



Putting our
customers above
all else since 1909.

**Marshall
Product
Presenter**

INTRO

COSMETIC

ALLOY

TYRE

LIFESHINE

WARRANTY

Dear Customer

Thank you for making contact and expressing an interest in one of our vehicles.

When buying a vehicle there are many other things to consider such as whether you want to take out finance and if you want to purchase any additional products such as Lifeshine.

Many of our customers have told us it can be useful to have all the information that is needed in one place. For this reason we have created our electronic presenter.

Within the presenter you will find some information relating to our optional value added products including demonstration videos to view at your leisure.

I ask that you take time to read through the pack and watch the videos and should you have any questions give me a call and I will be happy to assist.

Yours faithfully

Marshall Motor Group Limited

Marshall

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Marshall

Cosmetic Repair Insurance



- ✓ Cosmetic Repair Insurance provides cosmetic repairs for minor damage to paintwork without affecting your motor insurance policy or excess
- ✓ Cosmetic Repair Insurance offers restoration of minor cosmetic damage including dents, scratches and scuffs (Incl. Bumper) that are up to 30cm in diameter and 3mm in depth. Chips up to 1.5cm in diameter and 3mm in depth will also be fixed
- ✓ You can make upto 18 claims over 3 years of cover - with no excess to pay
- ✓ Repairs by a nationwide network of approved repairers can be completed at a location of your choice
- ✓ Most repairs completed within 2 hours and the work can be arranged using our simple and easy to use QR code process
- ✓ Horizontal flat surfaces, roofs, bonnets and saloon boot lids are covered. However, this is only where a cosmetic repair / touch in is deemed technically possible by the repairer



**Reliable cover
you can trust**

Make quick and easy claims via the claims portal QR Code

Forget about filling in forms or waiting on the phone, it couldn't be easier to book your mobile repair - simply use the claims portal QR code! simply pick a time and location to suit your schedule and the repairer will come to you.

- Simple 1-2-3 step process
- Takes only 5 minutes
- Choose and book your repair date on your smartphone



**Watch our 2 minute
video to see how
the product works**

Marshall Cosmetic Repair Insurance

Insurance Product Information Document

Company: Car Care Plan Limited

Product: Cosmetic Repair Insurance

This insurance is provided by Car Care Plan Limited, a company registered in the UK. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

Cosmetic Repair Insurance



This document contains some important facts about Marshall Cosmetic Repair Insurance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

Cosmetic Repair Insurance provides cosmetic repairs for minor damage to paintwork without affecting your motor insurance policy or excess.

This insurance is underwritten by Motors Insurance Company Limited which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

✓ Provided:

- You are the registered owner and keeper of the vehicle;
- You are a resident in England, Scotland, Northern Ireland, Wales or the Channel Islands; and
- Your vehicle is ten years or under and has covered less than 100,000 miles at the start date of the policy.

Then during the period of insurance, we will provide a cosmetic repair or where appropriate a touch-in repair to minor cosmetic damage to your vehicle.

✓ Minor cosmetic damage means:

- A chip which is a chipped area on your vehicle, caused in a single incident, up to a maximum of 1.5cm in diameter or 3mm in depth.
- A damaged area caused in a single incident which contains a light scratch, minor dent or scuffed bumper, up to a maximum of 30cm in length or 3mm in depth.

In the case of multiple damages being caused by the same incident, the total end to end size of the furthestmost points of the combined damaged area must also be no larger than 30cm in diameter or 3mm in depth. Any repairs which are estimated to exceed 4 hours to complete will not be considered to be minor cosmetic damage.

✓ In the event that a cosmetic repair cannot be used to repair minor cosmetic damage on your vehicle under this policy, we will contribute up to a maximum of £250 including VAT towards the cost of having a conventional body shop repair carried out whereby the minor cosmetic damage is repaired as a result.



What is not insured?

