



**USED
VEHICLE
WARRANTY**

SPOTiCAR

CONTENTS

SPOTiCAR USED VEHICLE WARRANTY

	PAGE
INTRODUCTION	3
IMPORTANT INFORMATION	4 - 5
SERVICING REQUIREMENTS	5
DEFINITIONS	6
ELIGIBILITY REQUIREMENTS	7
DETAILS OF COVER	8 - 9
GENERAL WARRANTY EXCLUSIONS	10
ADDITIONAL BENEFITS	11
HOW TO MAKE A CLAIM	12 - 13
GENERAL TERMS AND CONDITIONS	14
HOW TO MAKE A COMPLAINT	15
SPOTiCAR ASSISTANCE	
HOW TO CONTACT SPOTiCAR ASSISTANCE	16
WHAT IS INCLUDED	17 - 19
EXCLUSIONS	20 - 21
TRANSFER OF OWNERSHIP FORM	23
CHANGE OF ADDRESS FORM	25

INTRODUCTION

WELCOME

Welcome to SPOTiCAR Used Vehicle Warranty.

We know handbooks are one of the less interesting aspects of owning a car, so we've laid out the information you need to know, including all the benefits of the level of cover provided, as clearly and simply as possible.

The following pages give you full details of your cover, the conditions of cover and how to make a claim with your Fiat Chrysler Automobile Group SPOTiCAR Retailer.

If anything is unclear, or you have any questions, please don't hesitate to contact Spoticar Warranty Services administration and claims team on: **0345 300 0318**.

SUMMARY OF COVER

COVER AND LIMITS

- Parts and labour in respect of repair or replacement of the covered components that have suffered mechanical or electrical failure during the warranty period.
- You have an unlimited mileage benefit during the period of the warranty.
- The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.

ADDITIONAL BENEFITS

Car hire

If you require a hire car (after the first 24 hours) we will contribute up to £50 (including VAT) per day, for a maximum of 10 days in total during the warranty period for any one claim.

Please note that we do not cover the first 24 hours of any rental period and we are not responsible for arranging a hire car for you.

Onward travel

If it is necessary to continue your journey or stay overnight as a result of the failed part, we will provide a contribution towards your additional expenses incurred.

Continental use

Your warranty cover is extended whilst your vehicle is in Continental Europe for a period of up to 60 days.

Full terms and conditions of additional benefits are on page 11.

IMPORTANT INFORMATION

It is very important that you read the whole of this document and make sure that you understand what is covered, what is not covered and what to do if you need to make a warranty claim.

CONTACT

If you need to contact us regarding this cover, please call Spoticar Warranty Services on: **0345 300 0318** or write to us at: PO Box 1051, Croydon CR9 1RE.

HOW THIS COVER WORKS

This document forms the contract of cover between you and us. We will pay for claims you make which are covered by this warranty, occurring during the warranty period and within the area of cover.

PRIVACY STATEMENT

Fiat Chrysler Automobiles UK Ltd are committed to respecting your personal information and ensuring that we are transparent with you in relation to how we will use it. Our Privacy Policy is an important document and explains how we protect your privacy and process your personal data (e.g. address and phone number).

To read our Privacy Policy visit: www.moparaftersales.com/media/content/privacy_notice_used_car_warranty_service.pdf

Information about your SPOTiCAR Used Vehicle Warranty will be shared with AWP Assistance UK Ltd for administration purposes. AWP Assistance UK Ltd (trading as Spoticar Warranty Services) will only use your data to communicate with you about this product, for example to fulfil the contract (e.g. claims) or to notify you of the expiry date and provide an opportunity for you to purchase new cover.

Should you wish to read their Data Protection Notice visit: www.allianz-assistance.co.uk/privacy-notice/

Or you can contact them as follows:
By post: Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD
By telephone: 020 8603 9853
By email: AzPUKDP@allianz.com

You will need to provide details of your name, email address, policy number, and purpose of your request.

CANCELLATION RIGHTS OR REFUNDS

Please note that this cover has no surrender or refund value.

