

A Division Of



# Guarantee Handbook





# FLEETBAND

## By buying a Vehicle with the Fleetband Guarantee you have made the right choice.

Present-day automobiles represent a high technical standard and offer a maximum in reliability. Nonetheless, costly damage to important and expensive module components can happen to anyone. With the Fleetband Guarantee, you can play it safe just in case it happens.

Claims will be subject to you complying to the terms and conditions detailed in this document and you should ensure that you read it carefully. If you have any questions on the contents of this Guarantee, please contact our customer services team on **03432 271 499** who will be happy to help.

You must remember to have your Vehicle regularly serviced in accordance with the service requirements of this Guarantee (Please refer to page 9). Please keep this Guarantee in a safe place.

### SUMMARY OF COVER

#### WHAT IS COVERED?

If during the period of Guarantee your Vehicle suffers a mechanical breakdown within the territorial limits of the Guarantee, we will cover the cost of the parts listed and the associated labour, up to the claim limit specified on the Agreement Form, but subject to any lower limits applicable to a particular part. Claims must be made in accordance with the claims procedures, terms and conditions, described in this Guarantee.

#### WHAT SHOULD I DO IF MY VEHICLE BREAKS DOWN?

In the event of a claim, contact your supplying dealer or call our Claims Department on: 03432 271 499.

#### WHAT IF I WANT TO USE MY LOCAL REPAIRER?

It is preferred that you use the supplying dealer, however, if you want to use your local repairer, you must make sure that they are VAT registered and that they follow our claims procedures. They must send their invoice with any required supporting documentation, quoting the claim reference number, to:

**Claims Department, Fleetband Warranty Services,  
Building 2, Archipelago Office Park, Lyon Way,  
Camberley, Surrey GU16 7ER**

#### WHEN IS MY SERVICE DUE?

The Vehicle must be serviced in line with the manufacturer's recommended schedule.

#### WHO IS MY FIRST POINT OF CONTACT?

If your question relates to the information provided on the Agreement Form or to the cover provided under the Guarantee, please contact the Administrators on 03432 271 499.

#### WHAT SHOULD I DO IF MY DETAILS CHANGE?

It is the responsibility of the Guarantee Holder to inform Fleetband Warranty Services in writing of any changes or modifications to the Vehicle or their personal circumstances, such as change of address, email or contact details.

#### HOW DO I KNOW THAT MY GUARANTEE IS VALID?

You should have been provided with an Agreement Form containing your Agreement number plus details of the level of cover selected at the point of purchase or shortly after. If you have not received this, please contact the selling dealer.

#### OTHER BENEFITS

- Vehicle recovery
- Continental use

Please see pages 8 & 9 for further information



### **FLEETBAND WARRANTY SERVICES**

This Guarantee is designed and administered by Fleetband Warranty Services, a division of Autoguard Warranties Ltd and is a Contract for Services between You and the Service Provider. Please refer to your Agreement Form for confirmation of the service levels you have been supplied with or have purchased. Please read this document carefully and make sure you understand and fully comply with its terms and conditions. Failure to do so may jeopardise the payment of any claim which might arise and could lead to the Guarantee becoming void. Please ensure you keep this document in a safe place so you can read it again if you need to.

### **DEFINITIONS**

The words or expressions detailed below have the following meaning wherever they appear in this Guarantee.

#### **Administrator & Service Provider**

Fleetband Warranty Services,  
 Building 2, Archipelago Office Park, Lyon Way,  
 Camberley, Surrey GU16 7ER.

#### **ICME**

An industry reference for the confirmation of repair times and services requirements used extensively by the motor industry.

#### **Betterment**

Is a contribution from the Guarantee holder where the repaired Vehicle ultimately will be in a better condition or have a better value than it enjoyed immediately prior to the occurrence of the claim.

#### **Claim Limit**

Is the maximum amount that can be claimed on each individual claim as stated on the Agreement Form. The maximum amount that can be claimed under the Guarantee during the period of cover is limited to the purchase price of the Vehicle in aggregate.

#### **Guarantee Holder/You/Your**

The person who purchased the Vehicle forming the subject matter of this Guarantee named in the Agreement Form.

#### **Guarantee & Service Contract**

Any reference to Guarantee within this document; Meaning, a Contract for Services that covers the Vehicle for Mechanical Breakdown as defined by the Period of Cover and Claim Limit detailed on the Agreement Form.

#### **Company/We/Us/Our**

The supplying dealer of the Vehicle and this Guarantee as specified on the Agreement Form.

#### **Consequential Loss**

Any other costs which are directly or indirectly caused by the event which led to Your claim unless specifically stated in this Agreement.

