

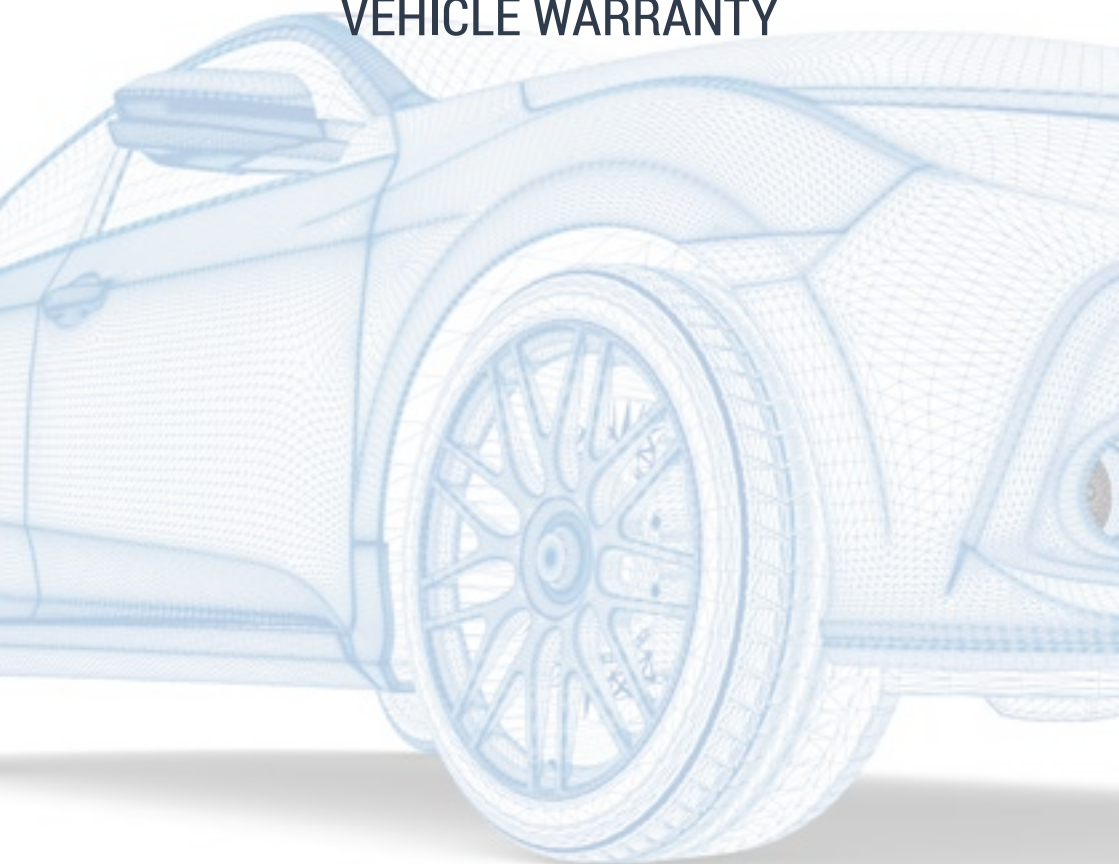


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VIVIAN PRICE CARS

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## VEHICLE WARRANTY





## WELCOME TO YOUR VIVIAN PRICE CARS WARRANTY

When owning a car, we believe that peace of mind is key which is why with a Vivian Price Car, you can guarantee that should something go wrong, we will be there to support you.

Our customer-centric approach means that any issues will be dealt with quickly and professionally, allowing you to get back on the road as soon as possible and with the minimum of fuss.

With our strong links to a number of garages in our local area, we will ensure that your car gets the best possible care at the most appropriate place. Should you live further away from us we will happily organise for you to be seen at a quality garage at a location close to you.

Overleaf you will find details of your cover including our claims procedure. Remember, we are always here for friendly help and advice so you can always be sure of professionalism with a personal touch.

**Your warranty includes the items listed in this section. Specific individual claim limits may apply.**

### ENGINE

Big end bearings	Oil pump drive gears
Camshaft followers	Pistons
Connecting rods	Piston rings
Crankshaft	Push rods
Cylinder bores	Ring gear
Cylinder head	Rocker assembly
Cylinder head gasket (excluding oil leak)	Stretched head bolts
Distributor drive	Timing belts (subject to correct replacement schedule having taken place)
Engine casings (if damaged by an internal component)	Timing belt tensioner
Exhaust valves (unless burnt)	Timing chains
Flywheel (solid)	Timing chain tensioner
Gudgeon pins	Timing gears
Inlet valves (unless burnt)	Valve guides
Main bearings	Valve springs (Excluding all manifolds, swirl flap mechanism and motors)
Oil pump	

