



Warranty.

Safeguards you
against the
unexpected.
Summary.



Administered by
The Warranty Group
The world's largest single-source provider
of extended warranty.

General

Additional Information

- **Transfer:** This Agreement can be transferred to the next private owner of Your vehicle within 14 days of the date of the sale of the vehicle by calling the Administrator on 0330 100 3728 to request a Transfer of Ownership Form. The transfer fee is £25 including VAT. A transfer can only be made in the event of the vehicle being sold by the registered keeper to another private individual (not to a motor trader or retailer).
- **Telephone calls:** Any call made in connection with Your Agreement may be monitored as part of training and quality assurance processes.
- **Misinformation:** When applying for this Agreement or submitting a claim You or anyone acting on Your behalf must take reasonable care to answer all questions honestly and to the best of Your knowledge. Failure to do so may affect the validity of Your Agreement or the payment of Your claim.
- **Governing Law:** This Agreement is governed by the law of England and Wales.
- **Cancellation & Refunds**
 - **Within 14 days:**
 - If You have not had any repairs under this Agreement, You may cancel this Agreement within 14 days from the start date. You will be refunded the Product Price stated in Your Schedule.
 - If You have had a repair under this Agreement, You may cancel this Agreement, however You will not be able to claim any refund.
 - **After 14 days:**
 - After 14 days You may cancel this Agreement however You will not be entitled to a refund.

Complaints

If You have a complaint regarding this Agreement You should in the first instance contact Customer Relations using one of the following contact details:

- **Address:** Customer Relations Team, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucester, GL17 0AF.
- **Email:** Customer.Relations@thewarrantygroup.com
- **Telephone:** 0330 1003247

If You are not satisfied with the response You may write to the Administration Director at the same address. Alternatively You may write to the Provider whose contact details can be found above.

None of the above affects any right to legal action.



Platinum Cover

This Agreement is specifically designed to cover the cost of repairing or replacing mechanical or electrical components of the vehicle which suffer Mechanical Breakdown during the Cover Period specified on the Schedule. There is no limit to the number of valid claims that can be made under this agreement, however the maximum amount payable in total is the purchase price of the vehicle.

Components covered by your platinum warranty agreement:

All Mechanical and Electrical Components are Covered

Today's motor vehicles are increasingly complex in their design, made up of thousands of mechanical and electrical components, far too numerous to list individually. In the event of a Mechanical Breakdown, the costs of repairing or replacing all mechanical and electrical (excluding the few items listed below) components are covered, provided that the terms and conditions of this agreement are fully complied with.

AvailableCar Warranty

This is a brief summary of the warranty and does not contain the Terms and Conditions. Please refer to the and read Terms and Conditions in Full.

Agreement

We base this warranty on the information You have provided to the dealer where You purchased Your vehicle. The information is used to produce the Schedule, which together with the terms and conditions constitute our agreement with You ('Agreement').

The Provider

This Agreement is a contract between You and the Provider. The Provider is Available Car Limited, Station Road, Castle Donington, DE74 2NL. Registered number 4318082.

The Administrator

The Administrator of this Agreement is TWG Services Limited, Claims Department, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.

The Administrator has been appointed by the Provider to be Your first point of contact.

You, Your

The legal owner or registered keeper of the vehicle as named on the Customer Schedule ('Schedule') that is attached at the front of these terms and conditions.

Eligibility

Your vehicle must:

- be purchased from the Provider;
- at the start date of this Agreement, must be less than 7 years old (from the date of first registration with the DVLA) and have less than 100,000 miles on the odometer;
- be built to and not be modified outside of UK manufacturer's specifications;
- not be on the list of excluded vehicles under the Eligibility heading within the full Terms and Conditions; and
- not be a vehicle used in public service capacity, for example within police force, military service or fire service

Benefits under this Agreement

The warranty is designed specifically to cover the cost of repairing or replacing components of Your vehicle which suffers Mechanical Breakdown during the cover period occurring within the Territorial Limits

The Agreement also covers the following:

Additional Vehicle Assistance benefits:

If a repair to Your vehicle is necessary under this Agreement You may benefit from the following:

Car Hire

- Costs for car hire for up to 7 days at a maximum of £50 per day (inclusive of VAT) will be included subject to the following conditions:
- You accept responsibility for the entire cost of the first 24 hours of car hire;
- The cost of the car hire is within the overall Claims limit;
- The hired vehicle is of a like kind and quality rented from a bona fide rental operator;
- The hire period is limited to the period Your vehicle is in the workshop undergoing repairs or a maximum of 7 days, whichever is less; and
- The daily claim amount includes VAT but excludes fuel and insurance.

