breakdown services provided by the Automobile Association on behalf of Peugeot. They cover anyone authorised to drive the Covered Vehicle.

“Relevant Vehicle” means any New or Approved Used vehicle placed by Peugeot directly and its UK distribution network into the market within the United Kingdom, including the Channel Islands and the Isle of Man, which has been purchased by you and has either not been previously owned by any other party, or was purchased by you under the Peugeot Extended or Approved Used Extended Scheme and where, irregardless of how it was purchased, the initial “Peugeot Assistance Plus” provided with the vehicle has expired and has been extended by you through payment of a further premium. This statement also applies to non-Peugeot vehicles covered under the Peugeot Approved Used Extended Scheme.

“Driver” means any person driving a Covered Vehicle with the lawful authority to do so, including but not limited to the Registered Keeper.

“You” and **“Yours”** means the customer (e.g. company/organisation) or, as the context requires, the Driver requiring assistance.

“Agent” means any garage or other service provider appointed by the AA to act as its agent in the provision of certain roadside services.

“NVF” the occurrence of one of the following faults:

- » The use of incorrect fuel or lack of fuel
- » Wheel changes, punctured tyres
- » Instances where keys have been locked inside the vehicle, lost or stolen.

The cost of any subsequent repairs is not covered by Peugeot Assistance Plus.

Vehicle Weight and Size Restrictions

Peugeot Assistance Plus is only available in relation to vehicles which:

- a) have been registered as a relevant vehicle with the AA
- b) comply with the relevant restrictions set out below:

Maximum Vehicle Weight

(applies to all services)

All vehicles: 3.5 tonnes Gross Vehicle Weight

Maximum Vehicle Length

Relay Service: 6.4m (21ft)*

Maximum Vehicle Width

Relay Service: 2.3m (7ft 6in)*

- * In addition, assistance will be provided for caravan or trailers on tow at the time of the breakdown provided that the GVW of the caravan or trailer does not exceed 3,500kg (3.5 tonnes) and falls within the above limits for Relay service. A caravan or trailer with load of a length not exceeding 8m (26ft) will be recovered provided that this can be done safely under tow. The AA will seek to arrange, but will not pay for the recovery of any vehicle, caravan or trailer that exceeds any of these limits. (Please note that Relay does not cover the recovery of horses or livestock.)

UK Breakdown Assistance Services

The Breakdown Assistance Services provided by The Automobile Association Limited (the "AA"), as detailed in this part of the booklet, are only available in relation to a Relevant Vehicle when travelling in the United Kingdom and where the relevant breakdown occurs in the UK (excluding the Channel Islands and the Isle of Man, where separate Terms and Conditions apply).

Assistance is not available in relation to events occurring prior to commencement of the relevant cover. If cover appropriate to the assistance required is only requested at the time of, or following, the relevant event, and the AA is prepared to provide such assistance, there will be a one off call out fee in addition to the premium payable. This fee is not a premium and its payment, will not, in itself, entitle the member to cover.

Roadside Assistance

What is Covered

- » Roadside Assistance is available if the Relevant Vehicle has suffered a non vehicle fault (NVF) is stranded on the highway more than a quarter of a mile from the Authorised Driver's home address previously following a breakdown or accident of the Relevant Vehicle. We will seek to effect a roadside repair if, in the reasonable opinion of the patrol or appointed agent, this can be achieved within a reasonable time.
- » If a patrol or appointed agent cannot fix the Relevant Vehicle within a reasonable time, it will be taken to the nearest authorised repairer or, alternatively, to a local destination of the driver's choice, provided it is no further.

It is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. We do not guarantee that any recovery to an appropriate authorised repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair.

Once the Relevant Vehicle is moved or a temporary repair carried out *in situ*, the cost of any subsequent repairs is not covered by Peugeot Assistance Plus. Please check the vehicle warranty for details of repairs covered under the warranty.

What is Not Covered

- » Roadside Assistance does not cover any additional transport or other costs that the Authorised Driver might incur, whether as a result of the Relevant Vehicle being towed or otherwise.
- » Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the Relevant Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by the Authorised Driver.
- » Matters excluded under General Terms of Peugeot Assistance Plus.

Home Start

What is Covered

- » Home Start provides assistance for a NVF when the Relevant Vehicle is immobilised following a breakdown at or within 1/4 mile of the Authorised Driver's home address.
- » If a prompt local repair is not possible, we will, subject to the terms and conditions relating to such service, provide recovery to the nearest authorised Peugeot dealer or other location of the Authorised Driver's choice, whichever is the nearer. It is then the Authorised Driver's responsibility to instruct the repairer to make any repairs required. Any contract for repair will be between the Authorised Driver and the repairer, and it is the Authorised Driver's responsibility to pay them. We do not guarantee that any recovery to an appropriate local repairer will be within the opening hours of the repairer or that the repairer will be immediately available to undertake any required repair.

