



**AUTOGUARD**  
WARRANTIES

# TRADE SELECT

Repair and Maintenance Plan



## MULTI-AWARD WINNING PROVIDERS



## IMPORTANT INFORMATION ABOUT YOUR PLAN

Here at Autoguard Warranties Our goal is to ensure You make the most of Your Plan and have peace of mind. So, whether You're a novice or an expert in motoring, We've put together the following key points so You always know what to expect.

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### HOW TO CONTACT US

Please read this Repair and Maintenance Plan carefully and keep it safe along with the Agreement Form. You will need these documents should You need to make a Repair Request.

The contact details are:  
**CUSTOMER SERVICES / REPAIRS DEPARTMENT**  
**03432 271 499**  
 LINES ARE OPEN MONDAY TO FRIDAY 9AM - 5PM  
 AND SATURDAY 9AM - 12PM

If You do have any questions about this Repair and Maintenance Plan You should in the first instance contact the Administrators.

**THE VEHICLE MUST HAVE A VALID MOT, TAX AND INSURANCE AT ALL TIMES FOR THE DURATION OF THE PLAN, FAILURE TO DO SO MAY LEAD TO AN UNSUCCESSFUL REPAIR REQUEST.**

## EXCLUDED COMPONENTS AND FAILURES



Excluded components  
**Please read page 6 for a full list of all excluded components.**

For example:

- Brake callipers and calliper motors
- Wiring and electrical connections
- All internal and external lamps and LEDs

Excluded failures  
**Please read page 6 for a full list of all excluded failures.**

For example:

- Wear
- Fluid Leaks
- Seals/Gaskets
- Corrosion

## HOW TO MAKE A REPAIR REQUEST

**If You consider You have a Repair Request DO NOT proceed with repairs until the Repair Request has been approved.**

If the Vehicle shows signs of an imminent failure, DO NOT continue to use it. This may aggravate the problem and cause greater damage for which We will not be liable. Your repairer must find the cause of the problem and verify if it is covered by the Repair and Maintenance Plan.

**We will not pay for any stripping down of the Vehicle or parts to determine the cause of the failure unless We accept the Repair Request. The most We will pay in total is restricted to the Repair Request Limit as noted on the Agreement Form for a single Repair Request and up to the Vehicle purchase price in total.**

**Please note: Your repairer must be VAT registered.**

1. Your repairer must telephone the Repairs Department on **03432 271 499**. At that time the following information will be required:  
 Repair and Maintenance Plan number  
 Plan holder's name  
 Current mileage  
 Nature of Repair Request  
 Total cost  
 Service history (if applicable)
2. If the failed component is listed under this Repair and Maintenance Plan You must obtain authority from the repairs department before commencing any repairs. Admission of liability is conditional on the terms and conditions of this Repair and Maintenance Plan being adhered to, for example, servicing.

3. On receipt of any supporting service invoices (where required), We may approve repairs immediately or alternatively: call for other estimates; nominate another repairer; investigate the Repair Request further; request other forms of supporting evidence e.g. photo/video; or appoint an independent assessor to inspect the Vehicle and or failed components.
4. When repairs are approved a Repair Request number will be issued for the repairs to be carried out, along with a Repair Request form to be signed and dated by the Repair and Maintenance Plan holder.
5. On completion of the repairs, send the following documents to the Administrator at the address on page 4 of this Repair and Maintenance Plan:
  - a. The repairers VAT invoice MUST be made to Autoguard Warranties Ltd, which must quote the Repair Request number, Vehicle details, failure mileage and details of who to pay.
  - b. Supporting documentation as requested by the Repair Request adviser such as the signed Repair Request form and proof of payment for the repair.

The Administrator's working hours are 9am - 5pm, Monday to Friday, and 9am - 12pm on Saturday, excluding bank/public holidays.

## PAYMENT OF REPAIR REQUEST

Once all supporting documents are received, the Administrator will reimburse You or the repairer, subject to the terms and conditions of the Repair and Maintenance Plan. If a balance is due, You must pay it direct to the repairer.