GOVERNING LAW

Unless you and we agree otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction. No term of this agreement is to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

Your statutory rights are not affected in any way by this warranty. Nothing in these conditions will reduce your statutory rights relating to faulty or incorrectly described goods.

For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

TRANSFER OF OWNERSHIP

If your vehicle is sold to a private individual, the remaining cover may be transferred to a new private owner providing that the registration fee of £25 is paid. Please call us on: **0345 300 0318 (option 1)** to make payment over the phone and complete the form on page 23 and send it to: Spoticar Warranty Services, PO Box 1051, Croydon CR9 1RE or email fcaspoticarwarrantyservices@allianz.com

SERVICING REQUIREMENTS

SERVICING REQUIREMENTS FOR YOUR VEHICLE

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine manufacturer's parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used.

Failure to comply with this condition may result in a warranty claim being rejected. We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Retailer completes the service record for the covered vehicle and that you keep all service receipts as proof of servicing.

Important: If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the warranty period, or you are unable to produce proof of such servicing if we request it, then this may invalidate your cover or we may not pay all or any part of a claim you make.

DEFINITIONS

AREA OF COVER

UK and Continental Europe.

BENEFICIARY, BENEFICIARY'S, BENEFICIARIES

You or any other driver of the covered vehicle using the covered vehicle with your permission and any passenger of the covered vehicle at the moment a breakdown/immobilisation occurs.

CONTINENTAL EUROPE

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal (not including Madeira and the Azores), Romania, Russia (St Petersburg, Moscow, Rostov On Don, Togliatti and Perm only), San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

COVERED VEHICLE/YOUR VEHICLE

The motor vehicle referred to in the policy confirmation email that accompanies this handbook.

FCA, SPOTICAR WARRANTY SERVICES, WE, OUR, US

Fiat Chrysler Automobiles UK Ltd, 240 Bath Road, Slough SL1 4DX.

MAXIMUM CLAIM LIMIT

Means the purchase price you paid for the covered vehicle.

MECHANICAL OR ELECTRICAL FAILURE

The inability of a covered component to operate in accordance with the manufacturer's specification for a reason other than wear and tear, normal deterioration or negligence.

PRIVATE INDIVIDUAL

Means a person who is using the covered vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

SPOTICAR WARRANTY SERVICES/ SPOTICAR ASSISTANCE

Trading styles of Allianz Assistance.

THE WARRANTY

A mechanical breakdown warranty for the cost of repairing covered components against a mechanical or electrical failure.

UK

The United Kingdom which is England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

WARRANTY PERIOD

The warranty period is shown in the policy confirmation email confirming the start and expiry date of the warranty cover.

YOU, YOUR

The person named in the policy confirmation email or such other subsequent purchaser to whom the benefit of the warranty is directly transferred.

ELIGIBILITY REQUIREMENTS

ELIGIBILITY

You are only eligible for this SPOTiCAR Used Vehicle Warranty if at inception your SPOTiCAR Vehicle is under 10 years old and with less than 100,000 miles on the odometer.

YOUR VEHICLE MUST NOT BE

- Used as a taxi, mini cab or driving school vehicle.
- Used for hire and reward.
- Used for delivery or as a courier.
- Used as a short term hire or daily rental.
- Driven in a competition or off-road use, rally sport, speed or duration tests.
- Used for public services including police, ambulance, fire service or military service.
- Owned by a business formed for the purpose of selling or servicing motor vehicles.

EXCLUDED VEHICLES

- A vehicle with an engine size greater than 3,500cc.
- A commercial vehicle of more than 3,500kg gross vehicle weight.
- A motorhome, horsebox, refrigerated vehicle or any vehicle which has been modified from the manufacturers original specification.
- An imported vehicle.

DETAILS OF COVER

WHAT YOUR WARRANTY COVERS

You are covered for the costs (limited to parts and labour inclusive of VAT up to the maximum claim limit) of repairing or replacing the covered components that have suffered mechanical or electrical failure occurring within the area of cover and during the warranty period. Some exclusions apply.

