



# Formula X Warranty





# Warranty protection for your vehicle – Peace of mind for you

## Formula X Warranty

This is a summary of cover only and does not detail the full terms and conditions of your warranty product.

- Covers the majority of major mechanical and electrical components against breakdown or failure
- Protects against the costs of replacing parts and the labour to fit them
- No limit to the number of repairs you can claim for
- Includes wear and tear for covered components
- Temporary vehicle replacement whilst warranty repairs take place
- Up to 60 days warranty cover whilst on the continent
- Warranty available for up to 24 months
- Transferable where vehicle is sold privately
- For vehicles up to ten years old and 100,000 miles

## AutoTrust Formula X

**This warranty covers almost all mechanical and electrical parts (including labour to fit them) of the covered vehicle against mechanical and electrical breakdown as defined in this summary.**

**There is no restriction to the number of claims you can make, up to the value in aggregate of the vehicle purchase price. Please refer to your Validation Certificate for details of your maximum single claims limit.**

Mechanical and electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of this warranty. Please note the specific wording in relation to the wear and tear cover, provided by this policy.

You are covered only for the parts described in this booklet. Your warranty does not cover more than the manufacturer's list price for parts.

Repairs must not start without the prior approval of the administrator.

# What is Covered and what is not Covered

## What is Covered

Your AutoTrust Formula X warranty covers almost all mechanical and electrical components on your vehicle against mechanical and electrical breakdown, subject to the conditions detailed in the AutoTrust handbook and the maximum claim limit. There are some components, such as service items, which are not covered.

Your AutoTrust Formula X cover has been extended to provide cover for wear and tear other than:

- 1 Repairs to brake and clutch systems where these are necessitated by worn or burnt out friction materials.
- 2 Repairs carried out to improve engine oil consumption where there has been no mechanical failure.

## What is Not Covered

Whilst you have a high level of warranty cover, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time
  - Body panels, paintwork or glass
  - Weather strips and body seals
  - Interior trim, seat and seat belts
  - Recharging of the air conditioning unit (unless required as part of a valid warranty repair)
  - Software updates (unless required as part of a valid warranty repair)
  - Renewal of brake components due to wear and tear
  - Renewal of any clutch components due to wear, incorrect adjustment or misuse
  - The clearing of fuel lines, filters, throttle bodies and pumps and damage to components due to the use of contaminated or incorrect fuel
  - Airbags, wiring and connections, fuses, batteries, bulbs and LED illumination, exhaust systems, diesel particulate filters (catalytic converters are covered), wiper blades, wheel balancing and alignment, wheels, tyres and water ingress (including damage to covered parts caused by water)
  - Any oil leaks other than those that require the removal of a major component i.e. engine, gearbox and/or differential lubricants, filter elements and any damage caused by frost or lack of oil, or anti-freeze or by impact, accident or negligence
  - Traffic management system, telephone including Bluetooth, TV/DVD and satellite navigation system, associated equipment of all types
  - Non-factory fitted radio cassette, CD player or any other in-car entertainment component
  - Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads
  - Any damage or losses to components that are not directly covered within the terms of this warranty
  - Burnt out, sticking or pitted valves
  - Damage resulting from the failure of a timing belt which has not been replaced as per the manufacturer's recommendations (proof required)
- Please note that oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered as part of a valid claim.

# How to ask for a repair under this warranty

Bring your vehicle to us, your supplier, and we will confirm whether the warranty is still in force and the repair is valid. We will then handle the repair on your behalf. If you cannot bring the vehicle back to us please follow the instructions detailed in the Warranty Handbook, or call the administrator on 0344 573 8002.

**Important – Repair work must not commence until our administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Cancellation Rights

You have the right to cancel this warranty within 14 days of receiving your Warranty Handbook and Validation Certificate. Should you wish to cancel within this period please contact either your supplying dealer or the administrator who will arrange cancellation and full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal

circumstances no refund will be made and in no circumstances if a claim has been made.