Continental Use

The Agreement will apply whilst Your vehicle is in any territory of the EU or European Free Trade Association (EFTA) for a period of not more than 60 days in any 12 month period, with the limit of benefits restricted to the equivalent United Kingdom rate for labour charges and parts at manufacturer's list prices as applicable at the date of the mechanical breakdown.

Breakdown Assistance (RAC)

- Roadside**
We will assist you and try to repair the vehicle if you are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result of a Breakdown to Your Vehicle (not within 1/4 mile of your home).
- Recovery**
If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We will arrange for the Vehicle and up to 8 people to be taken Home or to any other single address.
- At Home**
Allows You to use Roadside services within 1/4 mile of Home or the place where You normally keep the Vehicle.
- Onward Travel**
Overnight accommodation for You and Your Party up to a maximum of £150 per person in total or £500 for each Party whichever is less, or a refund of the cost of public transport, standard class rail or other transport, for the driver, and up to 7 passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for a group whichever is less.

Exclusions

The following are excluded from this Agreement:

General

- i. All bodywork, handles and hinges, interior/exterior trim, bright work, paint, glass (including front & rear heated screens & elements), weather-strips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components) carpets,
 - ii. seat belts, wiper arms/blades/washer jets, wheels and tyres, wheel alignment/tracking/balancing, adjustments.
 - iii. Serviceable items including but not limited to plugs/glow plugs, electrical leads and all filters.
 - iv. Any mechanical or electrical part not in the manufacturer's original specifications that has been added, altered or modified since the start of this Agreement.
- **Working materials** – Unless working materials and supplies such as oils, filters and anti-freeze are required as a direct result of the failure of a warranted part.
 - **Turbo (Factory fitted)** All failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo. Foreign object damage is not included on any turbo claim
 - **Clutch** – Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.
 - **Brakes** – Brake discs, brake pads, brake linings/shoes.
 - **Contaminated Fuel** – The clearing of fuel lines, filters, carburettors and pumps/nozzles.
 - **Electrical Accessories** – Bulbs, LED, High Intensity Discharge (HID) lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, car telephones and portable satellite navigation systems.
 - **Miscellaneous Items** – Air conditioning recharging, ECU reflashes/upgrades, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank and fuel lines, corrosion, rubber hoses, metal pipes or plastic pipes and unions, core plugs and air bags.

This Warranty does not cover any mechanical breakdown in the following circumstances:

- Non-compliance with the conditions relating to the manufacturer's servicing requirements for the vehicle;
- Any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel or grade of oil;
- Any act, omission or negligence by You (or any user of the vehicle), which adds to the loss or damage;
- Water ingress, fire, collision, frost, snow, ice, flooding, freezing or corrosion;
- The failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- Any failure of parts which have reached the end of their normal working lives because of age or mileage (as confirmed by an independent assessment);
- Any parts which have not actually failed to perform their normal function, including but not limited to timing belts that are replaced as part of another job;
- Exhaust emission MOT failures;
- The cost of repair to components not listed under Section 3 of the Agreement;
- Any failures which are the result of carbon build up;
- Losses that occur as a consequence of a failure of a mechanical or electrical part failure (examples are, but not limited to alternative transportation cost, costs associated with a disrupted journey, prepaid accommodation or transportation, inconvenience or loss of earnings);
- The gradual deterioration of Your vehicle's performance due to age and mileage, including, but not limited to, gradual loss of engine compression requiring the repair of valves or rings and the gradual increase in the oil consumption due to normal operating functions;
- Design or existing faults - parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults, parts that require modification or replacement which is or has been recommended by the manufacturer or faults which existed before You entered into the Agreement;
- Dismantling - we will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the repair request;
- Accidental damage - the costs relating to losses normally included under a road risks insurance policy or losses resulting from an accident to the vehicle;
- Mechanical Breakdown that causes damage to another warranted part - is not included if it is reasonable for us to conclude that further damage has been caused by Your failure to take preventative steps or to notify us after the initial failure of a warranted part (for example, the vehicle being driven with a defective part) and any loss arising from: excluded parts; incorrectly fitted parts; insufficient servicing where it results in Mechanical Breakdown; faults present at purchase; and
- Vehicle use - this Agreement is not valid for vehicles which are raced, rallied, used for track days (timed or untimed), in competition, or for hire or reward.

AvailableCar Cannock

A5 Watling Street
Cannock WS11 1SL
Tel: 01543 506 060

AvailableCar Castle Donington

Station Road
Castle Donington DE74 2NL
Tel: 01332 817 222

AvailableCar Leeds

Capitol Boulevard, Morley
Leeds LS27 0TS
Tel: 01134 678 900

AvailableCar Sutton in Ashfield

Calladine Business Park, Orchard Way
Sutton in Ashfield NG17 1JU
Tel: 01623 445 800

Warranty Claims Line:

Tel: 0330 100 3305

RAC Recovery:

Tel: 0800 1389 135



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