What is Not Covered

- » The recovery of a Relevant Vehicle within a quarter of a mile of the Authorised Driver's home address.
- » Matters excluded under the General Terms of Peugeot Assistance Plus.

Relay

What is Covered

- » Relay is available when a Relevant Vehicle has suffered a NVF and we cannot arrange a local repair within a reasonable time.
- » Relay provides the relay of an immobilised Relevant Vehicle (including trailer/caravan on tow at the time, provided it is within the size limits) to the nearest Peugeot dealer or if further than 1/4 mile from the Authorised Driver's home, to any other single destination in the UK. Assistance will be provided for no more people than the legal seating capacity of the Relevant Vehicle up to a maximum of eight people (including the driver) provided that such people who where travelling in the Relevant Vehicle at the time of the breakdown. If there are more people than the maximum allowed, we will seek to arrange, but will not pay for, their onward transportation.
- » A caravan or trailer which is capable of being towed safely will be towed, provided it does not exceed a maximum length of 8m (26ft). We will seek to arrange, but will not pay for, recovery of any Relevant Vehicle, caravan or trailer that exceeds any of these limits.

Please note

After the Relevant Vehicle has been recovered, any subsequent repairs will be at the Authorised Driver's cost. It is also the responsibility of the Authorised Driver to arrange and pay for the Relevant Vehicle's collection, should that be necessary.

What is Not Covered

- » Relay will not be provided if we are able to arrange a prompt local repair within a reasonable time.
- » A second or subsequent Relay, after the Relevant Vehicle has been recovered following a breakdown.
- » The transport of immobilised vehicles where we consider this to be part of a commercial activity, for example, to, from or for motor dealers or delivery companies.
- » The transport of vehicles being used for racing, rallying, trials or time trials, auto tests or other motor sports events.
- » The recovery of any vehicle that we consider would be dangerous or illegal for us to load or transport (including, but not limited to, overladen vehicles).
- » Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by you.
- » Any costs for passengers who do not accompany the Relevant Vehicle while it is being recovered under Relay.
- » The recovery of any vehicles bearing trade plates and/or which we have reason to believe have just been imported or purchased at auction.
- » The recovery of horses or livestock.
- » Ferry costs.
- » Matters excluded under General Terms of Peugeot Assistance Plus.

General Terms of Peugeot Assistance Plus UK Breakdown Services

1. Roadside assistance services, which include Roadside Assistance, Home Start, Relay, are available to Peugeot Extended vehicles during its period of eligibility of up to 12 months, seven days a week, 365 days a year, when it is immobilised as a result of a breakdown or accident in the UK.
2. The Peugeot Assistance Plus is designed to provide emergency breakdown and recovery facilities; their availability does not, of course, remove the need to keep the Relevant Vehicle properly maintained and serviced.
3. We reserve the right to vary the terms and conditions of service during the period of Peugeot Assistance Plus on the giving of reasonable notice where we reasonably consider it necessary to do so in order for the services supplied to comply with any changes in the law or regulations applicable thereto.
4. We are entitled to refuse service in certain circumstances: for example, should the vehicle be ineligible for Peugeot Assistance Plus. Attendance will also be declined in non-emergency situations where the Relevant Vehicle is still mobile and the journey can be continued both legally and in safety. In such circumstances, the Peugeot Assistance Plus Incident Manager, where appropriate, would recommend an alternative course of action.
5. If the Relevant Vehicle breaks down, and the Authorised Driver needs help, the Authorised Driver should always contact Peugeot Assistance Plus direct. Peugeot Authorised Repairers and garages approached independently, whether appointed by us or not, will expect payment and subsequently the Authorised Driver will have to settle the bill and we will be under no obligation to reimburse the Authorised Driver.
6. It is the Authorised Driver's responsibility to ensure that any temporary repairs carried out by us to mobilise the Relevant Vehicle are followed as soon as is possible by a permanent repair. Please refer to the terms of the vehicle warranty with respect to the carrying out of repairs by Peugeot Authorised Repairers.
7. Peugeot Assistance Plus is only available to motor vehicles up to a maximum weight limit of 3,500kg (3.5 tonnes) gross vehicle weight (GVW). There are additional length and width restrictions under Relay service. Maximum vehicle length, 21ft (5.5m), Maximum vehicle Width, 7ft 6in (2.3m). In addition, caravans or trailers on tow at the time of the breakdown will be recovered along with the Relevant Vehicle (if appropriate) towing them, provided that they fall within the above limits for Relay service. A caravan or trailer of a length of greater than 18ft (5.5m) but not exceeding 26ft (8m) will be recovered provided that this can be done safely under tow.

