

AA

Vehicle Repair Agreement



Vehicle Repair Agreement Schedule

This Agreement is not valid until you receive the schedule by email or by post.

(Please attach to the inside front cover of the booklet upon receipt).



Your warranty

Hello Driver,

This is your Vehicle Repair Agreement - please keep in a safe place as it contains important information about your cover, terms & conditions, claims process and servicing requirements.

As soon as your cover is live, we'll send your validation documents to confirm that your details are correct. If anything is incorrect, please let us know.

All the best,

Martin Quail

Martin Quail
Chief Executive Officer (Northern Europe)

On behalf of the **AA** Warranty team
WMS Group

Telephone: 01844 396009

Email: aaadmin@wmsgroup.co.uk or aaclaims@wmsgroup.co.uk

Advice and assistance is available 24 hours a day every day.

Important Notice: The Vehicle Repair Agreement is an agreement with the dealership from which you purchased your vehicle to protect you against failure of vehicle components. Your dealer has appointed the Administrator (Safe and Sound VRA Limited) to fulfil their obligation to you under the Agreement.

If your Agreement Schedule is not attached to the inside front cover of this booklet, you will receive one as soon as your Vehicle Repair Agreement is registered. Please attach to the inside front cover of the booklet on receipt.

All claims must be authorised by us prior to repairs being carried out. Failure to do so will invalidate your claim.

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Definitions

Certain words have specific meanings wherever they appear in this document or on your Agreement Schedule. To help you identify these we have printed them in bold throughout.

The AA

AA is a trademark of **AA** Group of Companies and is used with permission under licence to Safe and Sound VRA Limited (registration number 10843451).

Administrator

Safe and Sound VRA Limited. Registered Office; Oxford House, Oxford Road, Thame, Oxon, OX9 2AH. Registered in England and Wales. Company No 10843451. Group VAT registration: 119394692.

Dealer

Motor dealership from where **You** purchased **Your Vehicle**.

Mechanical Breakdown

The complete failure of a covered component that no longer functions in any way. We do not cover failure caused by abuse, negligence or failure to take preventative measures to ensure minimum damage.

Agreement Schedule

Schedule provided by either the **Dealer** or the **Administrator**

Period Of Cover

The **Period Of Cover** is the period of time covered as detailed on **Your Agreement Schedule**.

Maximum Claim Liability

The aggregate claim liability on this Agreement

Wear & Tear

The expected decline in condition of **Vehicle** parts covered due to normal everyday use and/or ageing of the **Vehicle**.

Vehicle

The vehicle described on the Proposal Form as the Agreement vehicle.

You, Your

The person named on the Agreement Schedule.

Territorial Limits

United Kingdom (England, Northern Ireland, Scotland & Wales).

Europe

Any country which is a member of the European Union; or any other country which the European Commission is satisfied has made arrangements to meet the requirements of Article (8) of the EC Directive 2009/103/EC. Please refer to the current list of members.

Claim Limit

This is the Agreement limit applied to each individual claim and the maximum amount of all claims paid as shown on your schedule.

Autodata

The source we use for obtaining and assessing technical information.

Protect Plus

This Agreement applies to Vehicles which are up to 8 years old and have covered less than 80,000 miles at the Agreement start date.

What is Covered

During the specified period, almost all of the original manufacturer's mechanical and electrical components are guaranteed against total failure except those listed under exclusions. The full terms and conditions are set out in this Agreement document.

Wear & Tear

All covered components have wear & tear included up to 85,000 miles. After this period, the wear & tear cover will automatically cease - however the rest of **Your Agreement** remains the same.

Diagnosis

Reasonable diagnostic charges form part of a valid claim under this **Agreement** as agreed with **Our** claim's engineers.

Cover Includes:

Parts Replaced In Pairs

Coil spring, shock absorber - as part of good engineering practice.

Oil Seals

Engine, gearbox, differential, turbocharger (or supercharger) causing a major oil leak (dripping oil) requiring immediate replacement to prevent consequential damage (excludes oil staining and oil misting)

DPF / Catalytic Converter

The DPF / catalytic converter is covered for **Mechanical Breakdown** (excludes – carbon build up, corrosion, impact damage and regeneration/cleaning of the system)

Turbo / Supercharger (Factory fitted)

Excludes carbon build up

Air Conditioning (Factory fitted)

Camshaft Timing Belt

Providing there is proof that the manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Casings

In the event of a covered item causing damage to a casing, the casing will form part of the **Maximum Claim Liability**.

