



Electric Gold Warranty

Introduction

Your supplying dealer will have done everything possible to ensure your vehicle meets your expectations but in the unlikely event that you encounter a problem, we are here to help.

This Warranty is designed to provide protection against sudden and unforeseen failures to listed key components.

To ensure peace of mind motoring it is important that you understand the cover provided so please read this booklet including the definitions, terms and conditions carefully.

12 months £250^{+VAT}

Cover up to £2,500 per claim
Any age vehicle and any mileage
Provided by A1 Warranty.

Electric Gold Warranty

The following components are covered for a sudden and unforeseen electrical or mechanical failure subject to the terms and conditions of the warranty being fully complied with. Please refer to this warranty book for full terms, conditions and exclusions.

Drive System (Front/Rear)

All components including bearings, drive shafts, propshafts, constant velocity joints, 4 wheel drive units.

Brakes

All components including master cylinder, wheel cylinders, brake calipers, servo, brake pumps, brake limiter valve, ABS computer/sensors/pumps.

Steering

All components including rack and pinion, steering box, idler box, power steering rack/ram and pump, pressure pipes, reservoir, steering column.

Air Conditioning System

All components including air conditioning pump, condenser, evaporator, (when fitted as standard and excluding accidental damage).

Front/rear suspension

All components including shock absorbers, coil springs, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar.

Wheel Bearings

Failure of the front and rear wheel bearings.

Electrics

Front and rear window/headlamp wiper motors, heater fan motor, indicator interrupter unit, electric window motor, sun roof motor, instrumentation gauges, centralised locking solenoids/pumps, switches, relays, sensors, horn.

Traction Battery

Failure of the traction battery where it causes a control or driveability fault only.

Electric Control Modules

Failure of an electric control module (ECU) to operate either the electric drive motor or any other vehicle electrical components (BCM Modules).

Electric Drive Motor

Failure of the electric drive motor.

ITEMS THAT ARE NOT COVERED

(not an exhaustive list) Include brake frictional material (such as brake discs and pads), consumables, glass, interior and exterior trim, bodywork, tyres, keys or remote fobs, charging cable, paintwork, air conditioning re-gassing or pipes, wiring, wiper blades, air suspension bags, door trims, worn or wearing suspension components, carpets, blue-tooth connections that are not compatible, sat nav / entertainment systems, vehicle chassis, bulbs and lamps.

Definitions

1. Any reference to “You” shall mean the purchaser of or owner of a motor vehicle to which this Warranty Protection Plan relates and shall be specifically named herein.
2. Any reference to your “Retailing Vehicle Dealer”, “Garage” or “the Seller” shall mean the seller or supplier of a motor vehicle, to you, and who have agreed with you to warrant the vehicle through this Warranty Protection Plan.
3. In this Warranty, any reference to “Us”, “We”, or “Administrator” shall mean A1 Approved Limited Office 53, Sugar Mill, Oakhurst Road, Leeds, LS11 7HL (Company registration No 6508257) whose responsibility and sole duty is to administer the Warranty Protection Plan, including any Warranty Protection Plan Fund that may have been established and whose liability is explicitly as administrators.
4. Subject to the conditions set out below, the Seller hereby warrants the Product sold in accordance with this warranty Application Form. The Sellers obligations under this Plan will be binding for the period and claim liability as stipulated on the Application Form.
5. Any reference to “Warranty Protection Plan”, “Warranty”, “Plan” or “Fund” shall mean the Non-Underwritten fund arrangement between You and the Garage, which we administer, and which warrants the vehicle detailed herein, the terms and conditions of which appear herein.

Important Information (Conditions Precedent)

Please take specific note of the following important matters which are core terms of the Warranty Protection Fund. More specific and complete Conditions and Exclusion are listed in more detail below.

1. Both you and your Supplying Dealer are jointly and severally responsible in ensuring that the full fee is received by Us. Your Garage is not an agent of A1 Approved Limited nor is there a partnership between A1 Approved Limited and your Garage.
2. This warranty is not a maintenance contract. It only affords cover against failure in the event of a sudden and unforeseen mechanical breakage to a component listed

within the “Component Cover” sheet(s) inserted in this document and as verified by the Application Form. If the part or parts in question aren’t physically broken, or are worn, or have simply come to the end of their normal life expectancy, then this is specifically excluded from the terms of the Warranty.

3. It is a condition of this Warranty that you must have the vehicle serviced at the correct times/intervals/ mileages as directed by the vehicle manufacturer (including any alteration to service intervals, component replacement intervals or modifications issued after manufacture of your vehicle by the manufacturer). If you do not comply with this condition your claim may be declined even if your claim is not in respect of a service related fault.

4. This booklet does not become a legal contract between You and the Seller until the Application Form has been received by A1 Approved Limited, & the fee for this Warranty has been received by Us and We have accepted your Application.

5. It is a condition of this Warranty Plan that you seek and obtain prior authority to have repair work undertaken. In the event that investigatory works or repairs are commenced without authority, your claim may be rejected even if the failure would normally have been covered by the terms of this Warranty.