**Please Note:** Repair Requests are paid by bank transfer to the agreed payee so please include Your bank details when sending in Your documents.

Repair Request documentation must be received by the Repairs Department within 7 days of completion of repairs, otherwise they cannot be accepted. Repair Requests received beyond this date will be subject to review in terms of the reason for delay and it shall be at the Absolute Discretion of the company to accept such Repair Requests.

If You are VAT-registered, VAT on repairs under this Repair and Maintenance Plan can not be reimbursed.

### IMPORTANT NOTE

You are covered only for the parts described in this Repair and Maintenance Plan.

You are covered up to the Repair Request Limits shown on the Agreement Form or any lower limit that may be specified within this Repair and Maintenance Plan. We may insist that Your repairer use exchanged or reconditioned parts to effect a repair. If the part to be replaced has some wear, and the part improves the general condition or value of the Vehicle, You may be required to pay a specified amount towards the improvement.

Please refer to the Betterment section of Your Repair and Maintenance Plan under the terms and conditions section. The Administrator cannot agree to any Repair Request without providing a Repair Request number. The repairer should not start any repairs without this number. Please quote Your Repair Request number every time You contact Us about Your Repair Request and make sure the repairer includes this number on this invoice.

# TRADE SELECT

## WHAT IS COVERED?



COMPONENTS INCLUDED IN YOUR REPAIR AND MAINTENANCE PLAN

### FRONT AND REAR BRAKES

Brake Master Cylinder

ABS Wheel Speed Sensors

### ENGINE COOLING SYSTEM

Water Pump

Coolant Temperature Sensor

Viscous Fan Coupling

### FUEL SYSTEM

Throttle Body

Throttle Position Sensor

Airflow Meter

NOX Sensor

Injectors

Oxygen Sensor

Map Sensor

### STEERING

Steering Rack and Pinion

Steering Box

PAS Pump

### ELECTRICAL SYSTEM

Starter Motor

Alternator

Electric Window Motors and Switches

Central Locking Motor

Front and Rear Windscreen Wiper Motors and Washer Motors

Ignition Coils

AirCon Compressor

Sun Roof Motor

Sun Roof Switch

Indicator Flasher Relay

Electrical Fuel Pump

### TRANSMISSION / DRIVETRAIN

Drive Shafts

Manual Gearbox - All internal components contained within the transmission casing.

Automatic and CVT Transmissions - All internal components contained within the transmission casing.

Differential (All internal components.)

Constant Velocity Joints

### SUSPENSION

Wheel Bearings\*

Coil Springs\*

Upper and Lower Wishbones. (Excluding bushes)

### ENGINE MANAGEMENT

Engine Electronic Control Unit Only

### ENGINE

Cylinder Head

Cylinder Head Gasket

Turbo

Camshaft and Followers

Oil Pump, Pistons and Rings

Con Rods

Crankshaft and Bearings



\*Age and Mileage Limitations Apply.

Please refer to page 6 for details of exclusions to cover under this Repair and Maintenance Plan.