In-Car Entertainment / Sat Nav / Telephone

Unlimited coverage to these components providing the equipment is factory fitted (excludes software updates/reprogramming).

Remote Key Fobs / Key Cards

Covered to a maximum of £200 including VAT.

Battery (excluding Hybrid batteries)

Included for 6 months from the **Agreement** inception date.

Hybrid & Electric Vehicles

Manufacturer supplied and fitted power generation and transmission components are included (excluding: electrical connectors, wiring, batteries and the disposal of chemical waste resulting from a claim).

Working Materials

Where an authorised repair requires the replacement or topping up of oils, antifreeze or other fluids, or replacement of the oil filter. This will form part of the **Maximum Claim Liability**.

Car Hire

In the event of a valid claim and provided that the repair time in accordance with **Autodata** is in excess of 8 hours, a maximum of £50 per day inclusive of VAT (excluding fuel and insurance) may be claimed for up to a maximum of 7 days (related to the actual repair times from the time repairs commence). All car hire must be authorised by prior to the start of the hire period and will form part of the **Maximum Claim Liability**.

Vehicle Recovery

In the event of a valid claim, tow-in charges up to £50 including VAT will form part of the **Maximum Claim Liability**.

What is not Covered

Carbon build up, chassis, bodywork, interior and exterior trim, locks, glass, panoramic sunroof, fabric roofs, tyres, exhaust systems, exhaust manifold, fuel tanks, brake discs, seized brake calipers, brake drums, brake & clutch friction material, wiring looms, road wheels, incorrect fuel (or any damage caused as a result), clearing of fuel lines, water ingress, gaskets (except head gasket), any sealing material or compound, head up display, tracker systems, core plugs, cylinder head skimming or refacing, heater elements (excluding heated seats), air bags, software, software updates and / or adjustments (excluding those which are required to complete a repair), key blade, all light units, bulbs including gas filled, LEDs, Xenon bulbs, Xenon Ignitor Units, air conditioning recharging (covered if part of a repair at reasonable cost), external fluid leaks, hoses and pipes, hardware e.g bolts and fixings, perishable rubber items, serviceable and ancillary items.

For further details please refer to the terms and conditions.

Protect Essential

This Agreement applies to vehicles which are up to 10 years old and have covered less than 100,000 miles at the Agreement start date.

This Agreement does not cover wear and tear.

What is Covered

During the specified period, almost all of the original manufacturer's mechanical and electrical components are guaranteed against total failure except those listed under exclusions. The full terms and conditions are set out in this **Agreement** document.

Diagnosis

Reasonable diagnostic charges form part of a valid claim under this **Agreement** as agreed with **Our** claim's engineers.

Cover Includes:

Parts Replaced In Pairs

Coil spring, shock absorber - as part of good engineering practice.

Turbo / Supercharger (Factory fitted)

Excludes carbon build up

Air Conditioning (Factory fitted)

Camshaft Timing Belt

Providing there is proof that the manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Casings

In the event of a covered item causing damage to a casing, the casing will form part of the **Maximum Claim Liability**.

In-Car Entertainment / Sat Nav

Covered to a maximum of £500 including VAT providing the equipment is factory fitted (excludes software updates/reprogramming).

Remote Key Fobs / Key Cards

Covered to a maximum of £200 including VAT.

Hybrid & Electric Vehicles

Manufacturer supplied and fitted power generation and transmission components are included (excluding: electrical connectors, wiring, batteries and the disposal of chemical waste resulting from a claim).

Working Materials

Where an authorised repair requires the replacement or topping up of oils, antifreeze or other fluids, or replacement of the oil filter. This will form part of the **Maximum Claim Liability**.

Car Hire

In the event of a valid claim and provided that the repair time in accordance with **Autodata** is in excess of 8 hours, a maximum of £50 per day inclusive of VAT (excluding fuel and insurance) may be claimed for up to a maximum of 7 days (related to the actual repair times from the time repairs commence). All car hire must be authorised prior to the start of the hire period and will form part of the **Maximum Claim Liability**.

