

AFTERCARE Complete

This warranty is valid for 3 months only and is limited to 3000 miles. It will start from the date of vehicle collection. It covers all mechanical and electrical components that were part of the manufacturers original fitment with exceptions listed within this booklet.

Individual claim limit it £750. Multiple claims total limit is the purchase price of the vehicle.

Warranty Cover

For vehicles under
7 years old and
110,000 miles



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IMPORTANT If you encounter a mechanical problem with your vehicle, the following procedure should be followed:

1] Choose a VAT registered garage where you would like the repairs to be carried out

2] Make the garage aware you have a mechanical warranty on the vehicle

3] The repairing garage needs to find out what the problem is and how much it will cost to fix

4] The repairing garage will need work authorised before commencing

5] Where the failure has been confirmed on a diagnostic machine, a computer print-out detailing the fault codes must be submitted as supporting evidence, along with the claims invoice.

6] All claims will be paid directly to the repairing garage upon receipt of a signed customer satisfaction form

Total Auto Care Warranty

Aftercare Complete

Thank you for purchasing your vehicle from Top Notch Cars

Whilst we hope it will be trouble-free during your ownership, should you encounter a problem, the benefits as detailed in this warranty agreement are designed to assist you.

It is important that you familiarise yourself with the terms, benefits and your responsibilities by ensuring that the vehicle is always in good working order. We will be happy to advise on the servicing needs and make arrangements should you require.

Please do not hesitate to contact us should you have any questions regarding this warranty.

We look forward to being of assistance to you in the future, on behalf of Top Notch Cars, Unit 1 Ashley House, Stephenson Way, Thetford, Norfolk, IP24 3RD.

It is the responsibility of the customer to inform the repairer that a warranty exists on this vehicle.

DO NOT proceed with any repairs on this vehicle until the claim is authorised by an administrator.

Any repair completed without authorisation will not be accepted.

Definitions

Please read this booklet carefully. Your attention is drawn to exclusions in section 5 and to the provision governing in section 6 "In The Event of Mechanical Breakdown".

Definitions

The words or expressions below have the following meaning in this agreement:

Administrator The company that will be directly managing the claim

Agreement An accord between the parties listed in the schedule for the provision of the mechanical warranty described within.

Claim Limit The maximum amount payable on the individual claim that is covered by this warranty.

Maximum Claim Limit The maximum amount that can be claimed during the period of your warranty must not exceed the covered vehicle's purchase price.

Mechanical Breakdown The sudden and unforeseen failure of a covered component arising from any permanent mechanical, electrical or electronic defect requiring immediate repair or replacement before normal operation can be resumed. Claims arising solely as a result of wear and tear or normal decline are not covered.

Owner/You/Your The registered owner of the vehicle forming the subject matter of this agreement as specified in the schedule.

Schedule The schedule attached to this agreement providing details on your vehicle, duration of your warranty and cover provided.

Vehicle The vehicle specified in the schedule being less than 3.5 tonnes and being designed to carry no more than 8 people including the driver.

Warranty The warranty provided in relation to the vehicle specified in the schedule and subject to the conditions and exclusions of sections 4 and 5 and the other terms of this agreement.

Cover Provided

Your Aftercare Complete warranty covers all mechanical and electrical components of the vehicle that were part of the manufacturer's original fitment with the exception of those components listed below. The amount payable under your warranty is subject to the claim limit selected and the maximum claim limit which applies to your warranty.

Components not covered by this warranty:

Dual mass flywheel and clutch if failure due to wear and tear

All bodywork and trim, seat belts, glass, sunroof panels, fuel tank, wheels, tyres, hinges, brake facings, seized callipers

HT leads, spark plugs, filters, wiper blades, lights, bulbs, belts, wiring looms, glow plugs, battery

Exhaust manifold, exhaust system, brackets, mountings and hoses, water ingress, cables

Worn or leaking seals and cylinders

LPG conversions

Components which have failed as a result of correct oil levels not being maintained

Additional items covered:

In-car entertainment systems

Air conditioning and climate control

Satellite navigation equipment.

Please note that these items will be covered up to a maximum of 50% including VAT of your claim limit

Cover Provided cont.

Note

This warranty covers components against mechanical or electrical failure due to sudden and unexpected circumstances. The replacement of oils filters, lubricants, antifreeze, fluids and re-gassing of air conditioning is included, provided the replacement is necessitated by the failure of a warranted component.

It is recommended by your vehicle manufacture that you check your vehicle oil, coolant and brake fluid levels on a weekly basis. Please note that this warranty does not cover failure due to wear and tear. Where the failure has been confirmed on a diagnostic machine (the maximum payment for diagnostics is £60 including VAT), a computer print-out detailing the fault codes must be submitted as supporting evidence, along with the claims invoice.

Important

It is essential that authority is obtained from The Administrator before any repairs commence.





Peace Of Mind

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Our Promise

It is the responsibility of the supplying dealer to provide a vehicle of satisfying quality. All of your statutory rights will be upheld. We will endeavour to rectify any claim quickly, efficiently and professionally. Any complaints regarding this agreement should in the first instance be addressed to the supplying dealer. Please quote your registration number and schedule number (if it is different from your registration number) when calling to help your enquiry to be dealt with promptly. This procedure does not prejudice your statutory rights.

Conditions

Conditions

It is your responsibility to decide whether to authorise the dismantling of your vehicle or individual component. The administrator will only accept the cost of dismantling if it is part of the authorised warranty claim.

The mileage quoted on the schedule does not guarantee that this is the true distance the vehicle has covered, however the supplying dealer has no reason to believe it is incorrect.

