



name| **Mr John Browny**
registration| **FV07OBM**
stock| **Does not apply**
agreement| **102997**
pages| **3**

Agreement registration document

Customer details

Mr John Browny
37 Howard Street
Hull HU3 1TY
Phone: 03789 123456
E-mail: john@aol.com

Guarantee details

Period of cover: 12 months / 18000 miles
Cover level: Gold
Start date/mileage: 25-11-2009 / 1321
Expiry date/mileage: 24-11-2010 / 19321
(whichever is sooner)
Individual claim limit: £1500
Total claim limit: £1999.99
Excess you must pay: £0
Price: £150.00

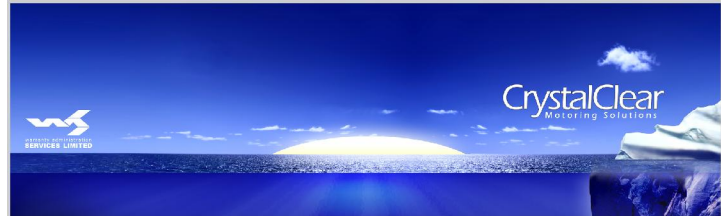
Vehicle details

Citroen C2 Loeb 1587cc (Petrol)
Registration number: FV07OBM

Date of registration: 09-05-2007
Current mileage: 1321

Dealer details

Demo Account
Otago House
Crofton Road
LINCOLN LN3 4NL
Phone: 0870 756 0342
Website: www.warrantyadmin.co.uk



Welcome to the Demo Account Crystal Clear Guarantee.

Dear Mr Browny
Thank **you** for choosing the Demo Account Crystal Clear Guarantee. **Your** guarantee has been designed to make sure **you** get the most from **your** motoring with as little inconvenience as possible.

This document explains how **your** cover works and the benefits **you** now enjoy. Please make sure **you** keep this document in **your vehicle** as **you** will need it to make a claim.

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

Main definitions

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

We, us, our – Demo Account, Otago House, Crofton Road, LINCOLN, LN3 4NL

You, your, yourself – the person, partnership or corporate body named on the agreement registration document.

Vehicle – the vehicle identified on the agreement registration document.

Administrator – Warranty Administration Services Limited, whose registered office is Otago House, Crofton Road, Lincoln, LN3 4NL.

Agreement registration document – the page we have included in this document that confirms that your vehicle has been accepted for cover. It provides details of you, your vehicle, and your level of cover, when the cover starts and ends, and details of the individual and maximum claim limits.

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

Validation certificate

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

This is an agreement between **you** and **us** and is managed by **Warranty Administration Services Limited**.

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

I have signed this agreement on behalf of Demo Account.

(Demo Account)

Gold

What is covered?

Depending on the terms, conditions, general exclusions and claim limits shown in this document, the Gold Guarantee will cover the cost of repairing or replacing any of the parts of **your vehicle** that are listed below and that have failed as a result of a **mechanical or electrical fault**.

Braking system

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

Clutch

Clutch, master cylinder, slave cylinder and clutch fork. (Replacing any part due to wear and tear is not covered.)

Cooling system

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

Electrical system

Alternator, starter motor, ignition coil, relays, electronic ignition module and distributor, cooling-fan motor, temperature sensors, oil-pressure sensors, fuel-tank sender unit, electric-window motors and switches, central-locking systems (not including wiring), wiper motors and switches, washer motor and pumps, headlight motors, multi switches, instruments, brake-light switch, reversing-light switch, heater resistor, heater motor, horn, ECUs and airbag system (not including wiring).

Engine management

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

Engine

Cylinder block, crankshaft, crank bearings, big-end bearings, oil pump, connecting rods, gudgeon pins, small-end bearings, pistons, piston rings, cylinder head, cylinder head gasket, rocker assembly, camshaft and camshaft followers, push rods, camshaft bearings, inlet and exhaust valves, valve springs, valve guides, inlet and exhaust manifolds, timing gears, timing chains, timing belts, tensioners, flywheel, auto drive plate and starter ring gear.

Final drive

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

Fuel system

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

Steering

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

Suspension

Coil springs, ball joints, shock absorbers, hydrolastic displacer units, hydro-pneumatic suspensions, accumulator sphere, control valve, suspension spheres and high-pressure pump.

Transmission

All parts within the transmission casings and transfer box.

How to claim

If **your vehicle** develops a fault which may result in a claim being made, please bring it to **us**. **We** will deal with the **administrator** direct and **you** will not have to pay for any work covered by **your** guarantee.

If **you** are not able to bring **your vehicle** to us, **you** should take it to any VAT-registered repairer and show them this guarantee.

The repairer must call the **administrator** on 0870 751 0543 for approval to carry out repairs once they have identified and confirmed the fault.

The **administrator** will need the following details.