Vehicle Recovery

In the event of a valid claim, tow-in charges up to £50 including VAT will form part of the **Maximum Claim Liability**.

What is not Covered

Wear and tear, carbon build up, chassis, bodywork, interior and exterior trim, locks, glass, panoramic sunroof, fabric roofs, tyres, exhaust systems, exhaust manifold, diesel particulate filters, catalytic converter, glow plugs, fuel tanks, brake discs, seized brake calipers, brake drums, brake & clutch friction material, wiring looms, road wheels, incorrect fuel (or any damage caused as a result), clearing of fuel lines, water ingress, batteries, injectors, oil seals and gaskets (except head gasket), any sealing material or compound, head up display, tracker systems, core plugs, cylinder head skimming or refacing, heater elements, centralised locking pumps, car telephone, air bags, software, software updates and/or adjustments (excluding those which are required to complete a repair), key blades, all light units, bulbs including gas filled, LEDs, Xenon bulbs, Xenon Ignitor Units, air conditioning recharging (covered if part of a repair at reasonable cost), external oil or fluid leaks, hoses and pipes, hardware e.g bolts and fixings, perishable rubber items, serviceable and ancillary items.

For further details please refer to the terms and conditions.

Protect Lite

This Agreement is available for vehicles of any age or mileage. Only the following listed parts are covered by this Agreement.

This **Agreement** does not cover wear and tear.

What is Covered

Engine - internal components

Valve assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding cracks and overheating damage), stretched head bolts, push rods, camshaft and cam followers, timing chains and timing chain tensioner, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, flywheel and ring gear, distributor drive.

Camshaft Timing Belt

Providing there is proof that the manufacturer's replacement recommendations have been complied with and they are free from oil contamination.

Manual Gearbox & Transfer Box - internal components only

Gears, shafts, synchromesh hubs, selectors, bearings, speedometer drive, overdrive units (where fitted), solenoid (excluding gear cables, linkages and electronic actuators).

Automatic Gearbox Gears - internal components only

Oil pump, shafts, clutches, brake bands, bearings, governors, servos, torque converter, drive plate only, valve block, modulator valve, speedometer drive.

Turbo

The complete unit (including wastegate, if it is an integral part of the turbo unit and cannot be purchased separately). The warranty applies only if the turbo is fitted as part of the manufacturer's original specifications.

Drive System (front / rear)

Crown wheel and pinion, bearings, planet gears, bevel gears, drive shafts, constant velocity joints, 4-wheel drive units. Excluding: rubber gaiters.

Brakes

Master cylinder, wheel cylinders, brake calipers (excluding seizure and electric motors), servo, brake pumps, brake limiter valve, ABS computer / pumps.

Steering Power

Hydraulic/electric power steering rack, hydraulic/electric motor pump, steering box, steering idler, steering column (excluding leaks, electric locks and ECU), pressure pipes.

Cooling System

Water pump, head gasket, thermostat, heater matrix, electric fan motor, viscous fan coupling, radiator

Air Conditioning

Air conditioning pump.

Propshaft

Propshaft, universal joints and bearings.

Fuel System (petrol / diesel)

Mechanical / electrical fuel pump, air flow meter, EGR valve, idle control valve.

Front / Rear Suspension

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, antiroll bar, self-levelling units and reservoir pump and regulator valves, displacer, hydropneumatics system (excluding leaks and bushes).

Wheel Bearings

Front and rear wheel bearings.

Clutch

Centre plate only covered for oil contamination, pressure plate, thrust bearing, clutch fork, master cylinder, slave cylinder.

Electrics

Starter / solenoid, alternator, ignition coil, distributor, ECU (engine only), front and rear windscreen wiper motors, heater fan motor, indicator relay, electric window motor, sun roof motor, centralised locking solenoids, cruise control actuator and control unit only.

Casings

In the event of a covered item causing damage to a casing, the casing will form part of the **Maximum Claim Liability**.

Working Materials

Where an authorised repair requires the replacement or topping up of oils, antifreeze or other fluids, or replacement of the oil filter, these costs will be accepted as part of the claim up to £50 including VAT.

Hybrid & Electric Vehicles

Manufacturer supplied and fitted power generation and transmission components are included (excluding: electrical connectors, wiring, batteries and the disposal of chemical waste resulting from a claim).