#### **Labour Rates**

Shall mean the labour rate agreed with the supplying dealer.

#### **Mechanical Breakdown**

Shall mean internal failure which is hereby defined as the actual and sudden 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 or breakdown, which ultimately results from wear and tear is excluded from the scope of cover afforded by this Guarantee.

#### **Period of Cover**

The Guarantee commences on the date shown on the Agreement Form or with new Vehicles on the expiry of the manufacturer's Guarantee period (maximum 3 years). The duration of your Guarantee is also stated on the Agreement Form.

#### **Agreement Form**

Confirmation of the Vehicle, the Guarantee Holder's details, Guarantee duration, type of cover selected and claim limit applicable.

#### **Territorial Limits**

England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands. The Vehicle is also covered in the European Union for a maximum of 60 days in any 12 months of cover.

#### **Vehicle**

Means only the Vehicle on the Agreement Form.

#### **Wear and Tear**

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



## HOW TO CONTACT US

Please read this Contract carefully and keep it safe along with the Agreement Form. You will need these documents should you need to make a claim.

Customer services / Claims department  
**03432 271 499**

Fax  
**01276 672015**

Email  
**info@autoguardwarranties.com**

Telephone calls may be recorded for quality assurance and compliance.

## MAKING YOURSELF HEARD

It is the intention to give you the best possible service but if you do have any questions or concerns about this Guarantee or the handling of a claim you should in the first instance contact the Chief Executive Officer of the Administrators. The contact details are:

CEO  
 Autoguard Warranties Ltd  
 Building 2  
 Archipelago Office Park  
 Lyon Way  
 Camberley  
 Surrey GU16 7ER  
 Tel: 03432 271 499  
 Fax: 01276 672015

Email: [complaints@autoguardwarranties.com](mailto:complaints@autoguardwarranties.com)  
 Please ensure your Guarantee number, as found on your Agreement Form, is quoted in all correspondence to assist a quick and efficient response.  
 The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

In the event that we cannot resolve a complaint to your satisfaction you may contact The Motor Ombudsman on 0207 344 1651, submit a case online at [www.themotorombudsman.org/contact](http://www.themotorombudsman.org/contact) or, alternatively you can write to;

The Motor Ombudsman  
 71 Great Peter Street  
 London  
 SW1P 2BN

## COMPLAINTS ABOUT THE SALE OF THIS GUARANTEE

If you have any concerns regarding the sale of this Guarantee, please in the first instance contact the selling dealer or agent.

## CANCELLATION

We hope you are happy with the cover this Guarantee provides. However, if after reading this document, this Guarantee does not meet with your requirements, please return to your supplying dealer within 7 days of issue who will give you a refund if you have purchased it separately.

## DATA PROTECTION ACT 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing cover and handling claims, if any, which may necessitate providing such information to third parties.



Motor Industry Code of Practice for

# Vehicle Warranties

## PREMIER - COMPONENTS COVERED BY THIS GUARANTEE FOR USED VEHICLES

ALL MECHANICAL AND ELECTRICAL COMPONENTS OF THE VEHICLE THAT WERE MANUFACTURER'S ORIGINAL FITMENTS EXCEPT THOSE LISTED BELOW.

## COMPONENTS NOT COVERED BY THIS GUARANTEE

- 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 Guarantee.
- All bodywork and trim, seat belts (any part), glass (including heated screens and door mirrors), sunroof panels, fuel tank, wheels and tyres. Air bags or disposal of air bags.
- Computer units, tachographs, cellular telephone equipment, satellite navigation system, two way radios, radio/cassette/cd players or any other component within the in-cab entertainment system.
- Fluid leaks, odours, external oil leaks and seals.
- 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 and key fobs.
- Blocked, porous or seized components.
- Brake calipers and caliper motors.
- Software, firmware or "flash" updates for any component.
- Clearing or cleaning of fuel lines or components, contamination of fuel system by incorrect fuelling.
- Clutch release bearing, concentric slave cylinders, centre plate and friction material.
- Electrical connections, LEDs, all external lamps, wiring looms and batteries.
- Exhaust system and catalytic converters including but not limited to manifolds, mufflers, brackets and mountings. Including de-pollution or diesel particulate filters and systems and EGR Systems.
- Cylinder block liners for Vehicles over 3000 cc.
- Carbonised, pitted, corroded, burnt or sticking components.
- Water ingress and damage caused to any component by water ingress.
- Road springs, shock absorbers, shackle pins, all mountings, bushes and ball joints.

## NOTE

Paint - the painting of parts replaced under Guarantee will not be covered. Those components covered are covered against mechanical breakdown. The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a warranted component and the Vehicle is not within 1,000 Kms of its next due service.