## How to Make a Complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator in the first instance on 0344 573 8002, or in writing to: The Customer Services Manager, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email us at: [complaints@carcareplan.co.uk](mailto:complaints@carcareplan.co.uk)

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.

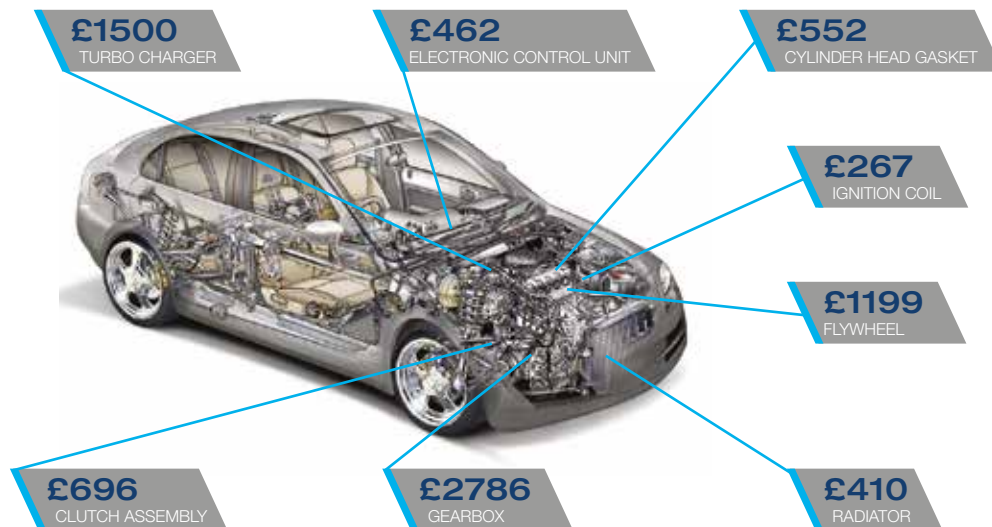


# Helping you towards covering the cost of those unexpected repairs

**Special note:** Please refer to your Validation Certificate, provided with your AutoTrust Warranty Handbook, for the claim limit that applies on each individual repair under this warranty.

An average of £394\* is paid out on each warranty repair and there is no limit to the number of repairs you can claim for up to the value of your vehicle on an AutoTrust Warranty.

**Source:** Average across all makes and models. Car Care Plan AutoTrust product May 2018. Costs will vary according to the make, model and engine size of the vehicle you drive.



AutoTrust Warranty is administered by Car Care Plan Limited.  
Car Care Plan, Jubilee House, 5 Mid Point Business Park,  
Thornbury, West Yorkshire BD3 7AG

**[www.carcareplan.co.uk](http://www.carcareplan.co.uk)**

Phone: 0344 573 8002





# Formula 1 Warranty





# Warranty protection for your vehicle – Peace of mind for you

## Formula 1 Warranty

This is a summary of cover only and does not detail the full terms and conditions of your warranty product.

- Covers the majority of major mechanical and electrical components against breakdown or failure
- Protects against the costs of replacing parts and the labour to fit them
- No limit to the number of repairs you can claim for
- Temporary vehicle replacement whilst warranty repairs take place
- Up to 60 days warranty cover whilst on the continent
- Warranty available for up to 24 months
- Transferable where vehicle is sold privately
- For vehicles up to ten years old and 100,000 miles

## What is Covered

Your AutoTrust Formula 1 warranty covers the following components against mechanical or electrical breakdown (subject to the conditions detailed in the Warranty Handbook and the maximum claim limit).

Mechanical and electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

**ABS** – Internal failure of the ABS pump, electronic control unit and sensors.

**Air conditioning** – Failure of pump, compressor and evaporator.

**Braking system** – Failure of the brake servo, brake vacuum pump, brake master cylinder, wheel cylinders and calipers.

**Casings** – Engine, gearbox, transmission or final drive casings are covered as long as they have been damaged as a direct result of one of the above parts failing. You are not



covered for damage caused by accident, frost or lack of anti-freeze.