In the event of a mechanical breakdown if you do not follow the correct procedure, we will not be able to pay your claim in this instance.

The vehicle must be serviced in accordance with the service record. You must retain all VAT service invoices (an allowance of 30 days or 1000 miles is applicable)

We will not pay more than the claim limit shown on the schedule or as otherwise restricted in this agreement and the maximum claim limit in total.

Your rights as set out in this agreement are in addition to your legal rights. This agreement is subject to English law.

If you sell the vehicle this agreement will automatically be cancelled. It is not transferable.

The terms of this agreement cannot be changed under any circumstances.

All benefits under this agreement are forfeited if a false or fraudulent claim is made.

It is expressly agreed and declared that the supplying dealer shall be released from all liability and obligation should the conditions of the agreement not be complied with fully by the owner.

Exclusions

The supplying dealer shall not be liable under the warranty agreement for:

Any breakdown which is reported more than 14 days after the relevant fault is discovered

Vehicles used for any kind of timed completion or race

Non-standard, customised or modified vehicles

Repairs to vehicles which have been modified after the sale of the vehicle and that modification has contributed to the failure or has failed itself.

No liability will be accepted for damage caused by:

Neglect, Corrosion, Freezing, Abuse

Any foreign matter contaminating a part

Lack of servicing

The effects of over-heating, whether caused by a covered part or not

Damage to parts not covered by this agreement or any subsequent costs or damage

Damage to parts we included caused by parts not included in this agreement.

The gradual reduction in operating performance of the vehicle due to wear and tear which is commensurate with the age and mileage covered.

This includes, but is not limited to:

The gradual loss of engine compression requiring the repair of valves or rings.

Gradual increase in oil consumption due to normal operating functions

The use of a grade of fuel not recommended by the manufactures of the vehicle or from the use of inadequate or improper antifreeze protection

Negligence, abuse or wilful damage (including continuing to drive the vehicle when it's not mechanically sound)

Subjecting the vehicle to a load greater than that permitted by law or the manufactures recommendations

Fire, self-ignition, lighting, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause

Exclusions cont.

No liability will be accepted for:

The effects of poor repairs

Parts which have been fitted incorrectly

Parts subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design fault or defect.

Parts not fitted as standard or optional extras by the manufacturer, unless inclusion for such items is agreed beforehand

Any ancillary components or equipment not listed under the cover provided section or for fuel, chemicals and hydraulic fluids

Any parts which have not failed but have been reported as requiring replacement during routine servicing and/or repair or at the time a repair is in progress

Investigatory or remedial work commenced before authorised by the supplying dealer/administrator where inspection of a concealed part of an included item is necessary to determine the validity of a claim. Costs incurred necessarily in revealing such part for inspection will be met by the supplying dealer only if repair to or replacement of that part is eventually authorised. Otherwise the cost of inspection must be borne by the owner

Routine servicing or repair, save to the extent a repair is within any entitlement under this agreement

Death, bodily injury or loss of use of any consequential loss of whatsoever nature

This agreement excludes any damage caused by a road traffic accident, collision, any road hazard whether insured or not under any motor insurance or accidental damage policy

In The Event of Mechanical Breakdown

Need Help?

Please refer to the front pages of this booklet if the vehicle shows signs of imminent failure, DO NOT proceed with repairs until the claim is authorised by The Administrator.

We will not pay for the cost of diagnostic or for the dismantling of the vehicle or components to determine the cause of breakdown unless we accept the claim. The maximum we will pay in total is the claim limit shown on your schedule.

Should your vehicle suffer a mechanical breakdown you should take the vehicle to a VAT registered garage.

DO NOT proceed with repairs until the claim is authorised by The Administrator.

The garage will need to provide the following information to The Administrator:

Your vehicle registration number

Your Name

Current Mileage of the vehicle

Nature of the claim

Total Costs

Please note that The Administrator will not accept responsibility for repair costs by another dealer which exceeds the normal rate for labour charges and parts applicable in the UK at the date of breakdown.

The administrator will authorise the repair. The Administrator reserves the rights to request other estimates, examine the vehicle and/or subject the claim to expert assessment and/or to nominate the repairer.

You may contact The Administrator during 9am – 6pm Monday to Saturday.

When repairs are authorised an authority number will be given. However, admission of liability is conditional on the terms and conditions of this agreement.

Service Requirements

The vehicle may be serviced in line with the manufactures recommended guidelines. If no details are available to confirm the vehicle is within the manufactures recommended service limits then the first service must be carried out from the date of purchase. The vehicle must be serviced by a VAT registered garage. The service must consist of:

Change engine oil and filter

Check timing belt (if fitted),
and renew if necessary

Check oil levels in the gear box and
differential, top up where necessary

Brake fluid must be replaced in
accordance with the manufacturers
recommendations

Check coolant level and anti-
freeze/inhibitor strength, top up where
necessary

The interval from the purchase date to the first service must not exceed the stipulated time or mileage by more than 30 days or 1000 miles. This time/mileage allowance is to facilitate the vehicle owner to make sure services are completed at the correct intervals.

If any circumstances prevent the service being carried out at the correct time, The Administrator must be informed immediately by recorded delivery. The only acceptable proof of servicing will be the fully detailed VAT service invoices indicating servicing dates and mileage and/or a correctly completed and fully stamped service booklet.

Please retain proof of all previous service invoices for our inspection in the event of a claim.

Failure to comply with all the above service requirements will result in automatic rejection of the claim and your warranty cover will become null and void.

Pre-Delivery Inspection

We confirm a PDI for vehicle reg. _____ has been conducted

Date:

Miles:

Next service is due:

Print name:

Signature:

Dealer stamp:

Service notes:

