

7 Year Warranty

Terms and Exclusions

At Kia, we don't just sell cars that look nice. We want our customers to enjoy them for years to come.

We use the latest engineering and technical know-how to design and build Kia cars – and we think you'll appreciate this every time you get behind the wheel. In fact, we're so proud of how we put our cars together that we offer one of the most comprehensive warranties around.

The 7- year warranty applies to Kia cars bought from an authorised Kia dealer, and it is registered and normally used in the UK. You have statutory rights in relation to the goods against other parties and those rights are not affected by the guarantee.

This document explains the terms & exclusions for three relevant separate warranties that apply to our current range of cars, as below:

Basic Warranty

Anti-Perforation Warranty

Parts Warranty

Electric (EV) & Hybrid vehicles

What's covered?

Kia warrants a new car to be free of defects in material or workmanship - we've set out the terms and conditions below. An authorised Kia dealer will make any repairs, using new or remanufactured parts, to put right any problem covered by this limited warranty free of charge. Whilst the contract to carry out the repairs will be with the dealer, we will pay the costs of the repairs. Any parts replaced during a warranty repair are covered for the remainder of the warranty period only.

The warranty period

The new car limited warranty is divided into various periods. They begin on the date of registration except for service parts or accessories that are installed at a later date. The warranty transfers to each new owner as long as it hasn't expired.

What's covered by the basic warranty?

Kia covers the components of a new Kia car for unlimited mileage up to 36 months, and for 100,000 miles between 37 and 84 months, from the date of first registration.

Exceptions to this are:

The battery – this is covered for 24 months

The air conditioning refrigerant charge - this is also covered for 24 months

Wheel balance and steering alignment - are covered for the first 1000 miles or one month

Cracks in the exterior glass - are covered for the first 1000 miles or three months

Using a Kia car as a taxi or for private hire

If a customer uses a Kia car as a taxi or for private hire, the warranty period is 84 or 100,000 miles, whichever comes first. It will need to have been registered as a taxi in line with our procedures, or it will only be covered for 60,000 miles.

Audio and navigation units

The original audio and navigation units are covered for 36 months or 60,000 miles from the date of first registration, whichever comes first.

Rio Pulse Special Edition Model

The vinyl decal on the roof, tailgate spoiler, front bumper fog lamp surrounds, side skirts and mirror caps are limited to a 2 year unlimited mileage warranty from the registration date.

Paint

The paint is covered for 60 months or 100,00 miles from the date of first registration, whichever comes first. You'll find specific exclusions to this below.

Limited liability

Under this warranty, Kia are only liable for the repair or replacement of original parts by an authorised Kia dealer that are defective in material or workmanship. Kia are not liable for any costs that may incur getting to a dealer, supplying a replacement car or as a result of being without the car during warranty repairs.

What's not covered?

Damage due to factors beyond the manufacturer's control

Examples of this could include:

Misuse of the car such as driving over kerbs, overloading, racing, etc. You'll find proper usage described in the owner's manual

Events such as collision, fire, theft, riot, etc

Cars categorised as 'total loss' or 'insurance write off'

Alteration, modification, tampering, etc

Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, bird lime, tree sap, etc), salt, road hazards, hail, wind, storm, lightning, floods and other acts of God

Cosmetic conditions or surface corrosion from stone chips or scratches in the paint

Damage due to a lack of maintenance, such as:

Servicing that is not completed within the time and mileage recommendations, as described in the service book and the owner's manual

Improper maintenance or the use of fuel, oil or lubricants other than those we recommend in the owner's manual

The use of inferior quality parts

Normal deterioration

Normal wear, tear or deterioration such as discolouration, fading or deformation

Surface corrosion on any part other than the sheet metal panels on the exterior body

Gradual wearing of mechanical components in proportion to mileage

The adjustment of doors, bonnets and tailgates is covered up to the first scheduled maintenance service

Normal maintenance

Normal maintenance services described as 'scheduled maintenance services' in the vehicles service book and 'maintenance' in the owner's manual such:

inspection

cleaning and polishing

minor adjustments

lubrication

oil/fluid changes

replacement of filters

anti-freeze coolant refill

wheel alignment and tyre rotation

unless these are carried out as part of a repair under this warranty

Maintenance items

Maintenance items (#) are covered for defects in material or workmanship for 24 months from the date of first registration regardless of mileage. (#-Spark plugs, auxiliary drive belts, brake pads and linings, wiper blades, clutch linings, lamp bulbs or other consumable items).

Altered mileage

Any repair of a Kia car on which the odometer has been altered or on which the actual mileage can't be readily determined.

Extra expenses and damages

Kia won't reimburse for any financial loss or other damages. For example, loss of use, lodging and car rentals, travel costs or loss of earnings.