EXCLUDED ITEMS

- Ancillary drive belts.
- Brake and clutch frictional material.
- Bulbs and fuses (LED lamps are covered providing at least 50% of the lighting has failed).
- Exhaust systems and diesel particulate filters (catalytic converters are covered against internal failure only and not accidental damage, corrosion or damage resulting from the use of incorrect fuel).
- Batteries, including electric vehicle high voltage and auxiliary batteries, external connectivity, charging cables, external recharging station.
- Wheels and tyres (including balancing and alignment).
- Windscreen wiper blades.

- Spark plugs and all other serviceable items.
- Water ingress including damage to covered components caused by water.
- Electrical software update or reprogramming unless required due to the failure of a covered part.
- The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
- Recharging of the air conditioning unit (unless required as part of a valid repair).
- Trim and bodywork including but not limited to the following.
 - Interior trim.
 - Exterior trim including hinges and door check straps.
 - Glass (heater elements are covered).
 - Carpets, seat covers and cushions.
 - Paintwork.
- Repairs due to: breakage, discolouration, misalignment, water ingress and corrosion are excluded from cover.

CONSEQUENTIAL DAMAGE

We will not pay for any damage to non-covered items even if the damage is caused by a covered part.

We will not pay for damage to a covered component if damaged by another component which is not covered by your warranty.

ELECTRIC VEHICLES

All electric models have the benefit of a manufacturer 8 year/100,000 mile warranty for the lithium-ion battery pack. These items including the auxiliary batteries, external connectivity, and charging cables are covered by the manufacturer are therefore excluded from this SPOTiCAR Used Vehicle Warranty.

LIGHTING EQUIPMENT

Lamps, reflectors and indicators are covered for failure. Repairs due to: breakage, discolouration, misalignment, water ingress and corrosion are excluded from cover.

STEERING AND SUSPENSION

Manual and power steering units, suspension drag links, track rods/ends, transmission shafts, shock absorbers, road springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings are covered for failure due to: wear, seizure, leakage and insecurity.

FUEL SYSTEM

Fuel injection system, fuel ECU and fuel pipes are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or any damage caused by contaminated fuel are not covered under this section). Fuel leaks are not covered.

BRAKING SYSTEM

Brake master cylinder, wheel cylinders, callipers, discs, drums, load compensator, ABS modulator/sensors/computers and brake pipe, hoses, cables are covered for failure due to premature wear, leakage, seizure, splits/cracks, corrosion and adjustment.

SEAT BELTS

Mountings, belts, retractors and buckles are covered for failure due to wear, non-function and insecurity.

LUBRICANTS, FLUIDS, OILS, OIL FILTERS, COOLANT OR REFRIGERANT

Cover provides for the replacement or top up of any of the above items as part of a valid claim provided that the covered vehicle is not within 1,000 miles or one month of its next due service.

GENERAL WARRANTY EXCLUSIONS

- Any defect which is likely to have existed before the warranty period.
- Excessive or unreasonable diagnostic time or any diagnostic time which doesn't result in a valid claim (reasonable diagnostic costs for valid claims will be covered).
- All adjustments, reprogramming or loading of software.
- Mechanical or electrical failure which happens outside the area of cover.
- Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the covered vehicle cannot be verified.
- Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification.
- The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
- Component failure resulting from accidental damage, misuse, overloading or negligence (such as, but not limited to, consequential damage caused by continuing to drive the covered vehicle when a fault becomes apparent).
- Vehicles modified in any way from the original manufacturer's specification.
- Faults occurring due to lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the covered vehicle.
- Any component which is either subject to recall by the covered vehicle's manufacturer, manufacturing defect or inherent design faults.
- Any damage caused by frost, including damage where lack or failure of anti-freeze has been a contributory factor.

ADDITIONAL BENEFITS

CAR HIRE

If you need to hire another vehicle whilst your covered vehicle is being repaired, we will pay a contribution of up to £50 (including VAT) per day up to a maximum of 10 days for any one claim towards your expenses.

We do not cover the first 24 hours of any rental period and we are not responsible for arranging a hire car for you.

You must be able to satisfy the requirements of the vehicle hire company and you will be responsible for all fuel and other ancillary charges.

