

CARE WARRANTY

Product Summary

This document contains some important facts about Nissan Care Warranty. The product is not an **insurance policy**. This document provides details of cover to assist you in making an informed purchase decision. When cover is purchased, a product specific handbook will be provided which contains all of the terms and conditions of the product. Please take time to read the handbook to make sure you understand the cover it provides.

Details of Cover

Your warranty covers the cost to replace or repair various components as listed within the handbook against mechanical or electrical breakdown. Mechanical or electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence.

Nissan Care Warranty

- Available for vehicles under three years old with less than 60,000 miles on the odometer at point of purchase
- Parts, Labour and VAT paid
- Covers against unforeseen mechanical or electrical failure of the manufacturer's original components (exclusions apply please refer to the warranty handbook for full details)
- Claims limited to Vehicle Purchase Price (VPP) over the period of the warranty

ADDITIONAL BENEFITS

Nissan European Roadside Assistance

This complimentary service provided by Nissan offers total motoring peace of mind, 24 hours a day, 365 days a year, across Europe.* Nissan European Roadside Assistance cover runs from inception date of your extended Nissan Care warranty until expiry of your Nissan Care warranty.

What your vehicle cover includes

Nissan European Roadside Assistance provides a range of services to ensure that, whatever happens, you stay mobile with the least possible inconvenience. For the duration of your cover, your Nissan vehicle is covered regardless of who is driving as long as they have your authorisation and an appropriate valid driving licence.

- Roadside Repair – Approximately half of all motoring problems can be resolved at the roadside by our assistance patrol enabling you to continue your journey with the minimum of delay
- Towing Charges – If it is not possible to solve a problem at the roadside, or your vehicle is immobilised in an accident, it will be recovered and towed to your 'home' dealer (if within 30miles) or the nearest Nissan dealer for repair

ADDITIONAL SERVICES

If your vehicle is immobilised or unavailable due to a breakdown and has been towed to a Nissan dealer other than your 'home' dealer, we can offer you one of the following solutions:

- Replacement vehicle – A replacement vehicle can be provided for a maximum of three working days or until the repair is completed, whichever is sooner
- Hotel Accommodation – If you need hotel accommodation whilst your vehicle is being repaired, we can offer you B&B accommodation in a three-star hotel (or equivalent) for up to three nights
- Public Transport – Alternately, you and your passengers could choose to continue your journey via public transport. The driver will also be covered for their journey to return and collect the vehicle following its repair

The options are:

- Taxi up to 30 miles
- Train or ship, 1st class
- Airline ticket, economy class, if incident occurs more than 625 miles from home
- Repatriation – If your vehicle is immobilised or unavailable for more than three working days due to breakdown and has been towed to a Nissan dealer, Nissan Roadside Assistance will repatriate the vehicle, driver, passengers and luggage to your 'home' dealer

'Home' dealer refers to the dealership where you purchased your vehicle and/or have your vehicle serviced. Please note that the additional services outlined on this page are only available in the event of a warranty immobilisation or breakdown and not for self-induced incidents or for accidents. A working day is defined as Monday to Saturday inclusive, excluding bank holidays.

WHAT TO DO IF YOU REQUIRE ROADSIDE ASSISTANCE

All Nissan vehicles are built to the highest standards in order to provide you with maximum reliability. However, your journey could still be delayed for many reasons; for example, a flat battery, engine failure etc. With Nissan Roadside Assistance your vehicle is covered for all these eventualities.

Help is just a phone call away. All you need to do is call the assistance number and give your vehicle's registration number, and if possible, it's registration date. When you telephone for emergency Roadside Assistance, your call will be answered by a Nissan European Roadside Assistance specialist who will make the arrangements you require. The incident will be monitored throughout ensuring that you receive fast and efficient service. If the problem cannot be resolved at the roadside, our specialist will discuss your options with you and make any further arrangements as required.

As part of our commitment to customer satisfaction and product quality, you may receive a phone call from Nissan following an incident. (You will be asked if you are happy to be contacted for this purpose when you call Nissan Roadside Assistance.) Call **0800 246 820** when travelling in the UK, **0044 161 210 2409** when travelling in Europe (calls may be recorded and/or monitored).

Overseas Cover

Your warranty is valid anywhere in the UK, which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. It is also valid in the EEA and Switzerland.

SIGNIFICANT EXCLUSIONS OR LIMITATIONS

- Nissan Care Warranty is available at the time of new vehicle purchase from a Nissan dealer, or within a maximum of 36 months from date of first registration supported by a vehicle healthcheck
- Vehicles must be serviced in accordance with the manufacturer's recommended service schedule
- Items that require servicing and are subject to wear and tear are not covered under this warranty
- Excluded Uses: Any vehicle used as a taxi, minicab, driving school, used for hire or reward or used in a competitive motoring event. A vehicle used in any competition, rally or racing, vehicles with a gross vehicle weight of more than 3.5 tonnes
- This warranty covers differing components; there are certain items which the warranty does not cover. Refer to your warranty handbook for full details
- Diagnostic time of any type
- The cover expires on the date and mileage specified on the policy certificate
- Claims must be made within 14 days of the date of completion of the repairs

Making a Claim

In the event of a claim arising you must follow this procedure: Take your vehicle to your supplying Nissan dealer or a VAT registered garage with the following information:

- The full warranty type and number (found on the Welcome Letter)
- Your vehicle registration number
- The date and mileage that the component failed

In the event that you require help please contact Nissan Customer Support on 01923 899 334.