Tyres

Tyres are covered by the tyre manufacturer's warranty.

Production changes

Kia may make changes to the vehicles we build and/or sell at any time without having to make similar changes to vehicles we previously built and/or sold.

Customer responsibilities

Maintenance

Customers must use and maintain their Kia car properly. If they use a Kia car in severe driving conditions, they should follow the extra maintenance steps set out in the owner's manual.

Maintenance records

You may need to show that you've maintained your Kia car properly. So you should keep your maintenance records handy, together with all your receipts. The scheduled maintenance records should be filled in whenever a Kia car goes in for service or maintenance.

Warranty repairs

You should take your Kia car, along with your warranty information and service record booklet, to an authorised Kia dealer during its normal opening hours and ask them to repair it for you. Whilst the contract to carry out the repairs will be with the dealer, we will pay the costs of the repairs. Any authorised Kia dealer can carry out warranty repairs, but we recommend taking it to the one you bought it from if possible.

Anti-perforation limited warranty

Kia warrants that the body sheet metal parts of a new Kia car are free of defects in material or workmanship that lead to perforation (holes through the body panel from the inside out) as a result of corrosion – we've set out the exceptions to this below.

An authorised Kia dealer will either repair or replace – at no cost – any sheet metal panel that has perforated due to corrosion resulting from defects in material or workmanship.

Warranty period

The warranty period for all current models is 144 months/unlimited mileage.

The warranty period begins from the date of first registration and it's transferable to subsequent owners as long as it hasn't expired. For this warranty to remain valid a Kia car should be inspected by a Kia dealer or authorised repairer every 12 or 24 months depending upon the model - the dealer may charge for this.

What's not covered?

Any perforation due to corrosion which is caused by industrial fallout, accident, damage, abuse, vehicle modifications or carrying damaging or corrosive cargo

Any perforation due to corrosion caused not by a defect in materials or workmanship, but by not maintaining a Kia car as set out in the owner's manual.

Any perforation due to corrosion of a part of a Kia car other than a sheet metal panel of the exterior body. This specifically excludes any part of the exhaust system.

Any perforation due to defects or failure resulting from the use of new parts not sold or approved by Kia, or used parts, or damage to associated systems that's caused as a result of this.

Any perforation due to corrosion that's caused by misuse, abuse or improper maintenance such as a missed annual anti-perforation inspection.

Any corrosion of the Kia car that doesn't result in perforation.

Customer responsibilities

Customers should regularly look closely at the sheet metal panels on the exterior body. If any stone chips or scratches in the paint or protective coating are found, they should be touched up straight away.

In certain conditions, special care should be taken to protect your Kia from corrosion.

If driven on salted roads, or near the sea, flush the underbody with clean water at least once a month.

It's important to keep the drain holes in the lower edges of the body clear.

If damaged in any way that may affect the paint, have it repaired as soon as possible.

If carrying special cargo such as chemicals, fertilisers, de-icing salt or other corrosive substances, make sure that they're well packaged and sealed.

If often driven on gravel roads, we recommend installing mud flaps behind each wheel.

After each regular check, make sure the correct anti-perforation record in the manual have been stamped by the Kia dealer or authorised repairer.

Limited liability

Under this warranty, Kia are only liable for the repair or replacement of original parts by an authorised Kia dealer that are defective in material or workmanship. Kia are not liable for any costs you may incur getting to a dealer, supplying a replacement car or as a result of being without the car during warranty repairs.

Parts limited warranty

Kia warrant that Kia Genuine Parts will be free of defects in material or manufacturing – we've set out exclusions to this below. This warranty covers the parts replaced or sold by an authorised Kia dealer.

An authorised Kia dealer will either repair or replace any parts to put right any problem covered by this warranty. If the authorised Kia dealer installed the parts, they'll be repaired or replaced with no charge to you for parts or labour. If anyone else installed the parts, they'll be repaired or replaced with no charge to you for the parts, but you will have to pay for the labour.

Warranty period

Parts replaced by an authorised Kia dealer under warranty are covered for the remainder of the original warranty period only. Parts sold and installed by an authorised Kia dealer outside of the warranty policy are covered for 24 months from the date they were installed, regardless of mileage.

Parts used on a taxi or private hire vehicle are covered for 24 months or 24,000 miles, whichever comes first.

What's not covered?

Damage or corrosion due to factors such as accidents, negligence, improper repairs or adjustments, misuse, alterations or collision.

Damage or surface corrosion from the environment such as acid rain, airborne fallout (chemicals, tree sap etc.) salt, road hazards, hail, wind storm, lightening, floods and other acts of God.

Normal wear, tear and deterioration such as discolouration, fading or deformation Parts installed on a Kia car in which the odometer has been altered or on which the mileage can't be readily determined.

Parts used for purposes they were not designed for.