HOTEL ACCOMMODATION

If your vehicle has broken down and you are unable to return home and the repairs are covered by this warranty you may claim £50 (including VAT) per beneficiary (up to 5 people) for one-night accommodation.

The following conditions apply.

- The breakdown must have left your vehicle unable to be driven.
- You must provide a copy of the hotel bill and proof that you paid it.

All out of pocket expenses must be authorised by Spoticar Warranty Services and supported by valid receipts and invoices.

EUROPEAN COVER

Your warranty cover is extended whilst the covered vehicle is in Continental Europe for a period of no more than 60 days during the warranty period on condition that:

- You follow the claims procedure set out in this document.
- We will pay only the equivalent UK rates and charges which apply at the date of the mechanical or electrical failure.
- The benefits in respect of car hire do not apply to this extension.

HOW TO MAKE A CLAIM

HOW TO CLAIM UNDER YOUR WARRANTY

At Spoticar Warranty Services we aim to make the claims procedure as simple as possible.

REPAIRS IN THE UK

- Contact your nearest SPOTiCAR Retailer (for Fiat, Fiat Professional, Jeep or Arbarth) and advise them that your covered vehicle is protected by the SPOTiCAR Used Vehicle Warranty.
- The SPOTiCAR Retailer will contact us regarding claims on your behalf.
- It is your responsibility to authorise any dismantling of the covered vehicle or any other work required to diagnose any faults with the covered vehicle.
- We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.
- If you are VAT registered, you remain responsible for settling the VAT content of any claim separately.
- Spoticar Warranty Services reserve the right to examine the covered vehicle and to subject it to expert assessment in order to determine if your claim is covered and how much we will pay for repairs.
- If you or anyone acting on your behalf acts in a way which prevents us from being able to determine the cause of failure by inspecting the covered vehicle or defective components, then we may not pay all or any part of your claim.
- Component failure resulting from accidental damage, misuse, overloading or negligence (such as, but not limited to, consequential damage caused by continuing to drive the covered vehicle when a fault becomes apparent).
- Vehicles modified in any way from the original manufacturer's specification.
- Faults occurring due to lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the covered vehicle.
- Any component which is either subject to recall by the covered vehicle's manufacturer, manufacturing defect or inherent design faults.
- Any damage caused by frost, including damage where lack or failure of anti-freeze has been a contributory factor.

REPAIRS IN EUROPE

If it is necessary for a repair on your vehicle to be completed in Continental Europe you do not require prior authorisation from us.

- Take your vehicle to the nearest franchised dealer or the local repairer.
- Give them your authority to complete the repairs.
- Once the repairs have been completed, pay the costs and retain the invoice.
- On your return to the UK, please take the repair invoice into your local SPOTiCAR Retailer or authorised repairer and ask them to submit a claim on your behalf using the invoice from the repairing Retailer. Spoticar Warranty Services will be able to advise them of the process if they have any questions. Please retain a copy of the repair invoice and the original service records for your own safekeeping.

HOW TO MAKE A CLAIM FOR OTHER MAKES OF VEHICLE

Contact the Retailer that sold you the vehicle for them to arrange a booking.

If your selling Retailer is unable to complete the repair your vehicle may need to go to a brand specific registered repairer. In which case your Retailer will arrange this.

- The repairing franchised Retailer will provide a full diagnostic description of the fault and a pro-forma invoice to the selling Retailer.
- The selling Retailer will prepare a claim and get authority that the repair is covered by this warranty.
- You will pay for the repair.
- The selling Retailer will claim for the costs of the repair and reimburse you.

SERVICING REQUIREMENTS

It is a condition of this warranty that your vehicle is serviced at regular intervals, as recommended by its manufacturer. We recommend throughout the warranty period, servicing and repair work to be carried out by an authorised franchised repairer. It is important that you retain your service receipts as they may be required to validate any claim you make.

Services must be carried out within one month/1,000 miles of the intervals specified by the vehicle manufacturer, whichever comes first.

GENERAL TERMS AND CONDITIONS

These conditions apply to all sections of your warranty cover and you must meet them before we make a payment or provide a service.