External oil leaks are specifically excluded.

**Please note:** Wheel bearing failure will be covered on Vehicles up to 6 years old or 100,000 Kms - whichever comes first.

**Please note:** Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the claims invoice.

**Please note:** The maximum contribution for diagnostics is £65 on a valid claim.

## SUPREME - COMPONENTS COVERED BY THIS GUARANTEE FOR USED VEHICLES

**This Guarantee covers the Vehicle against the breakdown of mechanical and electrical components listed under the following headings. Any item not specifically mentioned is not covered.**

### ENGINE

Rocker gears, push rods, cylinder heads, valves (excluding burnt out or pitted valves), guides and springs, cylinder block, liner and liner seals, pistons and rings, connecting rods and bearings, crankshaft and bearings, camshaft and followers, oil pump, drive shafts, timing chains and sprockets, timing gears, starter ring and turbochargers.

### COOLING SYSTEM

Water pump, head gasket, cooling fan.

### MANUAL OR AUTOMATIC GEARBOX

All casings and internal parts including transfer boxes, overdrive units, torque converters and PTO units (only if supplied as original equipment) but excluding external linkages and controls.

### DRIVING AXLES

Casings, crown wheel and pinions, differential units, differential locks, axle half shafts, rear half shafts, rear hubs, hub reduction gears and bearings.

### PROPSHAFTS

Mechanical failure of the propshafts including universal joints and bearings.

### DIFFERENTIAL AND DRIVELINE

Differential or driveline including half shafts, external drive shafts, universal joints and c/v joints where fitted.

### ELECTRICS

Starter motor, alternator, distributor, wiper motor and coil.

### FUEL SYSTEM

Fuel pump, lift pump and fuel injection pump (excluding injectors, pipes, linkages and all other parts associated with the fuel system).

### STEERING

Steering rack and pinion, steering box, idler box, power steering unit including pump and reservoir (but excluding power steering belts, external links and joints, rubber boots and swivel pins).

### BRAKING SYSTEM

Master cylinder, foot valve, air brake chambers (actuators) and servo.

## NOTE

Service and sundry materials including (but not limited to) clips, fastenings, mountings, oils, fluids, belts and filter elements are not covered.

Paint - the painting of parts replaced under Guarantee will not be covered. Those components covered are covered against mechanical breakdown. The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a warranted component and the Vehicle is not within 1,000 Kms of its next due service.

**External oil and fuel leaks are specifically excluded.**

**Please note:** Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the claims invoice.

**Please note:** The maximum contribution for diagnostics is £65 inclusive of VAT on a valid claim.

## DRIVELINE - COMPONENTS COVERED BY THIS GUARANTEE FOR USED VEHICLES

**This Guarantee covers the Vehicle against the breakdown of mechanical and electrical components listed under the following headings. Any item not specifically mentioned is not covered.**

### ENGINE

Rocker gear, push rods, cylinder heads, valves (excluding burnt out or pitted valves) guides and springs, cylinder block, liner and liner seals, pistons and rings, connecting rods and bearings, crankshaft and bearings, camshaft and followers, oil pump, drive shafts, timing chains and sprockets, timing gears and starter ring.

### COOLING SYSTEM

Water pump and head gasket.

### MANUAL OR AUTOMATIC GEARBOX

All casings and internal parts including transfer boxes, overdrive units, torque converters and PTO units (only if supplied as original equipment) but excluding external linkages and controls.

### DIFFERENTIAL AND DRIVELINE

Differential or driveline including half shafts and external drive shafts.

### DRIVING AXLES

Casings, crown wheel and pinions, differential units, differential locks, axle half shafts, rear hubs, hub reduction gears and bearings.

### NOTE

Service and sundry materials including (but not limited to) clips, fastenings, mountings, oils, fluids, belts and filter elements are not covered.

Paint - the painting of parts replaced under Guarantee will not be covered. Those components covered are covered against mechanical breakdown. The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of a warranted component and the Vehicle is not within 1,000 Kms of its next due service.

**External oil and fuel leaks are specifically excluded.**

**Please note:** Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the claims invoice.

**Please note:** The maximum contribution for diagnostics is £65 inclusive of VAT on a valid claim.

## ADDITIONAL COVERAGE

### EXTRA BENEFITS

The extra benefits listed below will be made available subject to the limits specified on the Agreement Form, provided the parts in need of repair are covered under the Guarantee plan.