### MANUAL GEARBOX

Baulk rings	Gearbox casings (if damaged by an internal component)
Bearings	Gear selector forks
Bushes	Shafts
Clutch (within the first 3 months or 3000 miles whichever is soonest)	Synchromesh hubs
Factory fitted overdrive units	Speedometer drive
Gears	Transfer box components

### AUTOMATIC GEARBOX

Actuators	Clutches
Bearings	Drive plate
Brake bands	Governors
Bushes	Modulator valve
Casings (if damaged by an internal component)	Oil pump
	Servos

## AUTOMATIC GEARBOX (CONTINUED)

Shafts	Torque converter
Solenoids	Valve block
Speedometer drive	

## DRIVE TRAIN

Bearings	Halfshafts
Bevel gears	Pinion gear
Casings (if damaged by an internal component)	Planet gears
Constant velocity joints (excluding rubber gaiters)	Planet carriers
Crown wheel	Propshaft
Driveshafts	Support bearings
	Universal joints

## WHEEL BEARINGS

Hubs	Rear wheel bearings
Front wheel bearings	

## ELECTRICAL

ABS ECU	Front wiper motor
Air conditioning pump	Glow plugs
Alternator	Heater blower motor
Alternator regulator	Horn
Auto gearbox ECU	Indicator switch
Battery (within the first 3 months of ownership)	Radiator electric fan motor
Central locking solenoids	Rear wiper motor
Central locking motors	Relays
Coil and coil packs	Starter motor
Electric window lift motors	Starter motor solenoid
Engine ECU	Sun roof motor

## STEERING

Rack and pinion assembly (excluding rubber gaiters)	Steering idler box
Hydraulic PAS steering pump	Power assisted steering ram
PAS steering motor	Reservoir
Steering box	Steering column

## SUSPENSION

Anti roll bar bushes	McPherson struts
Anti roll bar link bushes (excluding active/non-active anti roll bar)	Rear coil springs
Ball joints	Shock absorbers
Lower wishbone bushes	Suspension arms
Front coil springs	Swivel joints
	Upper wishbone bushes

## BRAKES

ABS pump	Brake master cylinder
Brake callipers (including seizure)	Servo Brake pumps
Brake limiter valve	Wheel cylinders

## TURBO

Bearings	Shafts
Factory fitted turbo unit (excluding heat shield)	Turbines
	Wastegate

## COOLING SYSTEM

Engine cooling radiator (excluding oil cooler and inter-coolers)	Thermostat housing
Heater matrix	Viscous fan coupling
Thermostat	Water pump

## FUEL SYSTEM

Airflow meter	Idle control valve
Carburettor	Mechanical fuel pump
Diesel injection pump	Primary fuel pump (electric)
Exhaust gas recirculation valve	Secondary fuel pump (electric)

## CLAIMS PROCEDURE

**Step 1.** If you have a fault with your vehicle, please call or email us in the first instance to log your claim

**Step 2.** We will advise you where to take your vehicle to be seen. Should this be a garage unknown to us, or outside of our area, we will make contact with them first to provide permission for an inspection to go ahead and confirm costings and timescales.

**Step 3.** Should everything be satisfactory, we will authorise the claim and the repair will commence with us settling the bill upon completion of the work.

*Please note that all repairs must be authorised by us prior to any work commencing. Any work carried out without our agreement will void the claim.*

*This policy does not cover recovery. Transportation of your vehicle to us or the repairing garage is your responsibility. So it is recommended that you have adequate breakdown cover in place.*