**Central locking** – Failure of door lock, solenoids/motors and petrol cap locking mechanism.

**Clutch** – Failure of the clutch plate, clutch cover, master cylinder, slave cylinder and thrust bearing including oil contamination of the clutch plate. You are not covered for burnt out parts.

**Consumables (as part of a valid claim)** – Oil, oil filter, brake fluid and anti-freeze.

**Cooling system** – Internal failure of all components, except belts, hoses, pipes, core plugs and failure due to clogging and sedimentation.

**Differential** – Internal component failure.

**Driveline** – Failure of the drive shafts, universal joints and C/V joints.

**Electrics** – Internal failure of all factory-fitted components except the airbag system, battery, fuses, fuse boxes, lamps, bulbs, LED illumination, cigar lighter, wiring and connections and printed circuit

boards. Traffic management system, telephone including Bluetooth, TV/DVD, satellite navigation system and associated equipment of all types are specifically excluded as are non-factory fitted radio cassette, CD player or any other in-car entertainment component.

**Engine** – Failure of the starter ring gear, flywheel, oil pump, crankshaft and bearings, timing gears, timing chains, timing belts, tensioners, camshaft pulleys, camshaft, camshaft followers, tappet gear, valves and guides, pistons and rings, cylinder head, cylinder head gasket, rocker assembly, cylinder bores, push rods, gudgeon pins, con rods and bearings. You are not covered for burnt out, lacquered or pitted valves, or any damage resulting from the failure of worn timing belts which have not been replaced in accordance with the manufacturer's service schedule.

**Fuel system** – Internal failure of all components, except catalytic convertor, diesel particulate filter, hoses and pipes, fuel filters, the fuel tank, cleaning and tuning.

**Gearbox** – Internal automatic gearbox

components, electric governor, internal manual gearbox components, oil cooler, overdrive unit and torque convertor.

**Manual and power steering** – Internal failure of all components except the steering wheel and fittings, joints, bushes, rubber boots and gaiters.

**Oil seals and gaskets** – Any which require the removal of a major component i.e. engine, gearbox and/or differential.

**Propshaft** – Failure of the propshaft including universal joints, bearings and mountings.

**Shock absorbers** – Failure of the shock absorbers and strut inserts.

**Suspension** – The internal failure of the anti-roll bar, anti-roll bar bushes, coil springs and self-levelling units.

**Turbo unit** – Failure of the turbo unit and wastegate.

**Wheel bearings** – Failure of the bearings.

**Important – Unless specifically listed above, all other parts are excluded.**

# How to ask for a repair under this warranty

Bring your vehicle to us, your supplier, and we will confirm whether the warranty is still in force and the repair is valid. We will then handle the repair on your behalf. If you cannot bring the vehicle back to us please follow the instructions detailed in the Warranty Handbook, or call the administrator on 0344 573 8002.

**Important – Repair work must not commence until our administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Cancellation Rights

You have the right to cancel this warranty within 14 days of receiving your Warranty Handbook and Validation Certificate. Should you wish to cancel within this period please contact either your supplying dealer or the administrator who will arrange cancellation and full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal

circumstances no refund will be made and in no circumstances if a claim has been made.