#### CONTRIBUTION TO VEHICLE REPLACEMENT

Subject always to the maximum liability and the administrator having admitted liability for the mechanical breakdown, the administrator will pay the Guarantee Holder a contribution towards the cost of hiring a replacement Vehicle in the event that the manufacturer's book time to rectify the mechanical breakdown exceeds 8 hours.

#### VEHICLE HIRE & RECOVERY

Maximum Claim Liabilities per claim:

VEHICLES UNDER 7.5 TONNE GVW (GROUPS A TO C INCLUSIVE)			
GUARANTEE	VEHICLE HIRE	PERIOD	RECOVERY
Driveline	Up to £30 per day	Up to 7 days	£150 per claim
Supreme	Up to £50 per day	Up to 7 days	£250 per claim
Premier	Up to £50 per day	Up to 7 days	£400 per claim

VEHICLES OVER 7.5 TONNE GVW (GROUPS D TO F INCLUSIVE)			
GUARANTEE	VEHICLE HIRE	PERIOD	RECOVERY
Driveline	Up to £30 per day	Up to 7 days	£150 per claim
Supreme	Up to £100 per day	Up to 7 days	£250 per claim
Premier	Up to £100 per day	Up to 7 days	£400 per claim

#### CONTINENTAL USE

Cover under this Guarantee may only be granted to individuals residing or bodies corporate, registered in the UK. The territorial limits of the Guarantee are extended to cover the Vehicle whilst in the European Union provided always that:

1. The administrator's liability for any claim shall not exceed the equivalent UK rate for labour charges and the relevant manufacturer's list prices for parts operative at the date of claim.
2. The Guarantee Holder may, in the European Union only, authorise minor repair work themselves and claim reimbursement in accordance with the terms of the Guarantee from the Administrator against a receipted invoice.





## SERVICE REQUIREMENTS

**In order to keep your Guarantee valid you must adhere to the service requirements below.**

The Vehicle must be serviced in line with the manufacturer's recommended guidelines. If there is no valid service record book or printed service history supplied with the Vehicle, then the first service must be carried out within 6000 Kms or 6 months from date of purchase (whichever comes first). The service must be completed at a VAT registered garage and must be completed as per the manufacturer's recommendations.



## HOW TO MAKE A CLAIM

If you consider you have a claim **DO NOT** proceed with repairs until the claim 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 Guarantee. We will not pay for any stripping down of the Vehicle or parts to determine the cause of the failure unless we accept the claim. The most we will pay in total is restricted to the claim limit as noted on the Agreement Form for a single claim and up to the Vehicle purchase price in total.

1. Your repairer must telephone the Claims Department on 03432 271 499. At that time the following information will be required:

Agreement number  
 Guarantee Holder's name  
 Current mileage  
 Nature of claim  
 Total cost  
 Service history (if applicable)

2. If the failed component is listed under this Guarantee you must obtain authority from the claims department before commencing any repairs. Admission of liability is conditional on the terms and conditions of this Guarantee being adhered to, for example, servicing.

3. On receipt of any supporting service invoices (where required), we may approve repairs immediately; call for other estimates; nominate another repairer; investigate the claim further; or appoint an independent assessor to inspect the Vehicle and/or failed components.

4. When repairs are approved a claim authorisation number will be issued for the repairs to be carried out, along with a claim form to be signed and dated by the Guarantee Holder.

5. On completion of the repairs, send the following documents to the Administrator at the address on page 2 of this Guarantee:

- The repairer's VAT invoice, which must quote the claim authorisation number, Vehicle details, failure mileage and details of who to pay.
- Supporting documentation as requested by the claims adviser such as the signed claim form and proof of payment for the repair.

The Administrator's working hours are 9am – 5pm, Monday to Friday, excluding bank/ public holidays. Telephone calls may be recorded for the purpose of staff training and improving customer service. Please note a claims form may be issued.

## HOW TO CLAIM PAYMENT

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

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

**Please Note:** Claims documentation must be received by the Claims Department within 7 days of completion of 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 shall be at the discretion of the company to accept such claims.

## IMPORTANT NOTE

You are covered only for the parts described in this Guarantee. You are covered up to the claim limits shown on the Agreement Form or any lower limit that may be specified within this Guarantee.

We may insist that your repairer use exchanged or reconditioned parts to effect a repair.

If the part to be replaced has some wear or 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 Guarantee under the terms and conditions section.

The administrator cannot agree to any claim without providing a claim authorisation number. The repairer should not start any repairs without this number.

Please quote your claim authorisation number every time you contact us about your claim and make sure the repairer includes this number on his invoice.