Cancellation Right

We hope you will be happy with the cover your product provides. However, you have the right to cancel it within 14 days of receiving your welcome letter and warranty handbook, without giving any reason. In the event that you wish to cancel this product, within the 14-day period, in the first instance please contact your supplying dealer who will arrange for the refund. Please note that if your product is cancelled after the expiry of the 14-day period, following receipt of the warranty documentation, no refund will be payable. Under no circumstances will a refund be given if a claim has been paid. If you experience any problems with this process you can contact Nissan Customer Support on 01923 899 334.

COMPLAINTS AND ARBITRATION – HOW TO MAKE A COMPLAINT

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact Nissan Customer Support in the first instance on **01923 899 334**, or in writing to: The Customer Services Manager, Nissan Customer Support Centre, Nissan Motor (GB), The Rivers Office Park, Denham Way, Rickmansworth WD3 9YS.

Nissan Motor (GB) Limited (Nissan) will keep and use information which it may hold about you from time to time, now and in the future (i) to provide you with information on products and services which may be of interest to you; (ii) for the purposes of conducting market research; and (iii) to provide you with agreed goods and services. Nissan will also disclose this information to the Nissan authorised dealer network and other members of the Nissan group of companies, and other companies for the above purposes. If you would prefer not to receive mail and telephone calls providing information about products and services from us or such third parties, please inform Nissan that you wish to opt out of receiving such information. In accordance with the Data Protection Act 1998, you may apply to see what 'personal data' Nissan holds in respect of you. Please contact Nissan for further details.

Warranty Quotation: Duration

SOME
PEOPLE
PREFER
MEDITATION.
FOR TOTAL
PEACE
OF MIND
WE'D
RECOMMEND
OUR CARE
WARRANTY.



Nissan. Innovation that excites.



YOUR NISSAN CARE WARRANTY.

Channelling positive mental energy has its benefits. But for true well-being, Nissan can provide you with a comprehensive car warranty that will take care of any negative eventualities, big or small. You can also choose to extend your cover with Care Warranty, (subject to age and mileage parameters). The product is exclusively designed for Nissan owners and backed by Nissan.

WHY CHOOSE NISSAN CARE WARRANTY?

Nissan Care Warranty gives you the following cover:

- Mechanical and electrical breakdown protection (as shown in the table opposite)
- Protection for up to three additional years on top of the New Vehicle Warranty
- Unlimited aggregate claims for replacement parts and labour, up to the purchase price of your vehicle
- Cover for out of pocket expenses including:
 - Towing charges
 - Car hire
 - Overnight accommodation
- Transferable benefits to a new owner if you sell the vehicle privately
- Pan-European repairs at any authorised Nissan Dealership by trained technicians
- Use of Genuine Nissan Parts for repairs

NISSAN CARE WARRANTY

Nissan Care Warranty provides differing options to suit your motoring needs:

Choose from 4 different age/mileage options:

1. 12 months/ 20,000 miles (maximum 60,000 miles)
2. 12 months / 20,000 miles (maximum 80,000 miles)
3. 24 months/ 40,000 miles (maximum 100,000 miles)
4. 36 months / 60,000 miles (maximum 125,000 miles)

Don't meditate on it too long, ask us about extending your warranty cover with Nissan Care Warranty today.

HERE'S WHAT'S COVERED	COVER CONTENT
Alternator	✓
Driveshafts	✓
Engine	✓
Gearbox	✓
Oil Seals & Gaskets	✓
Starter Motor	✓
Water Pump & Thermostat	✓
Air Conditioning	✓
Braking System/ABS	✓
Casings	✓
Central Locking	✓
Clutch	✓
Electric Windows	✓
Fuel Injection	✓
Radiator	✓
Steering Rack	✓
Turbocharger	✓
Wheel Bearings	✓
Wiper Motors	✓
Air Bags	✓
Audio Equipment	✓
Cables	✓
Catalytic Converter	✓
Computers	✓
Gauges	✓
Satellite Navigation	✓
Suspension	✓

ADDITIONAL BENEFITS	COVER CONTENT
Individual Claim Limit (inc VAT)	VPP*
Aggregate Claim Limit (inc VAT)	VPP*
European cover – 60 days	✓
Nissan Genuine parts	✓
Towing charges	✓
Overnight Accomodation/Alternative Travel	✓
Car Hire – 7 days	✓

*VPP – Vehicle Purchase Price