## How to Make a Complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator in the first instance on 0344 573 8002, or in writing to: The Customer Services Manager, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email us at:  
complaints@carcareplan.co.uk

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

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Motor Industry Code of Practice for

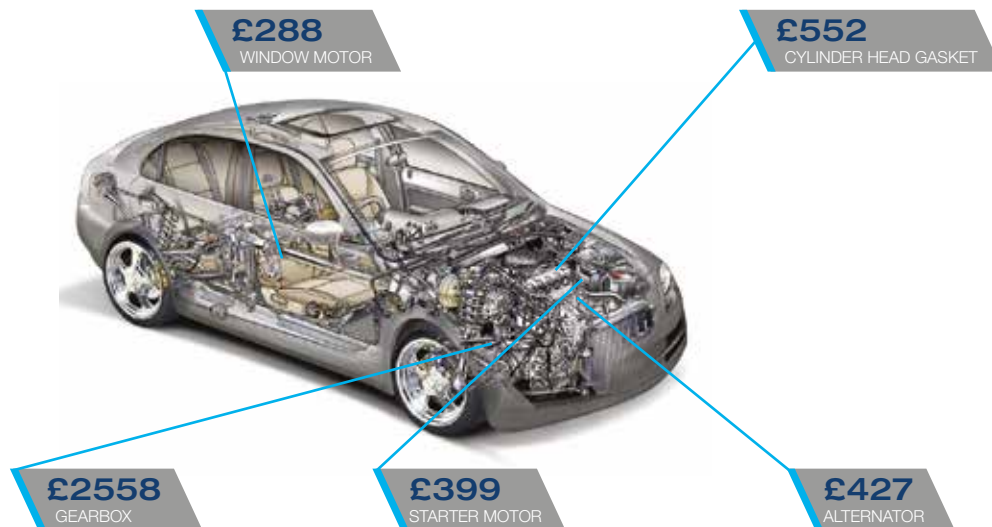
**Vehicle Warranties**

# Helping you towards covering the cost of those unexpected repairs

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**Source:** Average across all makes and models. Car Care Plan 2016. Costs will vary according to the make and model of the vehicle you drive.



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Phone: 0344 573 8002





# Formula 2 Warranty





# Warranty protection for your vehicle – Peace of mind for you

## Formula 2 Warranty

This is a summary of cover only and does not detail the full terms and conditions of your warranty product.

- Covers the majority of major mechanical and electrical components against breakdown or failure
- No limit to the number of repairs you can claim for
- Up to 60 days warranty cover whilst on the continent
- Protects against the costs of replacing parts and the labour to fit them
- Temporary vehicle replacement whilst warranty repairs take place
- Warranty available for up to 24 months
- Transferable where vehicle is sold privately

# What is Covered

Your AutoTrust Formula 2 warranty covers the following components against mechanical or electrical breakdown (subject to the conditions detailed in the Warranty Handbook and the maximum claim limit).

Mechanical and electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

**ABS** – Wheel sensors.

**Braking system** – Brake limiter valve, calipers, master cylinder, servo, wheel cylinders.

**Casings** – Engine, final drive, gearbox and transmission.

**Central Locking** – Solenoids.

**Clutch** – Clutch cover, clutch fork and pivot, plate, master cylinder, slave cylinder and thrust bearing.

## **Consumables (as part of a valid claim)**

– Oil, oil under this warranty filter, brake fluid and anti-freeze.

**Cooling system** – Water pump, thermostat and housing, radiator, viscous fan coupling.

**Differential and driveline** – CV joints, internal differential components, drive shafts, halfshafts, propshaft and universal joints.

**Electrics** – Alternator, electric window switches, cooling fan motor, horn, indicator relay and starter motor.

**Electronic ignition system** – Crankshaft sensor, camshaft sensor and engine E.C.U.

**Engine** – Camshaft, camshaft followers, camshaft pulleys, conrods and bearings, crankshaft and bearings, cylinder bores, cylinder head, cylinder head gasket, flywheel, gudgeon pins, oil pump, pistons and rings, push rods, rocker assembly, starter ring gear, tappet gear, tensioners, timing belts, timing chains, timing gears, valves and guides.

You are not covered for burnt out, lacquered or pitted valves, or any damage resulting

from the failure of worn timing belts which have not been replaced in accordance with the manufacturer's service schedule.

**Fuel system** – Air flow meter and tank sender unit.

**Gearbox** – Internal automatic gearbox components, electric governor, internal manual gearbox components, oil cooler, overdrive unit and torque convertor.