## TERMS OF CONDITIONS

**This section details the terms, conditions and exclusions of this Guarantee:**

1. Fleetband Warranty Services on behalf of the Guarantee Holder will provide administration and claims services in connection with mechanical breakdown as set out in the Guarantee 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 Guarantee will not be valid unless Fleetband Warranty Services receives the full fee for the Guarantee. Fleetband Warranty Services 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 Guarantee 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 air port), 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 Contract of Services between You and the Administrator.
4. The Company will not pay more than the claim limit shown on the Agreement Form or, if lower, in this Guarantee document.
5. No liability will be accepted for any claim that is reported to the Administrator more than seven days after the relevant fault is discovered.
6. No repairs may be carried out under the Guarantee until the Administrator provides a claim reference number for those repairs. No liability shall exist in respect of parts supplied, repairs carried out or any other claim under this Guarantee other than claims in accordance with the procedures set out in this Guarantee document. The Administrator reserves the right to provide replacement parts and to carry out repairs under this Guarantee or to arrange for their provision by other persons.
7. The maximum claim 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.
8. The amount of time allowed for labour will be according to ICME times and the labour rate will be specific to each dealers agreed terms. The Administrator reserves the right to examine the Vehicle and failed part, to subject them to expert independent assessment to determine the amount to be paid in respect of a claim. This will be subject to the claimable limits and the terms and conditions of your Guarantee.
9. Services must be carried out in accordance with the schedule described in the service requirements section of this Guarantee (page 9) - you must keep all the service invoices in the event of any claim.
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 Guarantee 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 Guarantee.
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.
14. The cost of any servicing or service items.
15. The Administrator may declare void any Guarantee 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 Guarantee 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.



## TERMS OF CONDITIONS - continued

16. If you have not kept to the conditions of the Guarantee, you agree that your claim will be rejected and that your Guarantee will be cancelled.
17. If you or a repairer makes a false or dishonest claim, your Guarantee will be cancelled and legal action may be taken against you.
18. In the event of a claim the Administrator reserves the right to call for a contribution from the Guarantee 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 occurrence of the claim.
19. You cannot change the terms and conditions unless you have written Agreement from Fleetband Warranty Services.
20. If you are in breach of any of the terms of this Guarantee, the Administrator may cancel this Guarantee by giving 14 days notice by recorded delivery to the last known address of the Guarantee Holder.
21. No liability will be accepted for any consequential loss or damage to parts not covered by this Guarantee where consequential loss is caused by a covered part.
22. The Administrators reserve the right to amend the Guarantee details from each renewal year.
23. If the Administrator accepts that there is a claim under this Guarantee 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.
24. The terms and conditions and application details will be read as one Contract. 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.
25. Non-Disclosure, Misrepresentation or Misdescription - this Guarantee is voidable if You or anyone acting for You fails to disclose, misrepresents or misdescribes any material fact. If the Administrator voids this Guarantee they will void it in its entirety and no cover will apply.
26. Should the Vehicle be involved in a total loss claim via your own motor policy, this Guarantee will become void and no refund will be offered.
27. No liability will be accepted for any claim, if at the time of the reported failure, the Vehicle is being used in contravention of the current legislation with regards to MOT, Vehicle Excise Duty (Road

Tax) and Motor Insurance.

## EXCLUSIONS

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

1. (a) Occurring during the Guarantee or Guarantee 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 Guarantee (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 nonstandard components or equipment not approved by the manufacturer of the Vehicle.
- (c) If the mileometer 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,



## TERMS OF CONDITIONS - continued

- 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 breakdown 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 an Guarantee repair is in progress.
  8. Liability, which attaches to the Guarantee Holder by virtue of an Agreement but which would not have attached in the absence of such Agreement.
  9. Any Vehicle owned by a garage or its associated companies or by the proprietor of such garage or associated companies or by an employee or relative of such proprietor or component breakage occurring whilst the Vehicle is in the custody or control of such persons.
  10. 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.
  11. Non-compliance with the conditions relating to the servicing of the Vehicle.
  12. Any claim where the tachograph / odometer has been tampered with, altered or disconnected by the Guarantee Holder or their agent, other than for justifiable replacement.
  13. The Administrator shall not be liable for the VAT content of any claim regardless of whether the Guarantee Holder is registered for VAT or not.



**NOTES**





**NOTES**





## RENEWALS

To renew your Guarantee please telephone 03432 271 499 at the end of the Guarantee period. You will need to quote your existing Agreement Number, which is printed on your Agreement Form. We may require additional details in order for us to keep your Vehicle protected.



Fleetband Warranty Services,  
Building 2,  
Archipelago Office Park,  
Lyon Way, Camberley,  
Surrey GU16 7ER  
Tel: 03432 271 499  
Fax: 01276 672015  
V. 10032017