Car Hire

In the event of a valid claim and provided that the repair time in accordance with **Autodata** is in excess of 8 hours, a maximum of £50 per day inclusive of VAT (excluding fuel and insurance) may be claimed for up to a maximum of 7 days (related to the actual repair times from the time repairs commence). All car hire must be authorised by prior to the start of the hire period and will form part of the **Maximum Claim Liability**.

Vehicle Recovery

In the event of a valid claim, tow-in charges up to £50 including VAT will form part of the **Maximum Claim Liability**.

Excluded from cover

All parts not listed above.

For further details please refer to the terms and conditions.

Additional Benefits for all Covers

European Mechanical Breakdown Cover

Extended cover to **Vehicles** used on the continent of Europe for a period not exceeding 30 days. In the event of a **Mechanical Breakdown** on the Continent **You** must comply with the claims procedure in the normal way. In the event of a valid claim, reimbursement will be based on the currency exchange rates prevailing on the date that the claim is agreed. Dates of travel may be required to support a valid claim.

Overnight Accommodation and Rail Fare

Hotel expenses or return rail fare will be reimbursed to a maximum of £60 including VAT within the **Maximum Claim Liability**, providing that the **Vehicle** is rendered immobile due to a valid claim under the terms of the **Agreement**. Bona fide receipts will be required in the event of a claim. Drinks and meals are specifically excluded.

Agreement Terms & Conditions

1. No part of this **Agreement** may be altered without **Our** written consent.

2. General Conditions

a) **You** must give **Us** all the information and help that **We** may reasonably require. This also applies where **We** wish to enforce any rights against any manufacturer, repairer or supplier.

b) **You** must comply with all the terms and conditions of this **Agreement**. Any liability **We** may have to make any payment depends on **You** keeping to **Your** obligations under the **Agreement** and on the truth of **Your** statements.

c) This **Agreement** is in addition to any legal rights that may apply.

3. Maintenance and Servicing

a) Care of the **Vehicle** - **You** must take all reasonable steps to safeguard **Your Vehicle** from loss or damage. The **Vehicle** must be maintained at all times in a roadworthy condition. The **Vehicle** must be insured, taxed and have a current MOT certificate in accordance with the law.

b) The **Vehicle** must be regularly serviced which must be carried out at a VAT registered garage, in accordance with the manufacturer's recommendations.

c) After each service, please ensure that the relevant service details are completed in this book by **Your** servicing garage and obtain a receipt for the service. **You** must keep the receipt for reference in the event of a claim.

d) Servicing - After servicing becomes due **You** have a maximum of 30 days or 1000 miles (whichever is the sooner) to have the service completed.

e) Failure to comply with any of the above will invalidate the **Agreement**. **You** must allow **Us** free access to examine the **Vehicle** at all times.

4. Termination on Sale

This **Agreement** ends if **You** sell or dispose of the **Vehicle** unless the new owner makes a valid transfer of the **Agreement**. The **Agreement** can only be transferred to a private individual who first agrees to be bound by the liabilities, exclusions, terms and conditions of the **Agreement** by sending **Us** a completed "Form of transfer" (as included in this booklet), together with the transfer fee. If, in the event of **Your** death, ownership of the **Vehicle** passes to an immediate relative, the **Agreement** automatically continues for the benefit of that person.

5. Your Right of Cancellation

You can cancel **Your Agreement** within 14 days starting no later than the date **You** enter into the contract, or, if different, the date **You** receive the **Agreement** documentation.

To cancel please write to the **Administrator** or call 01844 396009. On receipt of **Your** notice of cancellation, the supplying Dealer will refund any premiums **You** have already paid, unless **You** have already made a claim under **Your Agreement**. If after this period has elapsed and **You** wish to terminate cover **You** will not be entitled to any refund of premium.

6. **We** shall not be bound to renew **Your Agreement** and may at any time cancel the **Agreement** by sending 14 days notice to the **Agreement** holder at their last known address.

7. Use of your Personal Data

This short form privacy notice provides a summary of how **Your** personal data is used by WMS Group and the AA. **We** are separate data controllers in respect of **Your** information. For full details please visit **Our** privacy notices at

https://www.theaa.com/cars/aa_warranty_privacy_policy.pdf

These set out full details about how **We** use **Your** information and include the contact details of **Our** Data Protection Officers.