## THE FOLLOWING EXCLUSIONS APPLY TO THIS REPAIR AND MAINTENANCE PLAN

### COMPONENTS & FAILURES NOT COVERED BY THIS REPAIR & MAINTENANCE PLAN

- External oil /fluid leaks are specifically excluded.
- Gradual deterioration of performance of a component in line with the age and mileage of the Vehicle will be classed as "Wear and Tear" and excluded from the Repair and Maintenance Plan unless additional Wear and Tear cover has been purchased.
- Water ingress and any components damaged by water ingress are specifically excluded.
- Carbonised, pitted, corroded, burnt or sticking components are specifically excluded.
- Breakdown as a result of contamination or failure to meet current emission legislation is excluded.
- Power steering belts, external links and joints, rubber boots, swivel pins, oil leaks, frost damage and bushes are excluded.
- Nuts, bolt, mounts and brackets.
- Keys and key fobs.
- Software, firmware or "flash" updates for any component.
- The cost of any servicing or service items.
- Seals & gaskets of any description, save where specifically covered, including but not limited to sealing compounds, silicone sealant and liquid gaskets.
- Paint - the painting of parts replaced under the Repair and Maintenance Plan will not be covered.
- Casings - The following casings are only covered if their failure is a direct result of a failure of a covered component and will constitute part of the total Repair Request subject to the Repair and Maintenance Plan limits: Cylinder Block, Cylinder Head, Gearbox Casing and Axle Housing.
- Working Materials - Should any authorised repair to any of the above components require essential replacement or topping up of lubricants, oils or coolant or replacement of the oil filter these shall be covered as part of the total Repair Request, within the Repair and Maintenance Plan limits.
- Electrical connections, LEDs, LCDs, all internal and external lamps, wiring looms and all batteries.
- Anything not specifically mentioned in the "What is Covered" Section of this booklet. (Page 4 and 5)
- Consumable items such as, but not exclusively limited to light bulbs, drive belts, wiper blades, brake linings, brake discs, cylinders, cables, bushes, glow plugs, all pipes, all hoses, remote controllers, keys and key fobs.
- Cam Belt and timing chains and associated tensioners.

### NOTE

- The maximum contribution for diagnostics is £65 inclusive of VAT only where the Repair Request is valid and has been approved by Our team.
- Those components covered are covered against Mechanical Failure.
- The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a authorised component and the Vehicle is not within 1,000 miles of its next due service.
- Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the Repair Request invoice.
- Wheel Bearing, Coil/Leaf spring and Intake Manifold (including Flap motors and runners) failure will be covered on Vehicles up to 6 years old or 70,000 miles only - whichever comes first.

### TIMING BELTS

Otherwise known as camshaft drive belts. If Your Vehicle has a timing belt, please make sure it is in good condition and that it is checked and changed in line with the manufacturer's recommendation.

If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience.

**No responsibility will be accepted for damage caused by the failure of a worn out/or incorrectly fitted timing belt.**

### TERMS & CONDITIONS

This section details the terms, conditions and exclusions of this Repair and Maintenance Plan:

1. Autoguard Warranties Ltd on behalf of the Repair and Maintenance Plan holder will provide administration and Repair Request services in connection with Mechanical Failures as set out in this Repair and Maintenance Plan booklet and Agreement Form during the Period of Cover and will repair, or arrange for the repair of Your Vehicle as detailed in this booklet and the Agreement Form. The Repair and Maintenance Plan will not be valid unless Autoguard Warranties Ltd receives the full fee for the Repair and Maintenance Plan. Autoguard Warranties Ltd will not be liable if We do not receive the full fee from the dealer from whom You purchased Your Vehicle within 14 days, unless otherwise agreed, of You taking delivery of the Vehicle.
2. The Repair and Maintenance Plan does not apply to any Vehicle(s) used for competitive and/or timed racing of any sort, (including but not limited to off-road driving, Vehicles acting as a pace make and/or safety Vehicles), any Vehicles used by any emergency services (including but not limited to police, fire and ambulance service Vehicles), any military Vehicles, any Vehicles used by airport authorities or their agents/servants within the territorial boundaries of the airport (including runways and any outbuildings associated with the airport), any Vehicles used for hire or reward (including but not limited to taxis and self drive Vehicles), any Vehicles used by a driving school, any kit cars and any non-standard, customised or modified Vehicles.
3. The supplying dealer has given the Administrator Your information in order to validate the Plan for services between You and the Administrator.
4. We will not pay more than the Repair Request Limit shown on the Agreement Form, unless a lower, component-specific cap applies, which is detailed within this booklet.
5. No liability will be accepted for any Repair Request that is reported to the Administrator more than three days of start date.
6. No repairs may be carried out under the Repair and Maintenance Plan until the Administrator provides a Repair Request number for those repairs. Failure to obtain prior approval for any Repair Request will lead to the Repair Request being declined in its entirety. No liability shall exist in respect of parts supplied, repairs carried out or any other Repair Request under this Repair and Maintenance Plan other than Repair Requests in accordance with the procedures set out in this Repair and Maintenance Plan booklet. We reserve the right to seek the most cost-effective repair. This may include the approval of using reconditioned, remanufactured, refurbished or exchange parts / units.
7. Authorised repairs must be completed within 30 days of approval issue date. Repair Request documentation must be received by the Repair Request department within 7 days of completion of repairs, otherwise they cannot be accepted.
8. The maximum Repair Requests in aggregate We will pay during the Period of Cover is up to the purchase price of the Vehicle as stated on the Agreement Form.
9. The amount of time allowed for labour will be according to Autodata times and the Labour Rate will be specific to each dealer. The Administrator reserves the right to examine the Vehicle and failed part and to subject them to expert independent assessment to determine the amount to be paid in respect of a Repair Request. This will be subject to the Repair Request Limits and the terms and conditions of Your Repair and Maintenance Plan.
10. The mileage quoted on the Agreement Form does not guarantee this is the true distance the Vehicle has covered and the mileage should be disregarded.
11. Your Repair and Maintenance Plan excludes any liability for death, bodily injury or loss of or damage to property other than the listed components or loss of use or any Consequential Loss of whatsoever nature.
12. No liability will be accepted for damage caused by:
  - Neglect;
  - Corrosion;
  - Water Ingress;
  - Any foreign matter getting into or onto a part;
  - Lack of servicing;
  - Over-heating or freezing;
  - Abuse;
  - Damage to parts not covered by this Repair and Maintenance Plan.
13. No liability will be accepted for: parts that have been fitted incorrectly, the effects of poor repairs, faults or defects at the time of the sale, parts that have been made or designed badly, parts not fitted as standard or optional extras by the manufacturer, unless cover for such items is agreed beforehand.