This insurance will not cover Minor Cosmetic Damage:

- ✗ That cannot be defined as a Light Scratch, Chip, Scuffed Bumper or Minor Dent or any Minor Cosmetic Damage where a Cosmetic Repair is not technically possible.
- ✗ To horizontal flat surfaces, roofs, bonnets and boot tops where the Repairer deems it not possible to achieve a satisfactory finish using Cosmetic Repair or Touch-in Repair techniques.
- ✗ To paint colours and finishes that cannot be suitably matched by the Repairer. These include but are not limited to specialist, non-standard and exclusive paint colours and finishes, for example: self-healing paint, body wrap, chrome illusion paint, two tone paint finish or matt finishes.
- ✗ To any body panel or part of a panel that has been distorted, ripped, torn, or perforated.
- ✗ Caused by hail, rust, pitting or paintwork discolouration.
- ✗ That requires replacement of any body panel or part of a panel.
- ✗ Reported to the administrator more than 30 days after the Incident;
- ✗ For any claim where it is discovered that the policy was purchased more than 30 days following the delivery date of the vehicle.



Are there any restrictions on cover?

! The following claim limits apply depending on which policy duration is chosen.

Policy Duration	Maximum Number of Claims
36-month policy	18 claims

This policy does not cover the following:

! Where the vehicle is named on a contract hire or lease agreement (but not including personal contract hire), used for commercial travel (but not where it is insured under class 1 or 2 business use), or is a light commercial vehicle, emergency vehicle, delivery vehicle, panel van or vehicle exceeding 3500kg. The following types of vehicles are also excluded: motor cycles, scooters, three wheeled vehicles, kit-cars, quad bikes, caravans or motor homes, trailers, boats, vehicles used for hire or reward (for example taxis, self-drive hire or driving schools), delivery courier or a vehicle used in any sort of rally, speed testing, 4x4 off-roading, racing or any kind of competition, trial or used for any purpose in connection with the motor trade.

! A cosmetic repair involves restoring eligible damaged areas as close as possible back to their original condition, however please be aware that no repair will be identical to the original automotive factory finish.



Where am I covered?

- ✓ To purchase this cover, you must be a resident in:
 - The United Kingdom excluding the Islands of Scotland (including The Shetlands, Orkneys, Inner Hebrides and Outer Hebrides); or
 - The Channel Islands or the Isle of Man. Our Approved Repairer can only carry out repairs on vehicles that are located in the United Kingdom, excluding the Islands of Scotland (including the Shetland, Orkney, Inner Hebrides and Outer Hebrides Islands).



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.

- **If you need to make a claim:** Claims must be reported to the administrator within 30 days of damage occurring. Our dedicated repair portal is the best way for you to register your repair request. Before doing this, please read the 'What is covered' and 'What is not covered' sections to check that the damage is covered by this policy. If you have any problems registering for the portal or requesting a repair, please call the administrator on 0344 573 8187.



When and how do I pay?

You can pay your premium as a single payment prior to the start of cover or in monthly instalments.



When does the cover start and end?

Your cover will take effect and end on the dates stated in your Validation Certificate. The period of insurance will end earlier if:

- You, or anyone representing you, defrauds or deliberately misleads the insurer or the administrator; or
- The vehicle is sold or transferred to a new owner; or
- The claim limit has been reached.



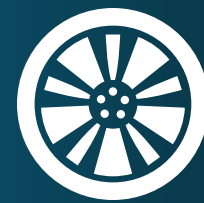
How do I cancel the contract?

To cancel your policy within the first 30 days, please contact the introducer who sold you this policy to obtain a full refund. For cancellations after the first 30 days, please contact the administrator on 0344 573 8187 and you will receive a pro-rata refund (subject to a cancellation fee).

Please note you will not receive a refund where you have already made a successful claim on the policy.

* You will be provided with a copy of this Insurance Product Information Document providing you are eligible for this product. You may receive this by email or be provided with a paper based copy depending on your preference.