**Manual and power steering** – PAS pump, PAS rack, pressure pipes, rack and pinion and reservoir.

**Oil seals and gaskets** – Any which require the removal of a major component i.e. engine, gearbox and/or differential.

**Steering** – PAS pump and PAS rack.

**Turbo unit** – Turbo unit, including wastegate.

**Wheel bearings** – Failure of the bearings.

**Important – Unless specifically listed above, all other parts are excluded.**

# How to ask for a repair under this warranty

Bring your vehicle to us, your supplier, and we will confirm whether the warranty is still in force and the repair is valid. We will then handle the repair on your behalf. If you cannot bring the vehicle back to us please follow the instructions detailed in the Warranty Handbook, or call the administrator on 0344 573 8002.

**Important – Repair work must not commence until our administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Cancellation Rights

You have the right to cancel this warranty within 14 days of receiving your Warranty Handbook and Validation Certificate. Should you wish to cancel within this period please contact either your supplying dealer or the administrator who will arrange cancellation and full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances if a claim has been made.

## How to Make a Complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the administrator in the first instance on 0344 573 8002, or in writing to: The Customer Services Manager, AutoTrust Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

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Motor Industry Code of Practice for

**Vehicle Warranties**

## Data Protection Authorisation Statement

In processing and managing this policy, the administrator will collect and store the information you have provided in their secure servers based in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask the administrator to amend their records about you if they are not correct, and you may request a copy of the information the administrator holds about you by applying to them in writing addressed to:

Compliance Officer,  
Car Care Plan Ltd,  
Jubilee House,  
5 Mid Point Business Park,  
Thornbury,  
West Yorkshire  
BD3 7AG

Or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk)  
The administrator may charge you a fee of £10 for this service.

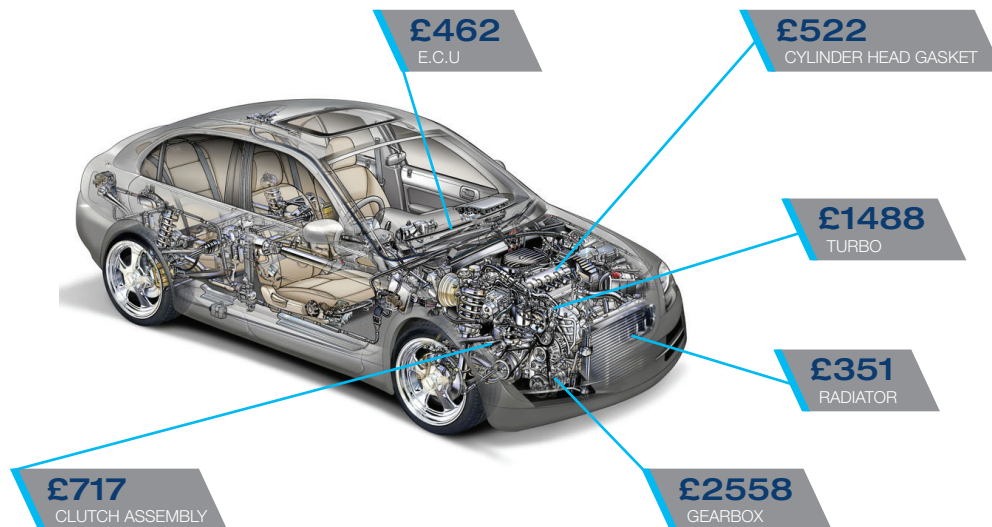


# Helping you towards covering the cost of those unexpected repairs

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**[www.carcareplan.co.uk](http://www.carcareplan.co.uk)**

Phone: 0344 573 8002



- 14 Overloading of the **Vehicle** or carrying more passengers than it is designed to carry.
- 15 Claims not notified prior to expenses being incurred.
- 16 The charges of any other company (including Police recovery) other than **Our** recovery operator.
- 17 Loss or damage to the **Vehicle** or its contents.
- 18 Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - a) Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel;
  - b) The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof;
  - c) Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
- 19 Any false or fraudulent claims.
- 20 Failure to comply with requests by **Us** or **Our** recovery operators concerning the assistance being provided.
- 21 Fines and penalties imposed by courts.
- 22 Any charges where **You**, having contacted **Us**, effect recovery or repairs by other means.
- 23 Ferry and toll charges outside of Mainland UK.
- 24 Any claims relating to the following:
  - **Vehicles** in excess of 35 cwt-3.5 tonnes.
  - **Vehicles** more than 17 feet long, six feet three inches wide or eight feet high.
- 25 Any service or insurance cover where remedial action has not taken place following a previous **Breakdown**.
- 26 More than six callouts per contract per year.
- 27 Claims totalling more than £2,500 in any one year.

### General Conditions

- 1 **We** will provide cover if:
  - a) **You** have met all the terms and conditions within this contract.
  - b) The information provided to **Us**, as far as **You** are aware, is correct.
- 2 The driver of the **Vehicle** must remain with or nearby the **Vehicle** until help arrives.
- 3 **We** may cancel the contract by sending seven days' notice to **Your** last registered address.
- 4 Under normal circumstances no refunds will be made under this Assistance package and in no circumstances if a claim has been made. AutoTrust Assist is administered by Call Assist Ltd. Should **You** wish to contact **Us**, please send **Your** correspondence to: Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.  
AUTOTRUST ASSIST Helpline 0344 573 8149

### Privacy And Data Protection Notice

#### 1. Data Protection

Car Care Plan Limited (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk).

#### 2. Use Of Your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

#### 3. Disclosure Of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

#### 4. International Transfers Of Data

The Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where the Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with the Legislation.

#### 5. Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

#### 6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact **The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**

Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG  
9275 - ICM 11207 05/18



# AutoTrust Assist Roadside Assistance

- ✓ Roadside Assistance
- ✓ Home Start
- ✓ Nationwide Recovery





## Peace of mind motoring

Operated by Call Assist, our package is one of the most comprehensive available providing the following cover.

### Roadside Assistance

Provides assistance for vehicles registered with AutoTrust Assist following a breakdown due to mechanical or electrical failure, tyre puncture, or road traffic accident, which immediately renders the vehicle immobile.

### Home Start

Gives you breakdown assistance following a breakdown at or within a one mile radius of your home address.

### Nationwide Recovery

Provides recovery of an immobilised vehicle (including a caravan or trailer which was on tow at the time) and up to a maximum of five people to the nearest garage able to undertake the repair, if this is not possible at the time, you will be transported to your home, or your original destination.

**Important – This is only a summary of the cover available. The definitions, conditions and exclusions are shown overleaf.**

## AutoTrust Assist

### Definitions

**Us/We/Our** – means AutoTrust Assist.

**You, Your** – the person named on the welcome letter.

**Vehicle** – the vehicle covered by your warranty as shown on the welcome letter.

**Breakdown** – a mechanical or electrical failure, puncture or accident, which immediately renders the vehicle immobile.

**Territorial Limits** – means Great Britain, Northern Ireland, The Channel Islands and The Isle of Man.

### Important Note

Details of AutoTrust Assist cover may not reach **Us** by the time assistance is required. In this unlikely event, **We** will always assist customers, but before assistance can be provided, **We** will ask **You** to provide **immediate payment** for the service required by Credit or Debit card. A payment receipt will be sent to **You** in order for **You** to seek reimbursement from the administrator.

This payment can be claimed back from AutoTrust Assist when **Your** details are confirmed as being on their records. Please contact **Us** if **You** have any questions concerning this procedure.

### Call 0344 573 8149

Tell the controller who answers **Your** call:

- **Your** warranty type, number and car registration number
- The registration of the **Vehicle** covered by the warranty
- Where **Your Vehicle** is and
- What seems to be the problem
- If **You** also intend to claim under **Your** warranty **You** must telephone the administrator on 0344 573 8005 and obtain advance authorisation before any repairs are commenced.