## TERMS & CONDITIONS

14. The administrator may declare void any Repair and Maintenance Plan where the Agreement Form does not correctly show the exact Vehicle type, model, age and mileage. If You give incorrect information on the Agreement Form, Your Repair and Maintenance Plan may be void, or at the Administrator's option, allowed to continue subject to the payment and receipt of any additional fee that may be required to reflect the correct information.
15. If You have not kept to the conditions of the Repair and Maintenance Plan, You agree that Your Repair Request will be rejected and that Your Repair and Maintenance Plan will be cancelled. Refunds will be at the selling dealer's Absolute Discretion.
16. If You or a repairer makes a false or dishonest Repair Request, Your Repair and Maintenance Plan will be cancelled and legal action may be taken against You.
17. In the event of a Repair Request the Administrator reserves the right to call for a contribution from the Repair and Maintenance Plan holder for Betterment should the repaired Vehicle ultimately be in a better condition or have a better value than it enjoyed immediately prior to the Repair Request.
18. You cannot change the terms and conditions unless You have written agreement from Autoguard Warranties Ltd.
19. If You are in breach of any of the terms of this Repair and Maintenance Plan, the Administrator may cancel this Repair and Maintenance Plan by giving 14 days notice by recorded delivery to the last known address of the Repair and Maintenance Plan holder.
20. No liability will be accepted for any Consequential Loss or damage to parts not covered by this Repair and Maintenance Plan where Consequential Loss is caused by a covered part.
21. The Administrators reserve the right to amend the Repair and Maintenance Plan details from each renewal year.
22. If the Administrators accepts that there is a Repair Request under this Repair and Maintenance Plan but there is a disagreement in respect of the amount to be paid, the disagreement will be referred to an independent arbitrator. In these circumstances the arbitrator's award must be made before there is any right of action against the Company.
23. The Terms and Conditions and application details will be read as one Repair and Maintenance Plan. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined will have its ordinary meaning.
24. Non-Disclosure, Misrepresentation or Misdescription - this Repair and Maintenance Plan is voidable if You or anyone acting for You fails to disclose, misrepresents or misdescribes any material fact. If the Administrator voids this Repair and Maintenance Plan they will void it in its entirety and no cover will apply.
25. Should the Vehicle be involved in a total loss claim via Your own motor policy, this Repair and Maintenance Plan will become void and no refund will be offered.
26. Unless specifically agreed otherwise, the law that will apply is English law.
27. If Your Vehicle is found to be fitted with any form of fuel tamper device then Your Repair and Maintenance Plan will be void.
28. Once a Repair Request has been notified, You will have 7 days in which to provide further information and or diagnostic evidence of failure of a covered component, in order for any Repair Request to be considered. If the Plan reaches its natural expiry date during or after this 7 day period, no Repair Request would be considered without written consent from the Administrators.
29. If multiple repairs are present at the same time then they will be treated as one Repair Request.
30. **Please note that Autoguard Warranties operates a strict zero tolerance verbal abuse policy when dealing with customers. Autoguard Warranties reserves the right to immediately cancel the customers cover, without any refund, in any situation where a customer delivers verbal abuse or threats in any medium, that are directed against a member of Our staff and or the business including sexual harassment in any form.**

