



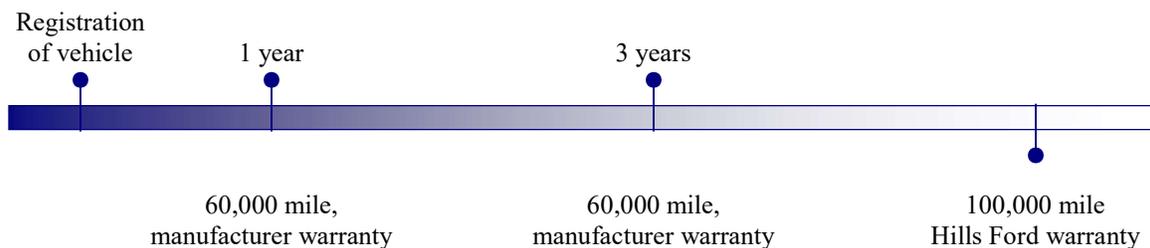
# Hills Lifetime Warranty Terms and Conditions

*This warranty does not affect your statutory rights against M.T.C.R. Marketing Ltd (t/a Hills Ford) or Ford Motor Company Plc. Claims by you, e.g. for a defect on a vehicle, against Hills Ford or Ford Motor Company Plc remain unaffected by this warranty.*

## **THIS WARRANTY**

Hills Ford warrants all retail passenger cars sold by it subject to the following terms and conditions:

### **1. Duration of this warranty**



### **2. Manufacturer warranty**

Ford Motor Company plc undertakes that each new retail passenger car purchased through **Hills Ford Kidderminster** or **Hills Ford Malvern** and supplied hereon by Ford as original equipment will be free from defect in material or workmanship according to the state of the art under normal use and service from the date of first registration for a maximum time period of 36 months and a maximum mileage of 60,000 (whichever occurs first).

### **3. Hills Ford Lifetime warranty**

Hills Ford undertakes to the first registered keeper of each new retail passenger car purchased through **Hills Ford Kidderminster** or **Hills Ford Malvern** and supplied hereon by Ford as original equipment will be free from defect in material or workmanship according to the state of the art under normal use and service from the date of first registration for a maximum mileage of 100,000, subject to the following restrictions:

#### **3.1. Coverage**

The liability of Hills Ford under this warranty is limited to the repair or replacement (at its sole discretion) by Hills Ford of any of the following parts in the event of defect:

1. **BRAKING SYSTEM.** All parts are covered apart from brake discs, pads, shoes, drums, hoses cables and pipes.
2. **CATALYTIC CONVERTERS AND CASINGS.** These will be replaced if the damage was caused as a result of any covered part failing.
3. **CLUTCH.** All parts are covered apart from hoses, cables, pipes, and any part which is replaced due to wear and tear.

4. **ELECTRICAL SYSTEM.** All parts are covered apart from fuses, batteries, aerials, communication devices, satellite navigation systems and in-car entertainment units, heated screens, bulbs and lighting units (including the lens).
5. **ENGINE.** All parts are covered apart from auxiliary belts, HT leads, spark plugs, oil seals, hoses, cables, pipes, filters, engine mountings and the exhaust system.
6. **ENGINE COOLING SYSTEM.** All parts are covered apart from hoses, cables, pipes, and any damage caused by corrosion, impact or freezing.
7. **FINAL DRIVE.** All parts are covered apart from seals, gaskets, boots, wheels and tyres.
8. **FUEL SYSTEM.** All parts are covered apart from turbochargers (**subject to additional charge**), hoses, cables, pipes, filters and any damage caused by using contaminated fuel, or the wrong fuel.
9. **HEATING and FACTORY FITTED AIR CONDITIONING SYSTEM.** All parts are covered (subject to Air Conditioning being serviced every three years in line with Ford recommendations) apart from cables, hoses, pipes, unions, seals, filters and vents.
10. **STEERING SYSTEM.** All parts are covered apart from boots, pipes, unions and hoses.
11. **SUSPENSION.** All parts are covered apart from hoses, pipes and refilling any unit.
12. **TRANSMISSION.** All parts are covered apart from seals, gaskets, gear-change linkage, cables and gearbox mountings.

Hills Ford reserves the right to appoint its own engineer to inspect the vehicle prior to any repair or replacement of part(s) covered.