### STRICTLY FOR RESCUE 0344 573 8149

If **Your Vehicle** breaks down as defined, cover will be provided as follows:

#### Roadside Assistance and Nationwide Recovery

If **Your Vehicle** breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, **We** will send help to the scene. **We** will arrange to pay call out fees and mileage charges needed to repair or assist with the **Vehicle**. If, in the opinion of **Our** recovery operator, they are unable to repair the **Vehicle** at the roadside **We** will assist in the following way:

- Arrange and pay for **Your Vehicle, You** and up to five passengers to be recovered to the nearest garage able to undertake the repair.
- If the above is not possible at the time, **We** will arrange for **Your Vehicle, You** and up to five passengers to be transported to **Your** home or original destination.

#### Home Assist

**We** will dispatch one of **Our** recovery operators to **Your** home address or within a one-mile radius only.

Please note: Any repairs undertaken by **Our** recovery operators at their premises are provided under a separate contract, which is between **You** and the garage.

#### Caravans and Trailers

If **Your Vehicle** breaks down and **Your** caravan/trailer is attached, provided that it is fitted with a standard towing hitch and does not exceed 23 feet in length, **Your** caravan/trailer will be recovered with **Your** vehicle at no extra cost.

### Message Service

If **You** require, **We** will gladly pass on two messages to **Your** home or office to let them know of **Your** predicament and ease their worry.

### Accident Cover

If **Your Vehicle** is involved in an accident rendering it immobile or illegal **We** will transport **Your Vehicle** to a nominated local address within the United Kingdom.

### Puncture Cover

If **Your Vehicle** sustains a puncture and **You** are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel or inflation kit. If **Your Vehicle** was never provided with a spare wheel by the manufacturer and the inflation kit is ineffective due to a badly damaged tyre, then **We** will provide service under the terms of the vehicle being immobilised.

In the event **Your Vehicle** is fitted with run-flat tyres and due to the time of day or local stock availability a replacement cannot be found within the 50 miles the **Vehicle** can be driven for on a run-flat tyre, **You** and **Your Vehicle** would be recovered to **Your** home or original destination in the same way as any other irreparable breakdown.

### Toll Fees

**We** will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland as part of the recovery.

### Exclusions

AutoTrust Assist does not cover the following:

- 1 Any caravan/trailer where the total length exceeds 23 feet or where it is not attached to the **Vehicle** with a standard towing hitch.
- 2 Contracts not registered with **Us**.
- 3 The cost of any parts, components or materials used to repair the **Vehicle**.
- 4 Any costs or expenses not authorised by **Our** Rescue Controllers.
- 5 The cost of food, drinks, telephone calls or other incidentals.
- 6 The cost of alternative transport.
- 7 The cost of fuel, oil or insurance for a hire vehicle.
- 8 The recovery of the **Vehicle** and passengers if repairs can be carried out at or near the scene of the **Breakdown** within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one **Breakdown**.
- 9 Overnight accommodation or car hire charges.
- 10 **Breakdowns** caused by failure to maintain the **Vehicle** in a roadworthy condition including maintenance of proper levels of oil and water. If, in the opinion of **Our** recovery operator, the **Vehicle** is found to be un-roadworthy due to lack of maintenance, unless servicing records can be provided, **We** may terminate **Your** Assistance package immediately notifying **You** by letter what action **We** have taken.
- 11 **Vehicles** where service cannot be effected because the **Vehicle** does not carry a serviceable spare wheel of the correct size for **Your Vehicle**.
- 12 Any request for service if the **Vehicle** cannot be reached due to snow, mud, sand or flood or where the **Vehicle** is not accessible or cannot be transported safely and legally using a standard transporter.
- 13 Any request for service if the **Vehicle** is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.