Alloy Wheel Repair Insurance



Alloy Wheel Repair Insurance is designed to protect customers from the costs of repairs to an alloy wheel fitted to their vehicle following accidental or malicious damage

- ✓ You can make 18 claims over 3 years of cover - with no excess to pay
- ✓ Not only helps to keep your vehicle in great condition, it helps protect the value of your car when you come to part-exchange
- ✓ Repairs by a nationwide network of approved repairers can be completed at a location of your choice
- ✓ In the event your alloy wheel is damaged beyond a point whereby a reasonable cosmetic repair cannot be carried out, then the policy provides a contribution towards a lathe skim repair or a replacement alloy wheel
- ✓ Claims can be made through our simple and easy QR Claims process



**Reliable cover
you can trust**

Hassle free, convenient repairs that come to you

The insurer's approved network of fully trained and experienced Mobile Repair Technicians will come to you to carry out a quality repair, all at the convenience of your own home. Repairs only take about an hour per wheel and you can drive your car straight after.



**Watch our 2 minute
video to see how
the product works**

Alloy Wheel Repair Insurance

Insurance Product Information Document

Company: Car Care Plan Limited

Product: Alloy Wheel Repair Insurance

This insurance is provided by Car Care Plan Limited, a company registered in the UK. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

Alloy Wheel Repair Insurance



This document contains some important facts about Marshall Alloy Wheel Repair Insurance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

Alloy Wheel Repair Insurance is designed to protect customers from the costs of repairs to an alloy wheel fitted to their vehicle following accidental or malicious damage.

This insurance is underwritten by Motors Insurance Company Limited which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

- ✓ Provided your vehicle:
 - Is ten years or under and has covered less than 100,000 miles at the start date of the policy.

Then during the period of insurance, we will pay for the cost of repairs resulting from accidental or malicious damage which has occurred to your alloy wheels up to the claim limit shown in the Validation Certificate.

- ✓ In the event your alloy wheel is damaged beyond a point whereby a reasonable cosmetic repair can be carried out then the policy provides two options:

- 1) If the damage to the alloy wheel is such that a lathe skim repair can be carried out, then the policy will contribute a maximum amount of £125 including VAT towards allowing you to have this repaired locally at your choice.
- 2) If the damage to the alloy wheel is such that no kind of repair can be carried out, the policy will contribute a maximum amount of £150 including VAT towards the replacement of the alloy wheel.

Both options will count as 1 claim under your policy.



What is not insured?

- ✗ Alloy wheels that are aftermarket fitment or not of the original specification for the vehicle.
- ✗ General wear and tear, corrosion, pitting, discolouration, tar staining, neglect or cracked or buckled wheels.
- ✗ Theft of the alloy wheel(s).
- ✗ Damage present on an alloy wheel prior to the commencement of the policy.
- ✗ Alloy wheel(s) of split rim construction, with a machine polished (chrome effect) finish, or with a recessed, rebated or raised profile to the rim section. Plastic trims attached to the alloy wheel are also excluded (and must be removed prior to any repair to any covered alloy wheel).
- ✗ Damage caused by driving the vehicle while the tyre is deflated; or a replacement tyre being fitted to the alloy wheel.
- ✗ Any claim which is the subject of fraud, false actions or dishonesty; where the loss is covered by any other insurance; or where it is discovered that the policy was purchased more than 30 days following the original purchase date of the vehicle.



Are there any restrictions on cover?

! The following claim limits apply depending on which policy duration is chosen.

Policy Duration	Maximum Number of Claims
36-month policy	18 claims

This policy does not cover the following:

- ! Where the vehicle is used as an emergency vehicle, taxi, or bus, for driving school tuition, dispatch, commercial travel that is covered under motor insurance Business Use Class 3, hire or reward of whatsoever nature, off road use (including all Quad Bikes), road racing, track day participation, rallying, pace-making, speed testing or any other competitive event, or is a commercial vehicle in excess of 3.5 tonnes Gross Vehicle Weight (GVW) or a motorcycle;
- ! Failure of the Approved Repairer to match the cosmetic finish of any other alloy wheels on your vehicle.



