



stratton

CAR COMPANY

— OF SUSSEX —

Vehicle Repair Agreement

in partnership with





WELCOME

Dear Motorist

Congratulations on the acquisition of your new vehicle from Stratton Car Company.

We hope that you experience many years of trouble free motoring. However, should an unforeseen problem occur with your vehicle, this vehicle repair agreement is designed to assist you with a selection of repair costs.

This vehicle repair agreement covers various mechanical and electrical components of your vehicle. Please refer to your vehicle repair agreement certificate and vehicle repair agreement customer booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions and customer requirements.

In order to keep this vehicle repair agreement valid, you must have your vehicle regularly serviced in accordance with the manufacturer's recommendations. In addition, the correct claims procedure **MUST** be followed, in order to receive a repair benefit.



This vehicle repair agreement is supplied and administered by –

Bluechip Warranty Limited,
Diss Business Hub,
Diss Business Park,
Hopper Way,
Diss,
Norfolk, IP22 4GT

Tel: **0800 404 5814** or **01379 773330**
Email: **enquiries@bluechipwarranty.co.uk**

DEFINITIONS



The following words or references have the following meanings, where they are mentioned within this vehicle repair agreement:

| | |
|-----------------------------------|--|
| Us/We/Administrator | Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT. |
| You/Customer/Your | Registered owner of the covered vehicle and named owner to which this vehicle repair agreement applies. |
| Claim Limit | The maximum individual claim limit payable under the terms of this vehicle repair agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases lower individual claims limits will apply. The maximum aggregate claim value payable under this vehicle repair agreement will be limited to the current market value of your vehicle. |
| Claims Department | Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT. |
| Autodata | Industry professional bodies, giving recognised advice and guidance on vehicle repair times. |
| Bluechip Assist | Breakdown cover provided by Bluechip Warranty Ltd via a third party. |
| Motor Factor/Pattern Parts | A new aftermarket replacement part (non genuine) supplied at trade cost. |
| Repairster | Repairs to be carried out by a VAT registered garage. |
| Consequential Damage | Failure caused to another component. |
| Labour Rate | The amount per hour that this vehicle repair agreement will reimburse. |
| OE Parts | Original Equipment components (will only be agreed in the event of a pattern part not being available) at trade cost. |
| Authorisation Code | A claim specific code, issued to you or your repairster, guaranteeing reimbursement of the agreed amount. |

THE NOT SO SMALL PRINT...

A selection of things you need to know...

- This vehicle repair agreement booklet is only activated when issued with a supporting vehicle repair agreement certificate. This certificate will show your details, your vehicle details, the start and end date, along with the level of cover and benefits to which you are entitled (you do not have a live/valid vehicle repair agreement if you do not possess or were not issued with a vehicle repair agreement certificate).
- You **MUST** follow the claims procedure, (out of process claims will be declined).
- Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process.
- The vehicles service history must be kept up to date (as per manufacturer's recommendations) and fully documented, from the inception date/mileage of this vehicle repair agreement.
- The repairer must be VAT registered.
- This vehicle repair agreement covers a sudden and unforeseen mechanical or electrical failure, causing the sudden stoppage of the components function.
- This vehicle repair agreement is not a service/maintenance programme (**it is not designed to maintain your vehicle**).
- Betterment contributions may be requested, taking in to account, the age and mileage of your vehicle at the time of making a claim.
- This vehicle repair agreement will only pay for motor factor/pattern parts (at trade prices) and associated labour at a maximum of £60.00 per hour inclusive of VAT.
- OE parts (at trade prices) will only be agreed, if there is no alternative motor factor/pattern part available (however, if you prefer to have a genuine part fitted, then you will be responsible for the additional cost).
- Labour costs over and above the allowed labour rate, or agreed repair times, will be your responsibility.
- Any fraudulent claims will invalidate this vehicle repair agreement with immediate effect.
- Bluechip Warranty Ltd reserve the right to have the vehicle inspected if deemed necessary.
- All claim payments are processed on the Friday of each week.
- This vehicle repair agreement does not pay for additional work carried out as good workshop practice.
- This vehicle repair agreement only pays for the reported problem, it does not provide reimbursement for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
- All specified maximum claim limits stated on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT and any other additional benefits which are specific to your cover level.