## TERMS & CONDITIONS

### Exclusions

The Company shall not be liable for any Repair Requests arising thereby or indirectly caused or contributed by or in consequence of a loss;

1. (a) Occurring during the warranty or warranty period of any manufacturers or the dealer's excess period (if any) or where faults have developed during such period prior to the commencement of the Repair and Maintenance Plan (provided they were evident at that time) and which have not been completely rectified.
  - (b) Resulting from any modification to the Vehicle or the substitution of components by non-standard components or equipment not approved by the manufacturer of the Vehicle.
  - (c) If the odometer has been altered or disconnected or inoperative resulting in the misrepresentation of the Vehicle's actual mileage.
  - (d) Caused by or arising from:
    - (i) Overheating, corrosion or the gradual reduction in operating performance commensurate with the age and mileage covered by the Vehicle. This includes, but is not limited to:
      - (a) The gradual loss of engine compression necessitating the repair of valves or rings
      - (b) Gradual increase in oil consumption due to normal operating functions.
    - (ii) The use of a grade of fuel not recommended by the manufacturer of the Vehicle or the ingress of foreign matter into fuel, lubricants or cooling system. The use of inadequate or improper antifreeze protection.
    - (iii) Routine servicing maintenance or repair of the Vehicle or from negligence, abuse or wilful damage.
    - (iv) The subjecting of the Vehicle to a load greater than that permitted by the manufacturer's recommendations.
    - (v) Fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped there from or any extreme cause.
    - (vi) Any road traffic accident, collision or fire damage; including total loss of Vehicle.
  - (e) Involving components subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design defect.
  - (f) Directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
2. Local taxes, when repairs are completed outside of the UK.
  3. Any ancillary components or equipment not listed under the "What is Covered" section.
  4. Mechanical failure due to lack of fuel, antifreeze, hydraulic fluids, grease or oils.
  5. Investigatory or remedial work commenced before authorisation by the Administrator.
  6. Costs incurred in routine servicing or repairs.
  7. Any parts, which have not failed but have been reported as requiring replacement during routine servicing and/or repairs or at the time of when a Repair and Maintenance Plan repair is in progress.
  8. Liability, which attaches to the Repair and Maintenance Plan holder by virtue of an agreement but which would not have attached in the absence of such agreement.
  9. Any liability for death, bodily injury or loss of or damage to property other than the covered components or loss of use or any Consequential Loss of whatsoever nature.
  10. Non-compliance with the conditions relating to the servicing of the Vehicle. Please refer to the dedicated servicing requirements outlined and applicable to this Plan.
  11. Any faults or defects deemed to have been present at the time of Repair and Maintenance Plan inception.
  12. The cost of any servicing or service items.

## DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this Repair and Maintenance Plan.

### Absolute Discretion

This means We have full authority to make decisions under the terms of this booklet. The fund will be used at our full Absolute Discretion in order to get you back on the road as soon as possible. We can decide how and when to act without needing to ask for Your agreement or explanation. It doesn't mean We must always act in a way that benefits or protects You (or Us), unless these terms state so or the law requires it.

Example: The fund allow Us to reserve the right and approve the use of reconditioned, remanufactured, refurbished or exchange parts at our full Absolute Discretion.