6. This Warranty does not provide New for Old cover. As a result you may be required to have reconditioned parts or components installed or where such parts are not available, you may be asked to contribute towards betterment or enrichment caused by new parts being supplied. This Warranty may not be suitable for main dealer labour rates charged in relation to repairs and you may have to use non-main dealers. If a main dealer is instructed by you, you may be responsible for the additional costs related to the enhanced rates applied by them.

7. A1 Approved Limited are Warranty Claims Administrators only. This Warranty creates a contract between You and the Seller, We have no responsibility for ensuring adequate fund levels.

Important Information (Conditions Precedent) cont

We and your Garage will endeavour to ensure that our standards of service are the highest you could wish for. However there may be situations which are out of our control that lead to you becoming unhappy with the way we administer the Warranty.

If you feel that there is a matter which should be brought to our attention then please write directly to our managing director or email him on MD@a1approved.co.uk quoting your Registration Number and any supporting documentation you may have. We will then investigate the matter on your behalf and report to you and possibly your garage. We will endeavour to respond to you within 14 days of your first contact, and provide a full response within 21 days. If we cannot respond within these time periods we will contact you and tell you why a time extension is required.

If you are not satisfied with our service we may agree that any claim you have should be referred to Arbitration or a suitable and appropriate Alternative Dispute Resolution Service. You will need our agreement for this at the relevant time.

Additional Cover & Benefits

It is a condition that you ensure that Our prior authorisation is obtained before using the services detailed below. Also take note that the Additional Benefits listed are included within and subject to the overall claim limit in the individual claim liability of the Warranty.

Recovery Fees: We recommend that all motorists subscribe to an approved recovery organisation as this provides worthwhile assistance at reasonable cost (such as recovery to your destination, home start, caravan cover and even hotel accommodation).

If however You do not have such membership, then providing you have a valid claim and the recovery is to the nearest suitable repairing garage only, then We will authorise the first £50 inclusive of VAT of recovery fees on your behalf. Please note that you must contact us for prior approval before incurring any recovery charges or costs as we may be able to arrange suitable recovery at no cost to you.

Vehicle Hire: In the event of a valid claim and providing the manufacturer's and repairers repair time

exceeds 8 working hours, we will authorise up to £40 per day inclusive of VAT and fuel towards the cost of a replacement vehicle. Please note that there is no automatic right for either Us or your garage to provide a courtesy vehicle, however we will endeavour to make sure that you are inconvenienced the least amount. The 8 hour clause reflects the "hands-on" standard ICME working time and not the unavailability of parts or the fact that the garage cannot fix the vehicle that day.

Continental Use: The benefits of this Warranty are applicable anywhere in the E.U for no more than 60 days during a 12 month period. If you breakdown whilst abroad you will need to have the vehicle repaired immediately and send Us the receipted invoice when you return home. We will only authorise the lower of the UK equivalent or actual repair costs incurred by you. For breakdowns or failures within non-UK areas of the E.U. prior authorisation for repairs is waived where it is clear that such approval or authorisation is not possible or reasonable in all the circumstances.

Renewal: We hope that you will remain entirely satisfied with our service and that you choose to renew your Warranty upon its expiry. We will contact you during the last few weeks of the warranty to remind you that the cover is expiring and to quote a price for you to extend it to a further period.

Special note:

Any HEVRA member garage or qualified garage can carry our repairs. Please note that the warranty company will only pay up to a maximum of £50+VAT per hour for labour. Any additional cost for labour would have to be paid for by the policy holder.

Conditions of Cover

1. No repairs are to be commenced without the prior authorisation of A1 Approved Limited who are responsible for administering the Warranty. We will issue your claim with its own unique claims number which you must quote in each communication you have with Us.

2. Diagnostic, investigatory and temporary repair charges are not covered under this Warranty under any circumstances. We will authorise payment for the part(s) and labour charges to rectify the fault (when agreed by the Claims Department) up to the maximum individual claims liability. It is up to You to authorise diagnostic work, investigatory and temporary repairs and to pay such charges direct to the repairing garage.

3. We reserve the right to inspect your vehicle at any time during the period of cover afforded by the Warranty including during and subsequent to a claim. The costs associated in conducting an inspection by either an independent engineer or assessor will be authorised by Us, however if for whatever reason the engineer/ assessor is unable to undertake a full inspection through any fault other than their own, then the cost of any subsequent inspection will be Your responsibility.

4. There are no refunds on this warranty after the first 14 days from purchase of the Plan. If you wish to cancel this Warranty before the 14 days then you may do so in writing providing you have not made a claim and that you have paid a distinct and separate price for this Warranty Plan. It is your responsibility to understand the scope of cover provided and to raise any questions before the 14 days have expired. After this time it is deemed that you are fully satisfied with the cover. Any refunds due will be made to the parties who directly paid Us for the Warranty.