We may update those privacy notices from time to time.

Personal data we hold, use and the reasons for processing

We collect and use **Your** personal data to provide **You** with the AA Warranty, for direct marketing purposes, to develop new products and services and to review and improve current products and services, to comply with legal and regulatory obligations and requirements, helping **Us** improve products or services, improve the operating of **Our** businesses, to share information with business partners in order to provide **Our** products and services or operating **Our** business, and to enable other group companies to perform any of the above purposes. These uses are generally needed to provide the services to **You** and for **Our** legitimate interest.

Disclosures and Transfers

We share **Your** information within the WMS and The AA Group companies, and **Our** suppliers and business partners, as well as government organisations where required for the reasons described above.

There might be instances where the AA rely on third parties, such as service providers that are based outside UK or EEA, to support **Our** businesses and the AA Warranty product. Where there is access to data from international locations **We** have appropriate contractual safeguards in place.

Your Rights

Here is a list of the rights that all individuals have under UK data protection laws. They don't apply in all circumstances so **Your** request may not always be granted. If **You** wish to use any of them, **We'll** explain at that time if they apply or not, and if **We** will comply or not with **Your** request, including the reasons why.

You have the right to be informed about the processing of **Your** personal information; to have **Your** personal information corrected; to object to processing; to request restriction of processing; to have **Your** personal information erased; to request access to **Your** personal information and how **We** process it; to move, copy or transfer **Your** personal information; and rights in relation to automated decision making which has a legal effect or otherwise significantly affects **You**.

For full details on how we use **Your** information, please see the full privacy notice for the AA and WMS using the link above.

6. Complaints Procedure

We are committed to providing the highest quality of customer service at all times. If **You** are unhappy with the service **You** have received or have any complaints about **Your Agreement**, **You** should write to the complaints department - details are as follows:

AA Warranty,
Safe and Sound VRA Limited
Complaints Department
Oxford House
Oxford Road
Thame, Oxon OX9 2AH.
Telephone: 01844 396009

7. The Law and Language Applicable to the Agreement

We use English law as the law which applies to this **Agreement** unless **You** ask for another law and **We** agree to this in writing within 30 days of the commencement of this **Agreement**. The language used in this **Agreement** and any communications relating to it will be in English.

Transfer of Ownership

We will consider a transfer of ownership to a private individual (unconnected to the motor trade). Please complete the Transfer of Ownership Form below (including **Your** preferred payment method for the £25 admin fee) and send to the address on the back of this booklet. **You** have a maximum of 7 days to apply for a transfer. **We** reserve the right to decline any transfer without providing an explanation. If the request is denied, **We** will return **Your** fee. **Your Agreement cannot be transferred to another vehicle.**

Transfer of Ownership Form

Name of New Owner: _____

Address: _____

Agreement Number: _____

Registration Number: _____

Telephone Number: _____

Email: _____

Present Mileage: _____

Date Purchased: _____

Signature: _____

We are unable to transfer this **Agreement** to another **Vehicle**. **We** reserve the right to decline any renewal or transfer without explanation.

Please forward the completed form to: AA Agreement, Safe and Sound VRA Limited, Oxford House, Oxford Road, Thame, Oxon OX9 2AH.

Cheque Credit/debit card

We will call for card payment if the transfer is accepted.

Liabilities and Exclusions

Liabilities

The **Administrator** will be liable for the reclaimable cost of parts, labour and VAT (where this is not reclaimable) up to a maximum of the aggregate of the **Vehicle** purchase price, providing that all requirements have been met, and the failure falls within the scope of this **Agreement**.

Exclusions which apply to All Covers

1. The following are not covered by this **Agreement**.

- a) Modified **Vehicles** unless approved by the manufacturer
- b) **Vehicles** used for hire and reward
- c) **Vehicles** used for racing or competition.

2. This **Agreement** does not cover death, bodily injury, third party claims, accidental damage, road hazard, fire damage, consequential loss, or any other damage howsoever caused.

3. This **Agreement** does not cover faulty workmanship, cracked blocks, cracked cylinder heads, oil and fluid leaks, corrosion, carbon build up and accidental damage to radiator.