### Administrator

Autoguard Warranties Ltd, Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey GU16 7ER. Registered company number 6574030.

### Agreement Form

Confirmation of the Vehicle, the Repair and Maintenance Plan holder's details, Repair and Maintenance Plan duration, type of cover selected and Repair Request Limit applicable.

### Autodata

An industry reference, including but not limited to Autodata, Glasses Guide etc. for the confirmation of repair times and service requirements used extensively by the motor industry.

### Betterment

Is a contribution from the Repair and Maintenance Plan holder where the repaired Vehicle ultimately will be in a better condition or have a better value than it enjoyed immediately prior to the Repair Request.

### Consequential Loss

Any other costs which are directly or indirectly caused by the event which led to Your Repair Request unless specifically stated in this Repair and Maintenance Plan.

### Labour Rates

Shall mean what a Vehicle repairer can charge by the hour to cover their labour costs, subject to the maximum Labour Rate stated on Your Agreement Form.

### Mechanical Failure

Shall mean internal failure which is hereby defined as the actual Mechanical Failure or breakdown of an item listed under the 'What is Covered' section which results in the sudden stoppage of its normal functions and which necessitates repair or replacement to resume those functions. Failure, which ultimately results from Wear and Tear is excluded from the scope of cover afforded by this Repair and Maintenance Plan.

### Period of Cover

The Repair and Maintenance Plan commences on the date shown on the Agreement Form or with new Vehicles on the expiry of the manufacturer's warranty period. The duration of Your Repair and Maintenance Plan is also stated on the Agreement Form.

### Repair and Maintenance Plan

The Repair and Maintenance Plan is a pre-paid Plan, delivering any servicing, repairs and/or maintenance over the specified period subject to the terms and conditions outlined in this booklet. The Plan is between You, the legal owner of the Vehicle as named on the Agreement Form and the Administrator. By accepting this Plan You are indicating Your willingness to enter into a Plan that covers the Vehicle, should it require a repair, as defined by the length of Plan and the Repair Request Limit as detailed on the Agreement Form.

**Please note that this Repair and Maintenance Plan is not an insurance product.**

*This Repair and Maintenance Plan does not affect Your legal rights under the Consumer Rights Act 2015. You can get advice about Your rights from Your local Citizens Advice Bureau or Trading Standards Service.*

## DEFINITIONS

### Repair Request

Shall mean the process You need to follow to notify Us that Your Vehicle has experienced a Mechanical Failure.

### Repair Request Limit

Is the maximum amount that can be provided on each individual Repair Request exclusive of VAT as stated on the Agreement Form. The maximum amount that can be provided under the Repair and Maintenance Plan during the Period of Cover is limited to the purchase price of the Vehicle in aggregate.

### Territorial Limits

England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands.

### Vehicle

The Vehicle as shown on the Agreement Form / Repair and Maintenance Plan, which You have purchased by the named motor dealer and is eligible for the cover stated. Unless otherwise agreed in advance by the Administrator.

### Wear and Tear

The gradual deterioration associated with normal use and age of the Vehicle and its components.

### We/Us/Our

Shall mean Autoguard Warranties Ltd, whose registered address is: Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey GU16 7ER.

### You/Your/Yourself

Shall mean the person named on the Agreement Form as being the customer.

## NOTE

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Please note, shortly before your renewal date we may attempt to contact you as a reminder and as part of our continued service to you, to explore any renewal options you may wish to consider.

## THE AUTOGUARD APP

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Easily access and manage your Autoguard cover anytime, anywhere. With the Autoguard App, you can view your policy details, monitor your products, and stay in control. All at the touch of a button. Designed for convenience, the app puts everything you need right at your fingertips.

1

### Scan the QR Code

Or find us on the **Apple App Store**, or on the **Google Play Store**, by searching "Autoguard"



2

### Download and Install the Autoguard App

3

### Register your Account within the Autoguard App

4

### Enjoy the Benefits of; Real Time Updates, Servicing Reminders and much more



# 03432 271 499

## [www.autoguardwarranties.com](http://www.autoguardwarranties.com)

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