Where am I covered?

- ✓ To purchase this cover, you must be a resident in:
 - The United Kingdom excluding the Islands of Scotland (including The Shetlands, Orkneys, Inner Hebrides and Outer Hebrides); or
 - The Channel Islands or the Isle of Man.
- ✓ Our Approved Repairer can only carry out repairs on vehicles that are located in the United Kingdom, excluding the Islands of Scotland (including the Shetland, Orkney, Inner Hebrides and Outer Hebrides Islands).



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.



When and how do I pay?

You can pay your premium as a single payment prior to the start of cover or in monthly instalments.



When does the cover start and end?

- Your cover will take effect and end on the dates stated in your Validation Certificate. The period of insurance will end earlier if:
- You, or anyone representing you, defrauds or deliberately misleads the insurer or the administrator; or
 - The alloy wheels are modified following purchase of your vehicle; or
 - The vehicle is sold or transferred to a new owner; or
 - The claim limit has been reached.



How do I cancel the contract?

To cancel your policy within the first 30 days, please contact the introducer who sold you this policy to obtain a full refund. For cancellations after the first 30 days, please contact the administrator on 0344 573 8129 and you will receive a pro-rata refund (subject to a cancellation fee).

Please note you will not receive a refund where you have already made a successful claim on the policy.

** You will be provided with a copy of this Insurance Product Information Document providing you are eligible for this product. You may receive this by email or be provided with a paper based copy depending on your preference.*

Tyre Insurance



The policy will refund the cost to repair or replace tyres that have suffered accidental or malicious damage, or even just a simple puncture

- ✓ Cover is for up to five claims over 3 years on a like for like basis
- ✓ At the time of claim the tyre(s) must have a minimum of 1.6mm of tread
- ✓ Any malicious damage will need a valid and substantiated crime reference number



**Reliable cover
you can trust**

How will Tyre Insurance benefit me?

- ✓ Quality assured through Defaqto 5 star rating
- ✓ No need to be without your car for days
- ✓ No excess to pay

Watch our 2 minute video to see how the product works



Marshall Tyre Insurance

Insurance Product Information Document

Company: Car Care Plan Limited

Product: Tyre Insurance

This insurance is provided by Car Care Plan Limited, a company registered in the UK. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

Tyre Insurance



This document contains some important facts about Marshall Tyre Insurance. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

Tyre Insurance is designed to protect against the unforeseen costs of having to replace or repair the tyres on your vehicle, as a result of accidental or malicious damage.

This insurance is underwritten by Motors Insurance Company Limited which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

- ✓ Provided your vehicle is ten years old or under and it has covered less than 100,000 miles at the start date of the policy, then during the period of insurance, we will cover up to five tyres fitted to your vehicle, which require repair or replacement as a result of damage up to the claim limit shown in the Validation Certificate.
- ✓ Damage means:
 - the sudden and unforeseen deflation of a tyre arising from accidental damage to the tyre itself;
 - or malicious damage to the tyre or valve from a third party, necessitating immediate repair or replacement before normal use can be resumed.



What is not insured?

- ✗ Any claim where at the time of damage the tyre tread depth is less than 1.6mm across any tread area of the tyre.
- ✗ Any malicious damage claim, which is not accompanied by a valid and substantiated crime reference number.
- ✗ Theft of the tyre(s).
- ✗ Tyre(s) which are not 'E' Marked and any claim where there has been an attempt to remove the serial number or other identifying marks from the tyre(s).
- ✗ Where it is discovered that the policy was purchased more than 30 days following the delivery date of the vehicle.



Are there any restrictions on cover?

! The following claim limits apply depending on which policy type and claim amount is chosen.