4. This **Agreement** does not cover consequential damage: damage caused to any covered part if in the opinion of an independent engineer, that damage could have been prevented by stopping sooner; i.e. at the point that a fair and reasonable driver should have been aware of a problem. In the case of damage to a noncovered part, **Our** liability will not include the cost of replacing these parts.

5. Failure to observe the following will invalidate **Your** claim:

- a) Frost protection
- b) Correct claims procedure
- c) Servicing

6. This **Agreement** does not cover damage caused by negligence, i.e. insufficient oil or water, overheating, or failure to ensure that minimum damage is incurred by taking preventative measures.

7. **Mechanical Breakdown** or damage arising from the use of a grade of fuel not recommended by the manufacturers of the covered **Vehicle**.

8. This **Agreement** does not cover car derived vans / commercial vehicles over 3,500kg.

How to Make a Claim

1. Immediately a fault becomes evident, **You** should stop and seek expert advice on the cause. For a claim to be considered, the **Mechanical Breakdown** must have occurred and have been reported to us within the **Agreement** period.

2. If **Your Vehicle** suffers a **Mechanical Breakdown**, please check **Your Agreement** carefully to establish that the fault is covered.

3. Telephone **Our** claims department on 01844 396009 who will advise **You** of **Your** local approved repairer. If **You** wish to use **Your** own repairer, **We** will agree costs with them at the same parts and hourly labour rate as **Our** network repairers charge. **You** will be responsible for any excess parts and labour charges.

Claims Conditions

1. **You** must obtain authorisation from the **Administrator** before having any repairs carried out.
2. The Administrator reserves the right to appoint the repairer of the Vehicle, the supplier of the parts, and where available service replacement parts will be used.
3. Where the renewal of any parts or assemblies brings about improvement or betterment of the Vehicle a contribution may be required from the Agreement holder. This will take account of the age and mileage of the Vehicle and the cost of restoring the Vehicle to its pre-breakdown condition.
4. Any work carried out without prior authorisation will not be reimbursed. No claims are valid without an authority number. If the cause of **Your Mechanical Breakdown** is not obvious, it may be necessary to dismantle the **Vehicle** to some extent. This will be done only on **Your** authority and the cost of this will be **Your** responsibility at this stage.
5. If the **Administrator** finds the claim to be within the scope of **Your Agreement** an authorisation number will be issued once the costs have been agreed. All repair times will be based on **Autodata**.
6. To establish liability, it may be necessary to instruct an independent assessor to inspect and report his findings. The result of which cannot be contested except by another independent assessor.
7. Claims must be registered within 7 days of their occurrence. Once the claim has been authorised, **You** may proceed with the repairs. If **We** have arranged the repair on **Your** behalf, **We** will settle the invoice with the garage directly. If **You** have used **Your** own garage, please send **Us** the repairer's invoice. Please ensure that the authorisation number is marked on the invoice, and state clearly who is to be paid.
8. Repairs may be made through a repairer nominated by the **Administrator**. If the covered part is beyond economic repair, the repairer may replace it with a similar part.
9. **You** may have to provide the **Administrator** with proof of servicing by a VAT registered garage before a claim is settled under this **Agreement**. No claim will be paid if the repairs are carried out before obtaining prior authority from **Us**.
10. In the event of a false or fraudulent claim being submitted, the **Agreement** will be rendered invalid. In all cases, **We** reserve the right to prosecute.
11. Once a fault has been registered, the **Administrator** reserves the right to contact repairers and discuss potential liabilities under this **Agreement**.
12. Once a claim number has been issued **You** have 3 months in which to submit the invoice for payment. After this period of time the claim will lapse and no reimbursement is possible.
13. If **You** make a claim and any other insurance that would also entitle **You** to claim, the **Agreement** will only contribute its ratable proportion of the loss.
14. **We** have the right to:
 - a) examine the **Vehicle**
 - b) obtain an expert assessment at **Our** expense, the result of which will be binding on all parties;
 - c) nominate the repairer. If, following specific arrangements for inspection, and through no fault of **Ours**, the engineer cannot inspect (for example, because the **Vehicle** is not available or is not stripped etc.), **We** will deduct fees for the second inspection visit from the authorised amount of the claim.
15. If **We** accept a claim, **We** have the right:
 - a) to require a contribution from **You** if the repaired **Vehicle** will ultimately be in a better condition than before the claim; and
 - b) to take wear and tear according to age and mileage into consideration when settling the claim.

16. This **Agreement** is limited to a failure of each covered part on only one occasion during the period of cover
17. If more than one covered part has failed at the time **You** contact the **Administrator**, it will be dealt with as one claim
18. **We** have the right to specify the use of guaranteed reconditioned or exchange units and send away parts for reconditioning. **Our** liability will be limited to the cost of these parts.
19. If **You** are VAT registered, the VAT element will not form part of any claim against **Us**.
20. If **We** give provisional authorisation for repairs, **We** will assess repair times in line with the **Autodata** repair times manual current at the time.
21. **We** are not liable for any claims directly or indirectly caused by:
- a) non-compliance with the conditions relating to the maintenance of the **Vehicle**;
 - b) any act, omission or negligence by **You** (or any user of the **Vehicle**), which adds to the loss or damage;
 - c) fire, collision, fabric and stitching, frost, snow, ice, flooding, freezing or corrosion;
 - d) parts being subject to recall by the manufacturer.
 - e) Any part that has not failed but is recommended by the manufacturer as good working practice to replace or maintain. This **Agreement** does not cover items which have come to the end of their natural lives.
 - f) the failure of a part which is under any manufacturer's or supplier's warranty;
 - g) losses normally covered under a road risks insurance policy or loss resulting from an accident to the **Vehicle**;
 - h) the **Vehicle** having been altered or modified from the manufacturer's original specification, or having been raced, rallied, used in competition, or for hire or reward, used for courier work, driving tuition or custom-built vehicles;
 - i) any parts which have not actually failed, and which are replaced during routine servicing or maintenance, software (including updates) and or adjustments;
 - j) All damage caused by a failure to replace the cambelt in accordance with the manufacturer's recommendations;
 - k) the **Vehicle** being beneficially owned by a company or person involved in the business of vehicle repair, servicing or car sales or by an employee of such a company or person;
 - l) exhaust emission MOT failures, these are not **Mechanical Breakdowns** and are not covered;
 - m) any **Mechanical Breakdown** caused by lack of normal and proper use or care, including the incorrect use of fuel.
 - n) any component failure due to lack of lubrication, failure to check other fluid levels and adjusting where necessary or ignoring any warning signals, gauges or lights.
 - o) this **Agreement** does not cover inherent faults of any description. An inherent fault is any fault that is present at the time of purchase.

SERVICE RECORD

IMPORTANT

Only a fully documented receipt from a VAT registered garage showing date, mileage and work carried out will be accepted as proof of servicing. These documents must be retained as the **Administrator** reserves the right to inspect receipts to ensure compliance.

The Service Record below is for **Your** guidance only and will not be accepted as proof of service.

Important: the mileage stated does not guarantee the true mileage of the vehicle.

Note to Servicing Company:

Please complete, then stamp and sign the relevant service record and supply customer with a bonafide service receipt.

<p>Pre Delivery Inspection</p> <p>I certify that the Inspection has been carried out.</p> <p>Signed: _____</p> <p>P.D.I Date: _____</p> <p>Mileage: _____</p> <p>Next Service Due:</p> <p>Date: _____ Mileage: _____</p>	<p>Dealer Stamp</p>
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<p>1st Service</p> <p>I certify that the Inspection has been carried out in accordance with the Manufacturer's Service Recommendations.</p> <p>Signed: _____</p> <p>P.D.I Date: _____</p> <p>Mileage: _____</p> <p>Next Service Due:</p> <p>Date: _____ Mileage: _____</p>	<p>Dealer Stamp</p>
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<p>2nd Service</p> <p>I certify that the Inspection has been carried out in accordance with the Manufacturer's Service Recommendations.</p> <p>Signed: _____</p> <p>P.D.I Date: _____</p> <p>Mileage: _____</p> <p>Next Service Due:</p> <p>Date: _____ Mileage: _____</p>	<p>Dealer Stamp</p>
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Important Dates

MOT due date:

Insurance due date:

Road tax due date:

Notes

Notes

Notes



Advice and assistance available
24 hours a day, 7 days a week.

01844 396009

aawarranty@wmsgroup.co.uk **theaa.com/cars/aa-warranty**

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