The liability of Hills Ford under this warranty is limited to £500 per individual claim and (if more than one claim) to the current value of the vehicle at the time of defect. Hills Ford may (at its sole discretion) elect to purchase the vehicle at its current value at the time of defect if Hills Ford determines that the value of the vehicle exceeds the cost of repair and/or replacement of the defective part(s), or if replacement parts are no longer available. An element of betterment may be sought where covered wear & tear items are concerned

### **3.2. Exclusions**

This warranty does not extend to:

1. Recovery of a vehicle that has failed as a result of any defect.
2. Fixing of consequential damage caused by any part mentioned in paragraph 3.1 above.
3. The bodywork or structure of a vehicle.
4. Any vehicle that has not been serviced in accordance with the manufacturer's recommended service schedule and inspected by **Hills Ford Kidderminster** or **Hills Ford Malvern** in accordance with paragraph 3.4 below.
5. Any consequential or pecuniary losses.
6. Damage arising from lack of oil, antifreeze or other lubricants.
7. Any modifications made to the vehicle after manufacture, other than by **Hills Ford Kidderminster** or **Hills Ford Malvern**, or any damage arising from such modifications.
8. Use of the vehicle for business purposes or in competition.
9. Accidental damage, vandalism or other third party damage, or Acts of God.
10. Parts covered by a manufacturer's recall.
11. Defects for which the registered keeper has any other right of action (e.g. under a policy of insurance, or against the manufacturer).
12. Damage arising from a delay in presenting or failure to present the vehicle to **Hills Ford Kidderminster** or **Hills Ford Malvern** as soon as a defect is detected.

### **3.3. Making a claim**

Warranty claims can only be made on presentation of the Hills Lifetime Warranty and the Service Booklet completed and signed by **Hills Ford Kidderminster** or **Hills Ford Malvern**. The Hills Lifetime Warranty is also dependant upon the confirmation that the vehicle has been serviced in accordance with the manufacturer's recommended service schedule at **Hills Ford Kidderminster** or **Hills Ford Malvern**.

To make a claim, book the vehicle into a Hills Ford Service Department with a detailed explanation of the fault you have experienced. Where a defect identified is covered by this warranty Hills Ford will arrange for the work to be carried out under the terms of this warranty.

The onus is on the owner to present the vehicle to **Hills Ford Kidderminster** or **Hills Ford Malvern** as soon as possible after a defect is detected or fault experienced in order to minimize the effect any defect has on the vehicle and the nature of repair. Should Hills Ford consider that this has not been adhered to, it may refuse to cover the whole or any part of the cost of repairs or replacement of defective part(s).



### **3.4. Servicing your vehicle**

The Hills Lifetime Warranty is dependent on a **6 monthly Free Health Check** and annual visit to **Hills Ford Kidderminster** or **Hills Ford Malvern**, who will activate and validate the extension of this warranty for another year starting from the 12 month period from registration or anniversary of registration.

The vehicle must be serviced at **Hills Ford Kidderminster** or **Hills Ford Malvern** within a maximum of 1,000 miles or 1 month of the due mileage or due date (whichever occurs sooner) to maintain this warranty. The activation can be performed up to 21 days after the expiry date of the preceding expiry date, providing the vehicle has been serviced within the 1,000 mile guideline.

Annual activation and validation of the Hills Lifetime Warranty is also dependant upon the confirmation that the vehicle has been serviced in accordance with the manufacturer's recommended service schedule at **Hills Ford Kidderminster** or **Hills Ford Malvern**.

### **4. Data protection**

The activation and validation of the Hills Lifetime Warranty requires Hills Ford to maintain personal data of the owner. M.T.C.R Marketing Ltd and Hills Ford will never sell your information on. We would like to use your information to keep you informed about new products, services, special offers and to measure and improve how we service you. Your information will be kept only for this purpose.

### **5. Miscellaneous**

This warranty is non-transferrable and personal to the first registered keeper of a new retail passenger car purchased through **Hills Ford Kidderminster** or **Hills Ford Malvern**.

This warranty is governed by English law.



# **The Hills Lifetime 100,000 mile warranty**

Hills Ford are so confident in the famous Blue Oval Ford brand, that we are going to be the first Ford Dealer in the country to offer a Lifetime Warranty to the first owner of all new Ford passenger cars. What's more it's valid for the lifetime that you keep the car up to a maximum of 100,000 miles, and is available to all **RETAIL** and **PRIVILEGE** customers

### **How does it work?**

Years 1-3

All New Ford passenger cars are covered by a 3 year/60,000 mile manufacturer's warranty, with no cost to our customers

Lifetime

Once the manufacturer's warranty has expired Hills Ford will extend the warranty every 12 months for an unlimited time and 100,000 miles.

Your New Ford also comes with

- 12 months Ford Assist Breakdown Cover
- Up to 12 Years anti-perforation and corrosion warranty, with no mileage restriction (all models except New Ka 8yrs)

### **What is Covered?**

All Hills Ford Warranties cover a huge range of vehicle parts – Engine, Braking system, Clutch, Electrical systems, Cooling system, Steering, Suspension, Transmission and more. Like most things in life some things can not be covered, such as service and maintenance items, wear and tear, and any non –approved modifications or conversions. For full details and what is covered, please take a look at our terms and conditions below.

**You can now pre purchase your services with our new 0% pay monthly scheme. For full details please contact Chris Jenkins at Hills Ford Kidderminster on 01562 820028**

**Hills Lifetime is available on all New Ford passenger cars purchased from 3<sup>rd</sup> January 2011.**

**[Click here to view the terms and conditions](#)**