Policy Type	Maximum claim amount per tyre
Standard tyres	Either £100, £150, £300 or £500 including VAT
Run-flat tyres	£500 including VAT

This policy does not cover the following:

! Where the vehicle is used as an emergency vehicle, taxi, or bus, for driving school tuition, dispatch, commercial travel that is not covered under motor insurance Business Use Classes 1 and 2, hire or reward of whatsoever nature, off road use (including all Quad Bikes), road racing, track day participation, rallying, pace-making, speed testing or any other competitive event, or is a commercial vehicle in excess of 3.5 tonnes Gross Vehicle Weight (GVW) or a motorcycle.



Where am I covered?

- ✓ To purchase this cover, you must be a resident in:
- The United Kingdom excluding the Islands of Scotland (including The Shetlands, Orkneys, Inner Hebrides and Outer Hebrides); or
 - The Channel Islands or the Isle of Man.



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- If you need to make a claim: Report your claim within seven days of the damage occurring and according to the following procedure:

1) contact the administrator's claims department on 0344 573 8005

2) for claims authorisation the repairer must: advise us of your policy number and vehicle details, confirm the minimum tread depth of the damaged tyre(s), advise us of the cause of damage, provide an itemised repair/replacement cost estimate and digital photos of the vehicle registration plate for your vehicle, the full tread of the damaged tyre(s) and the actual damage.

- In the event of damage to any tyre(s), they must be removed from the vehicle and repaired or replaced before they are driven on again.



When and how do I pay?

You can pay your premium as a single payment prior to the start of cover or in monthly instalments.



When does the cover start and end?

Your cover will take effect and end on the dates stated in your Validation Certificate.

The period of insurance will end earlier if:

- You, or anyone representing you, defrauds or deliberately misleads the insurer or the administrator; or
- The vehicle is sold or transferred to a new owner; or
- The claim limit has been reached.



How do I cancel the contract?

To cancel your policy within the first 30 days, please contact the introducer who sold you this policy to obtain a full refund. For cancellations after the first 30 days and up to the expiry date of your policy, please contact the administrator on 0344 573 8005 and you will receive a pro-rata refund (subject to an administration fee).

Please note you will not receive a refund where you have already made a successful claim on the policy.

** You will be provided with a copy of this Insurance Product Information Document providing you are eligible for this product. You may receive this by email or be provided with a paper based copy depending on your preference.*



NOW WITH
CeraFuse

NEXT GENERATION CAR CARE

A technologically advanced car protection system, now with **CeraFuse** technology. Lifeshine paintwork protection is our latest and most advanced formula, fusing reactive silicone polymers to the paintwork to create a durable ceramic infused barrier for a lifetime of flawless shine and superior protection.

- Gives your paintwork unrivalled protection against the initial damaging effects of car washes, bird lime, tree sap, grime and the worst the weather can inflict
- Helps to lock in a deep glossy finish that's easier to clean, keeping your new vehicle looking good for longer
- Protects fabric and leather upholstery from marks and unsightly stains
- Protects glass to give improved wet weather visibility
- There is no need for monthly conservers or annual inspections and the molecular bond is hand wash, car wash and body shop friendly
- Protects your investment by maximising your vehicles re-sale value



Watch our 1 minute video to see how the product works



Terms and Conditions apply

CONTINUE >

STAGE ONE VEHICLE INTERIOR



1. Create a stain and water-resistant barrier for fabric, alcantara and leather upholsteries, footwells, carpets, mats and boot area.
2. Protect against unforeseen accidents like spills, sticky fingers, muddy paws and more.
3. Protect your vehicle's interior with an easy to clean treatment that can restore surfaces in a single wipe.

STAGE TWO VEHICLE EXTERIOR



1. A highly durable ceramic paintwork barrier that provides a flawless shine and superior protection which lasts a lifetime.
2. Protect against UV rays, bird droppings, tree sap, dirt and other environmental hazards.
3. A water-repellent coating that enhances the paintwork and is perfect for new and used vehicles up to 10 years old.

STAGE THREE VEHICLE GLASS



1. Protect side and rear windows from all external contaminants for an optically clear driving experience.
2. Repel water and other contaminants with this easy to clean, highly durable protective barrier,
3. Improve wet-weather visibility for safer.



BY APPOINTMENT TO
HER MAJESTY THE QUEEN
SUPPLIER OF CAR CARE PRODUCTS
AUTOGLYM, LETCHWORTH, ENGLAND



BY APPOINTMENT TO
H.R.H. THE PRINCE OF WALES
SUPPLIER OF CAR CARE PRODUCTS
AUTOGLYM, LETCHWORTH, ENGLAND

Warranty



- ✓ Covers the majority of major mechanical and electrical components against breakdown or failure
- ✓ Protects against the unexpected costs of replacing parts and the labour to fit them
- ✓ Temporary vehicle replacement whilst warranty repairs take place
- ✓ Only manufacturer specification replacement parts are used
- ✓ No restrictions to the number of claims (up to the value of the vehicle)
- ✓ Recovery of the vehicle and up to 5 passengers back to home or to the original destination included
- ✓ Emergency assistance is included in the event of a simple puncture, through to a road traffic accident
- ✓ Getting you started at home cover is also included
- ✓ No excess to pay
- ✗ General wear and tear is excluded

**Reliable cover
you can trust**

Increased risk
of repairs >

< Unexpected costs
and inconvenience

< Existing
warranty
expires

< Low risk of
mechanical
or electrical
failure

Roadside Recovery

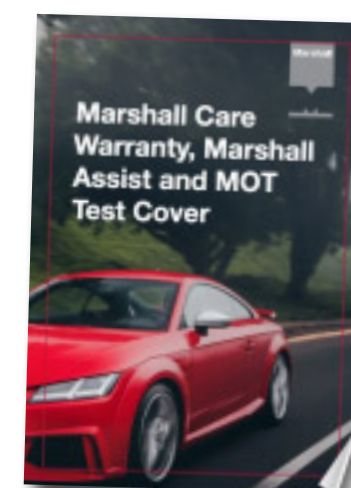
Recovery of the vehicle, caravan or trailer and up to 5 passengers back to home or to the original destination.

Home start included.

Providing total peace of mind motoring.

Terms and conditions apply including exclusions, limitations and claims limit

This product is a Marshall owned product and is not insurance backed



[Click Here](#)



**Watch our 2 minute
video to see how
the product works**

INTRO

COSMETIC

ALLOY

TYRE

LIFESHINE

WARRANTY

Payment Options

- **Debit Card**

- **Credit Card**

- **Bank Transfer**

- **Finance Agreement**

Some lenders will allow you to fund these products on your main credit agreement if you are taking advantage of our dealer funding facility (please check with your retailer for eligibility)

- **Interest free payments over 12 months**

(excludes Autoglym Lifeshine). Administered through Car Care Plan with no credit check required.

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Eligibility

You must meet the eligibility criteria for each insurance product otherwise you will not be able to make a successful claim.

The main requirements are:

- You are aged 18 or over
- You are a UK resident
- You are a private individual
- You hold a valid UK driving licence
- You will be the vehicle owner, registered keeper and/or the person named person under a credit or hire agreement
- You will not be using the vehicle as a taxi, for driving school tuition, as a courier or anything similar

Please refer to and check the Insurance Product Information Document for the eligibility criteria that applies to the product that you are interested in.

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Important Information

- When arranging insurance products, we act as an ancillary insurance intermediary and act on behalf of Car Care Plan.
- We will check your eligibility for insurance products but you must decide for yourself whether these products are suitable and meet your needs.
- We will provide information to you, but we cannot make any recommendations and we do not provide advice.
- All insurance products are optional and have cancellation rights (see terms and conditions of each product).
- LifeShine and Marshall Warranty are not insurance products and are not regulated.
- Marshall Motor Group is authorised and regulated by the Financial Conduct Authority for insurance distribution activities.

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