8. If eligibility for Peugeot Assistance Plus cannot be validated at the time of the Authorised Driver's request for service, the Authorised Driver may be asked to complete and sign a "Promise to Pay" form in relation to the repayment of the cost of any service provided if eligibility for Peugeot Assistance Plus cannot subsequently be validated.
9. We reserve the right to refuse to provide or arrange assistance services if the Authorised Driver is not present at the time of the incident and/or unable to be present at the time assistance arrives.
10. Service is subject to availability and may be supplemented by our appointed agents. We will only accept responsibility for the actions of an agent where the agent is acting on our instructions and is providing assistance to the Authorised Driver that they are entitled to under Peugeot Assistance Plus for the Relevant Vehicle. An agent appointed by us will charge us directly for any service it has provided on our behalf. However, if repairs cannot be carried out either by a patrol or our appointed agent, on the highway or at the Authorised Driver's home address and the Relevant Vehicle has to be recovered to a garage, the Authorised Driver must meet any subsequent repair costs, if not covered by the manufacturer's warranty.
11. The Authorised Driver will be required to pay for any consumables that we or our appointed agents provide.
12. We aim to provide emergency breakdown assistance. Our patrols will not carry out vehicle servicing or vehicle reassembly, for example, where they are required as a result of neglect and unsuccessful work on the Relevant Vehicle other than on the part of us or our agents.
13. Our patrols are trained and equipped to carry out emergency roadside repairs and are not in a position, and should not be expected, to comment on the general safety or roadworthiness of a Relevant Vehicle after a breakdown or emergency repair. In addition, completion of an emergency repair cannot be taken to signify, or in any way guarantee, the general roadworthiness of the Relevant Vehicle concerned. However, we reserve the right to refuse service where, in the opinion of the patrol or garage agent, the Relevant Vehicle concerned was, immediately before the incident, dangerous or unroadworthy or the giving of service would involve any breach of the law (including, but not restricted to, any breach of road traffic regulations or health and safety provisions), or there has been an unreasonable delay in reporting the breakdown.
14. Where the Authorised Driver has been refused service as a result of the Relevant Vehicle being deemed dangerous, over laden or unroadworthy, we will endeavour to arrange assistance on behalf of the Authorised Driver but will not pay for this service.

15. While we seek to provide Peugeot Assistance Plus at all times, our resources are finite and this may not always be possible. We shall not be liable for service failures where we are faced with circumstances outside our reasonable control. Events which might constitute circumstances outside our reasonable control include (but are not limited to) Acts of God, outbreak of hostilities, riot, civil disturbance, acts of terrorism, acts of government or authority (including the refusal or revocation of any license or consent), fire, subsidence, explosion, flood, snow, fog or other bad weather conditions, vehicle equipment or systems failures, shortages of fuel or other necessary supplies, failure of telecommunications lines or systems, default of suppliers or sub-contractors, theft, malicious damage, strike, lock out or industrial action of any kind.

16. To avoid any possible doubt, we shall not, in any event, have any responsibility for any indirect, purely economic or consequential losses incurred as a result of or in connection with Peugeot Assistance Plus whether resulting from negligence or otherwise.

We shall not, in any event, and to the extent permitted by law, have any responsibility for any increased costs or expenses, for any loss of profit, business, contracts, revenue or anticipated savings or for any special, indirect or consequential losses incurred as a result of or in connection with any service, whether resulting from tort (including negligence or breach of statutory duty), breach of agreement or otherwise. For the avoidance of doubt, nothing in this clause or these Terms and Conditions

shall exclude or restrict our liability for negligence resulting in death or personal injury.

17. Failure to enforce or non-reliance upon any of these terms and conditions by us on a particular occasion or occasions will not prevent us from subsequently relying on or enforcing them.

18. Peugeot Assistance Plus – what is not covered:

- » Routine maintenance and running repairs, such as fixing faulty radios, interior light bulbs, heated rear windows;
- » The cost of spare parts, petrol, oil, keys, consumables or other materials and garage or other labour required to repair the Relevant Vehicle;
- » Any costs or charges connected with the drainage or other removal of fuel, lubricants or other fluids due to the introduction of an inappropriate fluid, it is the Authorised Driver's responsibility to instruct the repairer as to the work required, any contract for repair will be between the Authorised Driver and the repairer;
- » Any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Relevant Vehicle, we will endeavour to arrange assistance from a third Party on behalf of the Authorised Driver but will not pay for the cost of the call out or any repair, all other costs are the responsibility of the Authorised Driver;
- » Relevant Vehicles not displaying the relevant road fund licence;