Driveline



The following component cover is included within the purchase price of your vehicle from Stratton Car Company.

The duration of cover is for a three month period with an individual claim limit of £250.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT.

Covered Items

Engine

Rocker assembly, Inlet valves, Exhaust valves, Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing, if damaged by an internal covered component, (Excludes oil seals)

Manual Gearbox

Gears, Shafts, Synchromesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing, if damaged by an internal covered component, (Excludes transfer box and internal components) (Excludes oil seals)

Automatic Gearbox

Shafts, Bushes, Clutches, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox casing, if damaged by an internal covered component, (Excludes transfer box and internal components) (Excludes oil seals)

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, (Excludes oil seals).





For illustration purposes only

PREMIUM



The following Premium warranty upgrade is available to you at point of sale, for a 12, 24 or 36 month duration. This warranty has an individual claim limit of £1000.

Please refer to the terms and conditions for detailed explanations, restrictions or other exclusions.

For additional van (LCV) component coverage please see page 9.

For additional electric vehicle (HEV, PHEV OR EV) component coverage please see page 11.

Covered Items

ALL mechanical and **ALL** electrical factory fitted components of the vehicle are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function.

However, the following exclusions to this cover level will apply - Please also refer to the terms and conditions for detailed explanations, restrictions or other exclusions.

Wear Related Failure (up to 100,000 miles)

Wheel bearings, Coil springs, Shock absorbers, Piston rings, Cylinder bores, Valve guides, Internal engine components, Timing chain, Timing chain tensioner, Manual gearbox bearings and internal components, Automatic gearbox internal components, Clutch release bearing, Fuel pump, Diesel fuel pump, Turbo, Water pump, Steering rack.

EXCLUSIONS

Ancillary components, Bodywork, Bolts/fixings, Brake cables/linkage/frictional materials/hoses/pipes, Car telephone and

associate components, Vehicle chassis, Coolant and air-conditioning hoses/pipes, Oil supply and feed pipes, Air bags/controls, Supplementary restraint systems/controls, Electric roof mechanism and cables, Engine/gearbox mountings, Exhaust system/mountings, Exterior/interior trim, External gearbox linkage, Front/rear windscreen heater elements, Front/rear wiper linkage, Fuel tank/lines, Glass/mirrors, Handbrake lever/ratchet/mechanism/cable, Heated seat elements, Keys/keyless entry systems/remote key, Door locks/barrel/mechanism, Steering lock/barrel/mechanism, Light units/clusters/bulb holders/bulbs, Pulleys/pulley dampers, Power steering pipes/hoses, Road wheels/tyres, All wiring looms/harnesses, Aerials, Gaskets/seals/oil leaks, plus over restrictions as detailed in the terms and conditions.

SPECIFIC PARTS ADDENDUM TO PREMIUM COVER LEVEL:

The following named components are covered for one occurrence only during the warranty duration, with an individual maximum claim limit as shown, regardless of any higher specified claim limit.

Clutch / Dual Mass Flywheel

Maximum/combined - £500.00 inclusive of VAT.

Cover ceases at 100,000 miles.

Glow Plugs

£100 inclusive of VAT.

Cover ceases at 50,000 miles.

EGR Valve

£250 inclusive of VAT.

Multimedia / Command Units

£250 inclusive of VAT.

Injectors

£250.00 inclusive of VAT. Cover ceases at 80,000 miles. Excludes seals. Injector repair/s or replacement/s (singularly or collectively) will be limited to one claimable occurrence during this agreement term.

Instrument Gauges and Clusters

£250.00 inclusive of VAT.

Power Hood Motors / Sensors.

£250.00 inclusive of VAT.

Catalytic Convertor / Diesel Particulate Filter

£250.00 inclusive of VAT. Cover ceases at 80,000 miles.

Engine Crank Battery

£50.00 inclusive of VAT. This cover is limited to the first three months of your warranty duration.

The following named components are covered during the warranty duration, with an individual maximum claim limit as shown, regardless of any higher specified claim limit.

Sensors

£250.00 inclusive of VAT.

Additional Policy Benefits

Diagnosis

If deemed necessary, a maximum contribution of £25.00 inclusive of VAT will be authorised and will form part of a valid claim and maximum claim benefit.

Consumables

As part of a valid claim, a contribution of £20.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas and items such as cable ties, washers, sealant etc.