5. You will be responsible for the first £25 of all claims unless another amount is specified on your Application Form.

6. In the event of a claim being authorised, We reserve the right to limit the amount authorised to a fair and reasonable rate by obtaining a contribution towards the cost of part(s) and/or labour charges where necessary. Your Warranty does not include main dealer labour rates or repairing garages that may seek to apply higher than normal rates for no reason.

7. This warranty is an agreement between you and your Garage only. The Garage's obligations under this

Warranty Protection Plan will not extend beyond the expiry date of this cover, nor will it exceed the maximum individual claim liability per claim.

8. Our sole duty is to administer this warranty, at the end of your warranty period we may approach you to see if you wish to purchase another Warranty.

9. This warranty is in addition to your normal statutory rights and does not replace them.

10. If You, your Garage, recovery agent, or a repairer submit a fraudulent claim in any respect then We will cancel your Warranty and your claim. We will also seek to recover our costs in handling the claim and any other costs incurred in addition.

11. If You or your garage report more than one failure at the time of a breakdown then this will be dealt with as one claim and subject to one maximum claim liability as stipulated on your Application Form.

Exclusions

This warranty excludes:

1. Any repairs that have not been authorised by Us in the first instance or faults not notified to Us during the warranty period.
2. Any loss where the servicing conditions or intervals have not been adhered to or Vehicles that have been modified after the Warranty has commenced.
3. Faults that existed or could reasonably be stated to have existed prior to this Warranty being taken out or any loss where the true mileage of the vehicle cannot be verified.
4. Progressive and normal wear and tear to components or any parts that have not actually failed or need to be replaced as part of "good engineering practice", or where the condition of the part(s) is(are) commensurate with the age and / or mileage of the vehicle.
5. Any parts that are reported as being at fault at the time of a service or where the customer has not specifically identified a concern with the vehicle.
6. Any faults that could be considered as being design defects. This includes modifications of parts and recalls by the manufacturer.
7. Vehicles used for hire and reward such as taxis and driving school vehicles. Nor will it cover for off-road use, rallying, racing, speed trials, tests, track days or any competition driving of whatsoever nature.
8. Loss caused by not taking preventative measures to minimise the claim. This is particularly relevant to overheating damage (however caused) or loss caused by the failure of a non-covered component.
9. Any liability for death or bodily injury caused by the failure of a covered component, or damage to any property of whatsoever nature, however caused.
10. Faults not notified to Us during the warranty period.
11. Re-programming of components, software updates, painting to match existing colour schemes, tracking, setting up costs, postage and packing, binding or seized brake components, within the list of exclusions here, are not covered.

Claims Procedure

In the unlikely event of a failure please ensure that the following procedure is adhered to.

1. Contact Us on 01132 709488.
2. We may refer you back to your Supplying Dealer (where necessary) or appoint a garage to undertake the repairs.
3. Your garage must then contact Us on 01132 709488 or on claims@a1approved.co.uk to discuss the repairs prior to completing the work. We reserve the right to inspect your vehicle.
4. Once approval has been given by the issuing of a specific authorisation number, you or your garage must send to Us the invoice for the work along with your fully completed and signed Claim Form and proof of any relevant services undertaken since the warranty commenced to:

A1 Approved Ltd
Office 53
Sugar Mill
Oakhurst Road
Leeds
LS11 7HL
5. Once these documents have been received We will then, subject to all warranty conditions having been met, authorise payment for the sum approved. Any amount over and above the sum We have authorised will be your responsibility to pay the garage direct.
6. IMPORTANT – it is vital that the correct documentation is received by Us. Failure to send the correct documentation will result in your claim being delayed whilst We write to you for the information. If you do not respond, We may cancel your claim and instruct the garage to invoice you direct.

Claims Form

Please ensure that this form is fully completed and signed by the customer as failure to do so will result in a delay to your claim.

For the Warranty Holder To Complete:

Your Name: Your Registration No:

What were the symptoms of the fault?
.....
.....
.....
.....

What date did you first notice the fault?

What mileage did you first notice the fault at?

Please pay: Repairers / Warranty Holder (delete as appropriate)

I certify that the above details are correct:

Signed.....(You) Date.....

For The Repairers To Complete:

Date repairs completed: Repair Authorisation Number Issued:

Mileage on vehicle when completed:

What have you replaced?.....
.....
.....
.....

I certify that the above repairs have been completed:

Garage Stamp:

Signed.....(The Garage)

Date.....



Servicing Schedules

It is a condition of this warranty that the vehicle is serviced at the correct times/mileages in accordance with the manufacturer's recommendations. It is your responsibility to establish when this is and to keep the invoice as proof. There is a maximum allowance of 30 days or 1000 miles for your convenience to assist you in making the necessary arrangements.

1st service:

Date of service.....

Mileage at service.....

Signed.....

Garage Stamp

3rd service:

Date of service.....

Mileage at service.....

Signed.....

Garage Stamp

2nd service:

Date of service.....

Mileage at service.....

Signed.....

Garage Stamp

4th service:

Date of service.....

Mileage at service.....

Signed.....

Garage Stamp