PROVIDING INFORMATION

We will only provide the cover described in this document if, as far as you know, the information you gave at the time of taking out this cover is true and complete. You must tell us about anything that may affect your cover (including also any changes during the warranty period). If you are not sure whether something is relevant, you must tell us anyway. You should keep a record of any extra information you give us. If you do not tell us about something that may be relevant, your cover may be invalidated and we may not cover any related claims.

CLAIMS - YOUR DUTIES

If a claim occurs, you must comply with the relevant claims procedures described in this document as soon as you can.

CLAIMS - OUR RIGHTS

We can take over and carry out the defence or settlement of any claim. After we have made a payment, we can pay to take legal action to get back any payment we have made under this cover. If we want to, we will examine the covered vehicle and will test damaged components.

LOOKING AFTER YOUR VEHICLE

You must take all reasonable steps to safeguard the covered vehicle against breakdown/immobilisation and/or mechanical or electrical failure.

Important: If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the warranty period, or you are unable to produce proof of such servicing if we request it, then this may invalidate this cover or we may not pay all or any part of a claim you make.

FRAUD

If you or any beneficiary claiming under this cover makes a claim that is false or dishonest in any way, this warranty will be cancelled, cover will not be valid and you will lose all benefits under it.

CHANGE OF ADDRESS

Please complete the form on page 25 of this document. If for any reason this is missing, please contact Spoticar Warranty Services on: **0345 300 0318 (option 1)**.

PERSONAL NUMBER PLATE

Please contact us if your vehicle has a change to the registered number plate that appears on your confirmation of cover.

HOW TO MAKE A COMPLAINT

We aim to provide you with first class cover and service. However, there may be times when you feel we have not done so. If this is the case, please tell us about it so that we can do our best to solve the problem. If you make a complaint your legal rights will not be affected.

In the first instance, please contact: Customer Service, Spoticar Warranty Services, 102 George Street, Croydon CR9 6HD or email: customersupport@allianz-assistance.co.uk or call: 020 8603 9853.

Please supply us with your name, address, warranty number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help us to deal with your complaint in the shortest possible time.

If you are not happy with our final response, you can refer the matter to The Motor Ombudsman who self-regulate the automotive industry through the Chartered Trading Standards Institute approved Codes of Practice.

This SPOTiCAR Used Vehicle Warranty conforms to the Motor Industry Code of Practice for vehicle warranty products. For more information on the Code and what it means for you or to contact The Motor Ombudsman please visit: www.motorindustrycodes.co.uk



The Motor Ombudsman
71 Great Peter Street
London
SW1P 2BN

SPOTiCAR ASSISTANCE

Your vehicle comes with 12 months SPOTiCAR Assistance - comprehensive breakdown cover in the UK available 24 hours a day, 7 days a week.

HOW TO CONTACT SPOTiCAR ASSISTANCE

If you have broken down in the UK, call the below number appropriate to your make of vehicle or the selling Retailer of your SPOTiCAR Used Vehicle.

Make of vehicle	Assistance phone number
Jeep	00800 0426 5337
Fiat	00800 3428 0000
Fiat Professional	00800 3428 0000
Abarth	00800 3428 0000

Certain information is required when calling Spoticar Assistance. Please provide the following details when you call.

- Your name.
- Vehicle registration number.
- The make and model of the vehicle.
- The exact location of the vehicle.
- Your contact number.
- The nature of the fault.

WHAT IS INCLUDED

ROADSIDE ASSISTANCE

If your vehicle has broken down at the roadside, we will provide a patrol or contractor to repair your vehicle. If your vehicle cannot be repaired, we will transport your vehicle to the nearest SPOTiCAR Retailer. We will also provide transport to the Retailer for you and your passengers.

RECOVERY

If we are unable to repair your vehicle at the roadside, and we are unable to arrange for the vehicle to be repaired locally, we will transport your vehicle to the nearest SPOTiCAR Retailer.

AT HOME

If your vehicle breaks down at home, or within ¼ mile of your home address, we will provide a patrol or contractor to repair your vehicle. If your vehicle cannot be repaired, we will transport your vehicle to the nearest SPOTiCAR Retailer.