Consumables will form part of the maximum claim benefit.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT (labour is only payable subject to a valid claim).

Recovery

A recovery benefit of £75.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £25.00 inclusive of VAT per day for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours and is subject to a claimable occurrence.

Combined Components

In this instance a 50% contribution will be made towards the covered part cost (the covered component MUST be the cause of failure) and 100% towards the associated labour cost. (e.g. door latch/door locking solenoid, handbrake motor/control unit, automatic gearbox valve body/ECU).

Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6 and 12 month Bluechip Assist.

Please refer to page 14 in this booklet or ask your dealer for more information.



VAN COVER (LIGHT COMMERCIAL VEHICLE)

If your vehicle is a van (LCV), the following named components are also covered over and above the level of cover stated on your vehicle repair agreement certificate, against a sudden and unforeseen mechanical or electrical failure or breakage causing the stoppage of the components function, with an individual maximum claim limit including VAT as shown, regardless of any higher specified claim limit.

Coverage of the following components is subject to the correct additional cost having been paid at point of sale.

Tail Lift Motor/Pump

£250 inclusive of VAT

Tipper Ram Seals

£250 inclusive of VAT

Refrigeration Unit

£250 inclusive of VAT

Power Take Off Unit

£250 inclusive of VAT

Diagnosis

As per cover selected

Consumables

As per cover selected

Repair Labour Rate

As per cover selected

Recovery

As per cover selected

Vehicle Hire

As per cover selected

Vehicle Inspection

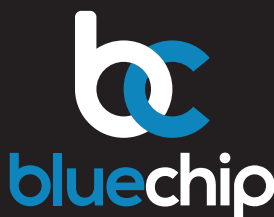
Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.



Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, You can purchase optional 3, 6 or 12 month Bluechip Assist.

Please refer to page 14 in this booklet or ask your dealer for more information





HYBRID ELECTRIC VEHICLES (HEV) PLUG IN HYBRID (PHEV) ELECTRIC VEHICLE (EV)

If your vehicle is a HEV, PHEV or EV the following named components are also covered over and above the level of cover stated on your vehicle repair agreement certificate, against a sudden and unforeseen mechanical or electrical failure or breakage causing the stoppage of the components function, with an individual maximum claim limit including VAT as shown, regardless of any higher specified claim limit.

Coverage of the following components is subject to the correct additional cost having been paid at point of sale.

Electric Traction Motor (Unit Only)

Up to the maximum policy claim limit

Inverter (Unit Only)

Up to the maximum policy claim limit

Electric Generator (Unit Only)

Up to the maximum policy claim limit

Control Module

Up to the maximum policy claim limit

Electric Motor Controller

Up to the maximum policy claim limit

Regenerative Braking Unit

Up to the maximum policy claim limit

Charger Control unit

Up to the maximum policy claim limit

Main Contactor

Up to the maximum policy claim limit

Emergency Breaker Switch

Up to the maximum policy claim limit

DC Converter

Up to the maximum policy claim limit

Potbox

Up to the maximum policy claim limit

Thermal System Cooling Unit

Up to the maximum policy claim limit

Vehicle Based Charge Port

Up to the maximum policy claim limit

EV Battery Pack (Unless leased)

£250 inclusive of vat

Diagnosis

As per cover selected

Consumables

As per cover selected

Repair Labour Rate

As per cover selected

Recovery

As per cover selected

Vehicle Hire

As per cover selected

Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

CLAIMS PROCEDURE

If your vehicle should suffer a mechanical or electrical breakdown, you should call us on **0800 404 5814** or email us at **claims@bluechipwarranty.co.uk** to report the problem. We will then explain the claims process to you.

Claim contact can be made Monday to Friday 9am - 5pm.

If you have already taken your vehicle to a VAT registered repairer, you should request that we are contacted with the following information -

Vehicle repair agreement number

Vehicle registration number

Your name

Vehicle current mileage

Claim details

Cost of parts / labour / VAT

Service history information (if required)

NB: No work should commence until we have been contacted.

WHEN OPENING A CLAIM

Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process which will / may include the following:

Vehicle diagnosis

Submitting an estimate

Claim assessment

Claim payment (valid claim only)

Vehicle dismantling (if deemed necessary)

Vehicle inspection (if deemed necessary)

If you exceed the stated timeframe, any reported claim will become null and void. In addition, we will not accept any future claim for the same fault, component, or repair.