- » Having the Relevant Vehicle stored or guarded in the absence of the driver;
 - » Providing service to the Relevant Vehicle when it is on private property, for example garage premises. We will be entitled to refuse service unless you can establish to its satisfaction that permission has been given by the relevant owner or occupier;
 - » Any personal transportation costs;
 - » Any ferry or toll charges levied on relation to the Relevant Vehicle that is being towed or recovered;
 - » Payment for lost or stolen keys when keys have been locked in the Relevant Vehicle.
19. Assistance will be provided for no more people than the legal seating capacity of the Relevant Vehicle up to a maximum of eight people (including the driver) provided that such people were travelling in the Relevant Vehicle at the time of the breakdown.
20. We reserve the right to refuse service where it is requested to deal with the same or similar fault or cause of breakdown to that attended to in regard to the Relevant Vehicle within the preceding 28 days. It is the Authorised Driver's responsibility to make sure that emergency repairs carried out by us are, where appropriate, followed as soon as possible by a permanent repair. It is the Authorised Drivers Responsibility to, when advised to do so by a Patrol, take the Relevant Vehicle to a Peugeot Authorised Repairer to have any temporary repair carried out by Peugeot Assistance Plus made good. If we have cause to believe that the Authorised Driver is over using assistance in relation to a fault or cause of breakdown, which we have attended on previous occasions, it will report the matter to Peugeot, who will make a decision as to whether future assistance will be provided until such time as a permanent repair is carried out.
21. We are not under any obligation to transport or to arrange the transport of any animal. If we or our agents, at their discretion, agree to transport an animal, then any such transport will be at the Authorised Driver's own risk. It is the Authorised Driver's responsibility to secure any animal being transported or to make alternative arrangements for its transportation.

22. We have the right, at any time to refuse or cancel service to, or to refuse to arrange service for, any person otherwise entitled to assistance for the Relevant Vehicle where it reasonably considers that they or anyone accompanying any such person:
- a) is behaving or has behaved in a threatening or abusive manner to our employees, patrols or agents, or to any third party contractor;
 - b) has falsely represented that they are entitled to services with they are not entitled to; or
 - c) has assisted another person in accessing our services to which they are not entitled; or
 - d) owes us money with respect to any services, spare parts or other matters provided by us or by a third party on our instruction.
23. If we consider that a locksmith, body-glass or tyre specialist is needed, it will endeavour to arrange their help on behalf of the Authorised Driver. We, however, will not pay for their services and the contract for repair will be between the Authorised Driver and the repairer. Further, if use of a locksmith or other specialist would, in our opinion, mobilise the Relevant Vehicle, no further service will be available for the breakdown in question.
24. If specialist equipment (not normally carried by our patrols) is in our view, required to provide assistance when a Relevant Vehicle has left the highway, is in a ditch, is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of its wheels, we will arrange recovery but at the Authorised Driver's cost. Once the Relevant Vehicle has been recovered to a suitable location, normal service will be provided in keeping with Peugeot Assistance Plus.
25. We will not provide service where this is requested in regard to the Relevant Vehicle which requires service by reason of, or immediately following, participation in any racing, rallying, trials or time-trials, auto test or other motor sports event ("Motor Sports Event"). However, for the avoidance of doubt, we do not consider the following activities to be Motor Sports Events, and thus will provide service to a participating Relevant Vehicle if properly requested:
- a) "concours d'élégance" events;
 - b) Track test days for road-legal vehicles;
 - c) Rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.
26. The headings used in these terms and conditions are for convenience only and shall not affect the interpretation of its contents.

27. None of the terms and conditions, or benefits, of, or under, Peugeot Assistance Plus are enforceable by anyone other than the Authorised Driver. For the avoidance of doubt, and without limitation to the generality of the foregoing, any rights under The Contract (Rights of Third Parties) Act 1999, or any replacement thereof, are hereby excluded.
28. These terms and conditions, and any agreement entered into under or in connection with the same, shall be interpreted in accordance with the English law and subject of the exclusive jurisdiction of the English Courts.
29. Nothing in these Terms and Conditions shall affect the statutory rights of the Authorised Driver as a consumer.

AA Company Details

The Automobile Association Limited is a permitted insurer under the Financial Services and Market Act 2000.

The Automobile Association Limited is incorporated with limited liability in Jersey number 73356.

Registered Office: 22 Grenville Street, St Helier, Jersey JE4 8PX, Channel Islands.

Head Office: Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.

Branch registered in England and Wales number BR004875.

Information is available in large print, audio and Braille on request. Please call 0800 262 050 for details. Deaf, hard of hearing or speech-impaired customers who have a textphone can call 0800 32 82 810.