TEMPORARY REPLACEMENT VEHICLE

In the event of breakdown/immobilisation of your vehicle, and where the time required to repair the vehicle is longer than 6 hours (as certified by a SPOTiCAR Retailer on the basis of the manufacturer's flat rate schedule) Spoticar Assistance will organise and pay for the following.

- A temporary replacement vehicle, during the time that the vehicle is being repaired, for a maximum period of 4 working days.
- If your vehicle is a commercial or a Public Carriage Office (PCO) registered vehicle and the proposed temporary replacement vehicle doesn't satisfy your needs, Spoticar Assistance will reimburse up to £125 per day for a maximum of 5 days or until your vehicle is repaired, whichever is sooner.
- If your vehicle is used by a registered disabled person, Spoticar Assistance will provide an appropriate temporary replacement vehicle for a maximum of 10 days or until your vehicle is repaired, whichever is sooner.

You must be able to satisfy the requirements of the vehicle hire company which include the following.

- Possession of a full valid UK or EU driving licence with no more than 9 penalty points – for photo ID licences both parts must be produced.
- A valid credit or debit card – for security authorisation to cover excess fuel usage, unauthorised days hire and/or driving offences.

Due to insurance liability Spoticar Assistance may be unable to provide a rental vehicle to drivers under the age of 21.

Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.

You will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the covered vehicle.

ONWARD TRAVEL OR RETURN HOME

In the event of breakdown/immobilisation of the covered vehicle more than 30 miles from the beneficiary's home address, Spoticar Assistance will organise and pay for the beneficiaries to continue their journey or return home via the following methods.

- Rail.
- A temporary replacement vehicle for 1 day.

ACCOMMODATION

In the event of breakdown/immobilisation of your vehicle more than 30 miles from your home address and where your vehicle will not be repaired the same day, we will organise and pay for the following.

- Up to 3* Bed & Breakfast accommodation for the beneficiaries, up to a maximum of 3 nights or until the covered vehicle is repaired, whichever is sooner. At Fiat Chrysler Automobiles UK Ltd's absolute discretion and only when it is not possible to transport the beneficiaries to their destination or return them home.

RETURN OF REPAIRED VEHICLE

In the event of breakdown/immobilisation of the covered vehicle more than 30 miles from the beneficiaries home address and where the covered vehicle will not be repaired the same day, Spoticar Assistance will organise and pay for the repaired vehicle to be collected or returned via one of the following methods.

- Journey to collect your vehicle via first class rail.
- Journey to collect your vehicle via plane (economy class) if the distance to be travelled exceeds 250 miles.
- Returned using an authorised driver who will deliver your vehicle to your home address.
- Return of your vehicle via a recovery service to your home address.

CONNECTION EXPENSES

In the event of breakdown/immobilisation, Spoticar Assistance will pay taxi costs up to a maximum of £55 per incident in support of the following benefits.

- Collection of a temporary replacement vehicle.
- Journey continuation or return home.
- Journey to overnight accommodation.
- Return of repaired vehicle.

ADVERSE WEATHER CONDITIONS

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for us to provide our normal assistance services. In this event, our immediate priority is to ensure that you and the beneficiaries travelling with you are taken to a place of safety, meaning that it may be necessary for us to attend to your vehicle later.

RELEASE FEES

Should your vehicle be stolen and subsequently recovered by the police, you may be required by them to pay a release fee before we can remove your vehicle to a SPOTICAR Retailer. Although we can guarantee these costs on your behalf, the payment of such fees remains your responsibility.

SPECIALIST CHARGES

In the event that the recovery of your vehicle requires the use of specialist equipment, any such costs in addition to our standard recovery services will be payable by you.

EXCLUSIONS

Spoticar Assistance will neither assist nor reimburse you or the beneficiaries in the event of a call for assistance or claim caused by, arising from or in connection with the following.