Parts not properly installed by someone other than Kia or an authorised Kia dealer.

Parts without proof of purchase or replacement date.

Parts that an authorised Kia dealer isn't allowed to sell or install on a Kia car

Limited liability

Under this warranty, Kia are only liable for the repair or replacement of original parts by an authorised Kia dealer that are defective in material or workmanship. Kia are not liable for any costs you may incur getting to a dealer, supplying a replacement car or as a result of being without the car during warranty repairs.

Electric (EV) and Hybrid Vehicles

Kia covers the components of the EV and Hybrid vehicles for unlimited mileage up to 36 months, and for 100,000 miles between 37 and 84 months, from the date of first registration.

This specifically covers the following items not fitted to our standard car range:

Electric Vehicle (EV) System

*Electric Motor *Gear Drive Unit *Battery Pack *Electric Power Control Unit (EPCU) *On Board Charger (OBC)

Hybrid Systems (HEV & PHEV)

*Battery Pack *Hybrid Starter and Generator *Hybrid Power Control Unit *Auto Transmission & Traction Motor (including housing case, clutch and all internal parts)

Soul EV Lithium-Ion Polymer Battery

The Lithium-Ion Polymer Battery warranty covers a minimum capacity for a period is 84 months or 100,000 miles from the date of first registration, whichever comes first. This warranty covers repairs needed to return the battery capacity to at least 70% of the original battery capacity. Where possible, the original EV battery components will be repaired and will be returned to the vehicle. If irreparable, the EV Battery will be replaced with either a new or remanufactured Lithium-Ion Polymer Battery.

Kia Insurance

The offer of insurance is subject to eligibility and underwriting criteria. All cover is subject to the terms and conditions of the policy, see the [Policy Document](#).

Free Driveaway Insurance is available to customers purchasing a new or Approved Used Kia from a Kia dealer and who are eligible for a quotation for Annual Insurance. Please refer to your insurance certificate for details on the duration of your Driveaway Insurance. Other vehicle makes will receive Get Me Home Cover which expires at 23:59 on the second day.

Free Driveaway Insurance and Get Me Home Cover both provide comprehensive cover but have some differences to Annual Insurance. For details please see www.kiacarinsurance.co.uk/coverdetails.

Cancellation fee offer: We'll reimburse your current insurer's cancellation fee up to the value of 10% of your Kia Insurance annual motor premium quote. For example, if your premium is £400, we'll pay up to £40. Offer not available online and cannot be used with any other offer. Offer cannot be applied after the policy has been purchased. We reserve the right to withdraw this offer at any time.

Kia Insurance is arranged and administered by Verex Insurance Services Ltd, which is registered in England and Wales No. 05686831 at Batchworth House, Church Street, Rickmansworth, Herts, WD3 1JE and authorised and regulated by the Financial Conduct Authority, No. 487185. Verex Insurance Services Ltd arranges policies from a panel of insurers, details are available on request. To understand how we may process your information read our [Fair Use Notice](#).

Kia Free Excess Return Voucher

The Free Excess Return Voucher is available to customers who purchase a new or approved used Kia from a Kia dealer and who also apply for Free Driveaway Insurance.

The voucher is valid for one year from its registration. Only one voucher can be issued per vehicle. The voucher can only be used once.

The voucher only applies when the claim is reported to, accepted and managed by Kia Excess Return and the accident repair is carried out at a Kia Approved Bodyshop.

To redeem the voucher you must call the dedicated Kia hotline first on 0330 102 8832 after a vehicle accident, whoever you are insured by. If you call any other Kia number or your insurer without our instruction the voucher will be void.

Where we accept and complete the vehicle repair, we will pay up to £250 cash back towards any policy excess paid by you. You will be required to pay the repairer your applicable Motor Insurance Policy Excess. The repair cost must be settled by your insurer. Once the repair is completed and your insurer has settled the claim we will refund you £250 or the value of your excess whichever is the lower. You will need to provide proof that you have paid your excess in order to claim under the voucher. Nothing in this offer obliges us to accept any vehicle for repair. The voucher is not valid if your vehicle is deemed a total loss.

Where we manage the vehicle repair, we will do so in conjunction with your motor insurer if the accident was your fault, or the other driver's insurer if they were at-fault and if they have accepted liability.

Accident recovery is provided when you call Kia first on the dedicated number and we handle your insurance claim on your behalf. If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.

A courtesy car is provided subject to availability when you call Kia first and your car is repaired by a Kia approved repairer. It is not available if you are claiming on Kia Free Driveaway Insurance or Get Me Home Cover.

The voucher is not valid for standalone glass claims.

This offer may be withdrawn at any time.