NB: You are responsible for any initial fault diagnosis. If dismantling of your vehicle is required to ascertain the cause of failure, you must give permission for this. The administrator cannot authorise dismantling or diagnosis.

However, if ultimately a claim is accepted under this vehicle repair agreement, the dismantling will be included within any authorised claim payment, up to your specific claim limit.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the vehicle examined by an independent assessor or to nominate an alternative repairer or to request the return of the vehicle to the supplying dealer.

Reimbursement of repair costs are guaranteed ONLY by obtaining a repair authorisation code from Bluechip Warranty Ltd.

All repairers must be VAT registered.

CLAIM PAYMENT

Upon completion of the authorised repairs, please submit the repair invoice detailing parts, labour, VAT, vehicle make/model, registration number, current mileage and repair authorisation code, to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

A SELECTION OF EXCLUSIONS

Examples include, but are not limited to – Bodywork, Trim, Glass, Wheels, Tyres, Hinges, Brake linings, Brake discs, Brake drums, HT leads, Spark plugs, Wiper blades, Light units, Light clusters, Bulbs, Drive belts, Wiring looms, Air bags and associated restraint systems, Hoses, Pipes, Mountings, Cables, Brackets, Exhaust System, Battery (excluding Premium cover level, first three month period), Seat belts, Fuel tank, Water ingress, Exhaust manifold, Inlet manifold, LPG conversions, Corrosion, Oil leaks, Cross contamination of fluids, Carbon damage, Consequential damage, Driver abuse, Driver neglect, Insufficient lubrication, Insufficient cooling liquids.

TERMS AND CONDITIONS

Please refer to the second page of the vehicle repair agreement certificate for further and detailed terms, conditions and exclusions.

SERVICING

Your vehicle must be serviced in accordance to the manufacturer's recommendations, from the inception date and mileage of this vehicle repair agreement. All service receipts must be retained and produced in the event of a valid claim.

EARLY CLAIM SUBMISSIONS

This vehicle repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure or breakage of a covered component. An early day claim submission would not be accepted, if the cause of failure is found to be of an inherent nature.

In the event of a claim presentation being made for a pre-existing fault, we reserve the right to cancel cover with immediate effect (this would be deemed as fraudulent activity as detailed within Term and Condition number 30).

In this instance, we will refund directly to the selling dealer, monies paid for the vehicle repair agreement.



BLUECHIP ASSIST

ROADSIDE ASSISTANCE | RECOVERY | HOMESTART

In the event of a breakdown, please call

0800 302 9462

THIS IS A POINT OF SALE “PAY FOR” OPTION

(this is not automatically included with your vehicle repair agreement)

Membership durations available

3 months, 6 months & 12 months

Restricted to UK cover only

This is a vehicle based cover (as such, anyone driving the covered vehicle can use this service)

General Conditions

1. The Member's vehicle must have a current MOT certificate where applicable, a valid motor insurance policy, and a valid road fund license at the time of the Breakdown.
2. Contact to be made through the emergency phone number of **0800 302 9462**.
3. We will not be responsible for more than four (4) breakdowns in any one membership period from any one Vehicle. In addition, you cannot call upon this service for the same problem i.e. you cannot be recovered from the breakdown site to your home, and then request to be recovered from your home to a repairing garage.
4. Bluechip Assist retain the right to choose a suitable repairer to affect any repairs provided that the repairer can undertake the repairs in a reasonable time.
5. If Bluechip Assist effect a temporary roadside repair then We will not be liable for any subsequent repair costs.
6. If We cannot fix the problem at the roadside, We will transport the vehicle to a local garage of Your choice within 15 miles of the breakdown location. You have the option on scene to secure a journey of more than 15 miles by making a payment for the additional mileage at a rate of £1.50 per mile.
7. You must tell Us if You take another membership that provides the same service(s). We will not attend any Breakdown that would have been provided by another Breakdown service.
8. A person who is not a party to this membership has no right under the Contracts (Rights of Third parties) Act 1999 to enforce any term of this membership.
9. This membership will be governed by and interpreted and construed in accordance with English Law and the English courts will have jurisdiction in respect of any dispute arising out of this service.