1. Any costs covered under any other warranty, guarantee, insurance or cover.
2. The cost of replacement parts.
3. Breakdown/immobilisation which happens outside the area of cover.
4. Any costs incurred after the covered vehicle has been repaired and is available to be driven.
5. Vehicles modified in any way from the original manufacturer's specification.
6. Vehicles used by freight forwarders, bus companies and public transportation.
7. Vehicles sold to official bodies such as the police, customs and fire services.
8. Where the beneficiary is involved in a road traffic accident caused in violation of any applicable regulatory requirements.
9. Where the covered vehicle is involved in motor racing, rallies, speed or duration tests, track days, practice run, or operated out-side official roads.
10. Assistance required as a result of wars, riots, uprising, mass political demonstrations, pillage, strike, use for military purposes or acts of terrorism, earthquake damage, freak weather conditions, atmospheric phenomena, nuclear transformation phenomena or radiation caused by artificial acceleration of atomic particles.
11. Breakdown/immobilisation caused by deliberate damage or vandalism by the owner or driver or participation in a criminal act or offence.
12. Any damage as a result of intervention of the authorities of the country where the assistance is given, or damage caused by unforeseen circumstances.
13. Any damage due to acting contrary to the recommendations of the owner's manual.
14. Any damage caused by a trailer, load or other external influences.
15. Any consequential cost and/or damage to property as a result of breakdown/immobilisation.
16. Damage to items not covered by this cover or any depreciation, loss of earnings, death or bodily injury.
17. The recovery of trailers, caravans or any other type of loaded trailers.
18. Ambulances are only eligible for recovery or roadside and home assistance.
19. Vehicles kept in an un-roadworthy condition or not serviced in accordance with the manufacturer's recommendations.
20. Where one or several services are not required, Spoticar Assistance does not provide indemnification or alternative services as compensation.
21. Any assistance service not described in the previous paragraphs and not previously authorised by us.
22. Any additional services organised by a third party provider unless authorised to do so by us.
23. Services organised by the beneficiary or by a third party other than Spoticar Assistance are excluded. The only exception is breakdown/immobilisation in a place where there is a state monopoly (for example recovery on motorways in France).
24. Any cost that would have been payable if the breakdown/immobilisation had not occurred, e.g. food, accommodation, taxi fares, fuel or toll charges, except where permitted by these terms.
25. Any cargo damage or loss of revenue due to immobilisation is not covered.
26. The services will be rendered subject to local availability, especially with respect to hotel accommodation and rental cars.
27. Any scheduled maintenance and service as per the owner's manual.

TRANSFER OF OWNERSHIP FORM

VEHICLE DETAILS

Registration number: _____

Chassis number: _____

Current mileage: _____

Price paid by the new owner: _____

CURRENT OWNER'S DECLARATION

I (name) _____

want to transfer the balance of my SPOTiCAR Used Vehicle Warranty to the new private owner whose details are given below.

Signature _____

NEW OWNER'S DETAILS

Title: Mr/Mrs/Miss/Ms/other: _____ Initials: _____

Surname: _____

Full address (including postcode): _____

Mobile number: _____

Home number: _____

Email: _____

If your vehicle is sold to a private individual, the remaining cover may be transferred to a new private owner providing that the registration fee of £25 is paid. Please call us on **0345 300 0318 (option 1)** to make payment over the phone and send this completed form to:

Spoticar Warranty Services
PO Box 1051
Croydon
CR9 1RE

Or email it to: fcaspoticarwarrantyservices@allianz.com

Please note: the warranty will not be transferred to the new owner until Spoticar Warranty Services confirms they have accepted this request for transfer and the registration fee of £25 is paid.

CHANGE OF ADDRESS FORM

VEHICLE DETAILS

Registration number: _____

Chassis number: _____

YOUR DETAILS

Title: _____ Initials: _____

Surname: _____

New address (including postcode): _____

Mobile number: _____

Home number: _____

Email: _____

If your details change please fill in this form and send it to:

Spoticar Warranty Services
PO Box 1051
Croydon
CR9 1RE

Or email it to: fcaspoticarwarrantyservices@allianz.com

This document is available in large print, audio and Braille. Please contact us on 0345 300 0318 (option 1) and we will be pleased to organise an alternative version for you.