The Kia Excess Return Voucher and the call Kia first service are provided by Verex Assistance UK Ltd registered in England and Wales Company No.05687158, Batchworth House, Church Street, Rickmansworth, Herts WD3 1JE which is regulated by the Claims Management Regulator in respect of regulated claims management activities.

Online Service Booking and Click & Collect

Terms & Conditions

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Kia Motors (UK) Ltd
Walton Green
Walton on Thames
Surrey
KT12 1FJ

The Contract Between Us

Any contract for purchases made through the website will be with the Kia dealer which you have chosen to transact with on the service booking website. The Dealer must receive payment of the whole of the price for the goods that you order before your order can be accepted, and the contract formed. The contract is not with Kia Motors (UK) Ltd.

Once the payment has been received Kia Motors (UK) Ltd will confirm on behalf of the Dealer that your order has been received by sending an email to you at the email address you provide in your registration form. The shipment email will include your name, the order number and the total price. The Dealer's acceptance of your order brings into existence a legally binding contract between us on these terms. Any term sought to be imposed by you in your order will not form part of the contract. The Dealer or Kia Motors (UK) Ltd is entitled to withdraw from any contract in the case of obvious errors or inaccuracies regarding the goods appearing on our website. If an error or inaccuracy is discovered with regards to the advertised price of the goods that you have ordered, we will contact you as soon as possible by e-mail. This will be to inform you of the correct price of the goods, and to ask you if you wish to continue with the order at the amended price, or to cancel the order altogether.

General Terms

The terms and conditions and all transactions relating to this website are governed by English law and are subject to the non-exclusive jurisdiction of the English courts. We do not accept amendments to these terms and conditions. Additional terms and conditions may apply for prize competitions, online bidding, pre-release orders and our added value services and offers. If so, you will be alerted to them at the relevant juncture. These terms and conditions only cover the Kia Motors (UK) Ltd website. Any other websites which are linked to from this site are governed by their own terms and conditions. We accept no responsibility or liability for the content or operation of websites, which are not under our control. We are required by law to tell you that sales can be concluded in English only and that no public filing requirements apply.

This Website

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represents the full functionality, accuracy, and reliability of the website. We will not be responsible or liable to you for any loss of content or material uploaded or transmitted through the Kia Motors (UK) Ltd or Dealer websites.

Payment Details

The Dealer accepts payment by Visa, MasterCard, American Express, Switch, Maestro and Delta. All product prices and delivery charges are shown in UK Pounds. Your payment card company will perform any currency conversion. Upon receiving your order Kia Motors (UK) Ltd or the Dealer carries out a standard pre-authorisation check on your payment card to ensure there are sufficient funds in order to fulfil the transaction. No payment is debited from your card during this pre-authorisation check. Your card will only be charged upon dispatch of the items in your order. Your card will not be debited for items in your order which have not been dispatched, apart from magazine subscriptions, which, due to their nature are invoiced before the magazine is dispatched.

Availability of Goods You Order

If the Dealer has insufficient stock or resources to deliver the goods or services ordered by you, we will notify you as soon as possible and any sum debited by the Dealer or Kia Motors (UK) Ltd from your credit card will be re-credited to your account and the Dealer or Kia Motors (UK) Ltd will notify you by email at the address given by you in your order form. The refund will be made as soon as possible and in any event within 30 days of your order. Neither the Dealer nor Kia Motors (UK) Ltd will not be obliged to offer any additional compensation for disappointment suffered. Please note: we endeavour to bring our customers the best value we can by running special offers and promotions, but please remember stocks/resources are limited at the special offer prices, and subject to availability. We update our website as quickly as we can to minimise disappointment. The process of updating the website when goods/resources have sold out at promotional price can take a few hours to update.

Changes to This Agreement

The Dealer and Kia Motors (UK) Ltd reserves the right to make changes to our site, policies, and these terms and conditions at any time. If any of these conditions shall be deemed invalid, void or for any reason unforeseen, that condition shall be deemed severable and shall not affect the validity and enforceability of any remaining condition.

Kia Accident AfterCare

Free Kia Accident AfterCare is available to all Kia owners and vehicles, irrespective of who was at fault or who the vehicle is insured by.

To use the service you need to call Kia first 0330 102 8832, before your insurer, following a vehicle accident.

Accident recovery is provided when you use Kia Accident AfterCare to handle your claim on your behalf with your insurer (where the accident was your fault) or with a third party insurer (the insurer of the fault driver where the accident was not your fault). If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.

A courtesy car is subject to availability when your car is repaired by a Kia approved repairer through Kia Accident AfterCare.

Kia Accident AfterCare is provided on behalf of Kia Motors UK Ltd by Verex Assistance Ltd which is regulated by the Claims Management Regulator in respect of claims management activities. Verex Assistance Ltd is an appointed representative of Verex Insurance Services Ltd, which is regulated by the Financial Conduct Authority.