10. We may change the terms and conditions of this membership in the future. We will give You sixty (60) days' prior notice of any change to this membership. If You find the change unacceptable, you have the right to cancel the membership within the sixty day notice period and receive a pro rata refund of the price paid to become a member. If You do not cancel the membership within the notice period, You will be considered to have accepted the changes.
8. Damage to paintwork and other cosmetic items.
9. Member's Vehicles not in a roadworthy condition immediately prior to any Breakdown.
10. Any toll charges, ferry charges, parking charges or traffic congestion charges.
11. Damage or costs caused by the entering into a Member's Vehicle to effect repair or Recovery.

Exclusions

We will not provide any service under this membership in respect of:

1. Any Breakdown occurring within 24 hours of the Member's Vehicle being registered on Our Database.
2. Any costs of whatsoever nature incurred by any other Breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.
3. More than four (4) callouts during the 12 month period of membership.
4. Labour costs.
5. Member's Vehicles being used (or that have been modified for use) in motor racing, rallies, speed or endurance tests; hire or reward (including courtesy vehicles), vehicles over 3.5 tonnes gross laden weight; mechanically modified Vehicles or Motorcycles requiring specialist repairers.
6. The cost of any fuel, parts, components, lubricants or materials, food, drinks, telephone calls, or any other incidental expenses.
7. Member's Vehicles that have not been maintained in accordance with manufacturer's recommendations.
12. Costs incurred in the removal of animals from a Member's Vehicle or the transportation of animals.
13. Any liability or consequential loss arising from any act performed in the execution of the Breakdown services provided.
14. Loss or damage to the personal possessions of the driver, a rider and / or passengers.
15. Member's Vehicles immersed in mud, snow, sand or water or any fault occurring or being immobilised as a result of contact with mud, snow, sand or water.
16. Storage charges incurred during or after the Recovery.
17. Any Breakdown resulting in a Member's Vehicle not being repaired, or that is disposed of or scrapped.
18. Poor-quality prior repairs, the unsafe condition of the Member's Vehicle, where the Vehicle has been altered from the manufacturer's specification or where no remedial action has been taken to correct a fault from any previous breakdown. Garage attention must always be sought after experiencing a breakdown and proof of repair obtained.

19. The costs of providing wheel(s) or tyre(s) if the Member's Vehicle or (or any trailer attached thereto) does not carry a serviceable spare or as a result of the absence of the key(s) for any locking wheel nuts.
20. In the event of a temporary repair, it is the owner's / driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner / driver of the Member's Vehicle, Bluechip Assist reserves the right to either charge the owner / driver for further call-outs or to refuse to provide any further service.
21. The Recovery of any trailer or caravan attached to the Member's vehicle with a standard towing hitch is not covered unless a standard fee of £80.00 has been paid to the Recovery Agent prior to assistance being offered.
22. Any costs or expenses not authorised by Our control centre operatives.
23. Any fines or penalties imposed by courts.
24. Any costs recoverable under any Member's Vehicle warranty or insurance policy or a service provided by any motoring organisation or under the manufacturer's warranty.
25. Any action directly or indirectly caused by or contributed to or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the burning of nuclear fuel; or radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it; war, invasion, terrorism, foreign enemy hostilities (whether war declared or not), civil war, rebellion, revolution, military force or coup; or pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

Complaints

We aim to provide customers a high standard of service, at all times. However, If you are unhappy with the service provided for any reason or have cause for complaint, please contact,

Bluechip Warranty Limited
Diss Business Hub
Diss Business Park
Hopper Way
Diss
Norfolk
IP22 4GT

enquiries@bluechipwarranty.co.uk

Data Protection

Bluechip Warranty / Assist is the data controller in relation to any personal data you provide in accordance with current GDPR requirements (and as may be amended/superseded from time to time).

Your details will be passed on to our third party call centre and their service agent, in order to validate this service.





Head Office
01379 773 330

UK Freephone
0800 404 5814

London – Southern Region
0203 126 4884

Manchester – North West Region
0161 956 8977

Birmingham – Midlands Region
0121 629 0364

Bristol – South West Region
0117 322 6574

Newcastle – North East Region
0191 640 3774

Bluechip Assist
0800 302 9462

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in partnership with