- a. The date **you** noticed the fault
- b. The current mileage
- c. The fault **you** reported
- d. Details of parts being replaced
- e. Information on costs for both parts and labour

The **administrator** will issue an authority number on **our** behalf for the amount of the claim they agree to.

The repairer should then send an invoice in **our** name to the **administrator's** office at **WAS Ltd, PO Box 4, Lincoln, LN3 4DE**. The **administrator** will confirm the claim and ask **us** to make the payment.

If **you** use a garage other than **us**, **you** may have to pay the invoice and then send it to the **administrator**. The **administrator** will then ask **us** to refund **you** for any agreed claim.

Important

Repair work must not begin until the administrator has agreed the claim. If you do not keep to this condition, you may not be able to make a claim under this guarantee.

General exclusions, terms and conditions

General exclusions

The **Demo Account Crystal Clear Guarantee does not cover the following.**

1. Any vehicle recovery charges. If **you** would like cover against these costs, please speak to **us** or the **administrator** on 0808 144 1770 and ask for details about GenAssist Rescue and Recovery Service.
2. A **mechanical or electrical fault** which a qualified engineer appointed by the **administrator** thinks could have reasonably existed before this cover began.
3. Any loss, damage or fault which a qualified engineer appointed by the **administrator** thinks could have been avoided or was totally or partly caused by a lack of maintenance.
4. Any parts which are not faulty but which are replaced or reported during routine servicing.
5. Any damage which is due to any type of accident, due to negligence, or against the law of the country where the incident happened.
6. The gradual reduction in the **vehicle's** performance (wear and tear) due to its age or mileage.
7. Any vehicle where the speedometer has been interfered with, altered or disconnected.
8. Any vehicle owned by a motor trader or garage or associated companies or by the owners of that motor trader or garage.
9. Repairs, replacements or alterations not authorised by the **administrator**.
10. Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the **vehicle**.
11. Electrical software updates or re-programming, unless these are necessary due to the failure of a covered part.
12. Parts or components, including software or ECUs, which have been altered from the manufacturer's original specification.
13. Water leaking into the **vehicle** (including damage to covered parts caused by water leaking in).

Terms and conditions

1. Authorisation

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

2. Service requirements

If **you** do not follow the manufacturer's service schedule or maintain the **vehicle** as recommended by the manufacturer, this cover will not apply. To help **you** maintain cover, we will allow **you** a 1000-mile or four-week extension (whichever is sooner) from the manufacturer's recommended service schedule. If **we** do not carry out the servicing, it is important that **you** keep all receipts for inspection during any claim.

3. Limiting damage

You or the driver must take all reasonable steps to avoid loss or damage.

4. Dismantling (taking the vehicle apart)

It is **your** responsibility to give permission for the **vehicle** to be dismantled and pay the charges if the dismantling proves that the fault is not covered.

We will only pay for the dismantling as part of a valid claim.

5. Consequential damage

Depending on the other terms and conditions, the general exclusions and the claim limits shown in this document, the guarantee will cover consequential damage if a fault with a covered part causes damage to a non-covered part, then both parts will be covered.

6. Design faults and recalls

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

7. Geographical limits

This guarantee is valid in the United Kingdom, and for a trip of up to 30 days in any other country within the European Union.

8. Rates for refunding costs

We will not pay more than the UK manufacturer's list price for parts, and **we** will pay labour charges in line with the recommended repair times.

9. Multiple items

If **you** report more than one failed part at the same time, the **administrator** will deal with them as one claim.

10. Inspecting the vehicle and its parts

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

11. Governing law

The laws of England and Wales will apply to this agreement and the English courts will have full authority over any dispute arising in relation to this agreement.

12. Legal rights

Nothing in these conditions will reduce **your** legal rights relating to goods that are faulty or that have not been described accurately. For more information about **your** legal rights, contact **your** local Trading Standards department or Citizens Advice Bureau.



warranty administration
SERVICES LIMITED



Warranty Administration Services Ltd
PO BOX 4
Lincoln
LN3 4DE
claims telephone| **0870 751 0543**

To be Retained By Dealer

name| **Mr John Browny**
registration| **FV07OBM**
stock| **Does not apply**
agreement| **102997**

Customer details

Mr John Browny
37 Howard Street
Hull HU3 1TY
Phone: 03789 123456
E-mail: john@aol.com

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Cover level: Gold
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(whichever is sooner)
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Total claim limit: £1999.99
Excess you must pay: £0
Price: £150.00

Please read this agreement and make sure that you fully understand it before you sign.

If there is any part of this agreement that you do not understand, please speak to your dealer or Warranty Administration Services Limited. Or, you can contact your local Trading Standards Officer or Citizens' Advice Bureau for independent advice.

Only sign here if you agree to keep to this agreement.

Vehicle details

Citroen C2 Loeb 1587cc (Petrol)
Registration number: FV07OBM

Customer signature

|.....|

Date of registration: 09-05-2007
Current mileage: 1321

Date

|.....//.....//.....|

Dealer details

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Dealer Copy