1. This agreement is provided by Vivian Price Cars, to cover the sudden and unforeseen mechanical or electrical failure or breakage of an item listed in the cover which causes a sudden stoppage of its function. General wear and tear is not covered by this agreement.
2. This agreement will reimburse you for the failed component/s, labour and VAT, subject to complying with the correct claims procedure and the failed component/s being covered under the terms of your specific agreement.
3. The total claim benefit will be up to the claim limit as shown on your agreement certificate including labour, all parts and VAT.
4. (a) You will be covered by this agreement once the agreement application form has been received and accepted by us and the relevant payment has been paid. We will not pay for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
5. Legal Jurisdiction: In the event of any dispute between the parties relating to this agreement, it is mutually agreed that before embarking on litigation proceedings, the parties will attempt to resolve it through negotiations or effective dispute resolution by the appointment of a mediator/ arbitrator. If either party unreasonably refuses to invoke the mediation process, the other party can, on giving notice, rescind this term. This agreement will be governed by the law of England and Wales unless the agreement was enacted in Scotland, in which case the law of Scotland applies.
6. This agreement does not cover any form of accident howsoever caused. This would be covered by your road risk insurance policy.
7. This agreement does not cover components that have been modified from the manufacturer's original design.
8. In the event of a problem occurring with your vehicle, you should stop and obtain advice from your local repairer or from Vivian Price Cars in order to avoid additional damage, which would not be claimable under your agreement.
9. This agreement does not offer any reimbursement for any repairs that have not followed the correct claims procedure.
10. This agreement will come to an end if any attempt is made to commit fraud.
11. If the vehicle is sold or disposed of, this agreement will come to an end.
12. This agreement is cancellable at any time up to 14 days by either party from the start date. If you have made a payment to the supplying dealer then you should request a refund from them. We reserve the right to decline your cancellation request and to charge an administration fee in certain cases.
13. In the event of a claim being presented, we reserve the right:
  - (a) To appoint the repairer of the vehicle;
  - (b) To have the vehicle examined by an independent assessor, the result of which will be binding on all parties.
14. The repair labour rate payable will be to a maximum of £50.00 per hour (Inclusive of VAT), unless stated otherwise on your agreement certificate. Once the repair authorisation has been given in the format of the RCF it remains valid for the period of 3 months. Failure to carry out the repair work and return all relevant documentation for reimbursement within this period will result in the authority being withdrawn.
15. This agreement will only pay for one repair on any of the parts listed (i.e. we do not pay twice for the same listed part).
  - (a) In all cases where possible, we will only pay for motor factor pattern parts, reconditioned/exchanged parts and in exceptional circumstances, second hand parts can be used. Original Equipment components will only be approved if there is no alternative.
  - (b) Repair times will be assessed and agreed using Auto Data/ ICME repair time data.
  - (c) The liability of this agreement is to return the vehicle to its condition, prior to the failure.
16. This agreement does not cover fire, collision, frost, snow, ice, flooding, freezing, corrosion, cracked blocks, cracked cylinder heads due to lack of anti-freeze, all fluid leaks or faulty workmanship of any description.
17. This agreement does not cover extreme/off road use, competitive track purposes, damage caused by impact or failures due to negligence
18. This agreement does not cover vehicles that do not have a valid MOT certificate, road tax or exhaust emission MOT failures.
19. This agreement does not cover the incorrect grade/use of fuel or any failure that has been caused by the incorrect use of fuel
20. This agreement does not cover bodily injury/death, accidental damage or any other damage howsoever caused.
21. This agreement does not cover inherent faults of any description or those caused by faulty workmanship or poor preparation. In most cases, an independent assessor will be used to ascertain/confirm an inherent fault.
22. This agreement will cover consequential damage if the failure of a covered component causes another covered component to fail. (consequential damage does not include driver abuse/ neglect or continued use after the initial event)
23. This agreement and the payment of an agreed repair may be subject to an excess. Please refer to your agreement certificate for details of this excess. In the event of an agreed repair, this excess will be deducted from the overall agreed amount paid by Vivian Price Cars.
24. Any extra benefits reimbursed by Vivian Price Cars will form part of the maximum payout as detailed on your agreement certificate.
25. This agreement does not cover acts of negligence or driver abuse which render components inoperative.
26. This agreement does not cover serviceable items or components that require periodic replacement. General maintenance procedures and adjustments are also not covered by this agreement (i.e. those items that would normally be maintained, replaced or adjusted during the routine scheduled servicing of the vehicle.) The following is an example, but not a definitive list – brake pads/shoes, brake discs/drums, drive belts, all filter types, all oils, brake fluid, antifreeze, screen wash, wiper blades, bulbs, complete exhaust system, clutch frictional material and air conditioning re-gassing.
27. Timing belts are not covered if they are being replaced as part of the routine scheduled service procedure for your vehicle. (However, this agreement will reimburse you for a premature timing belt failure along with the additional damage that this may cause) N.B. The timing belt must have been replaced in the past, and must be replaced in the future, at the correct specified intervals, with proof being retained for submission to Vivian Price Cars.
28. Engine and Manual/Automatic or Semi-Automatic gearbox claims will be refused if there is no evidence of scheduled fluid and filter changes having taken place at the specified times. Failure directly or indirectly, of any non metallic component within the engine or transmission is not covered under the agreement, this will include the failed components effect on any metallic part.
29. Failure caused by cross contamination of fluids is not covered by the policy.
30. Damage caused by non-covered items and influences causing damage to covered items are not covered by this agreement.
31. This agreement does not cover any component with a motor manufacturer's known failure which has resulted in any form of issued technical bulletin, dealer advisory or recalls.
32. This agreement does not cover any form of damage caused by excess carbon build up or carbon corrosion.
33. You are responsible for ensuring that your vehicle is maintained in accordance with the manufacturers' recommendations going forward from purchase.
34. We accept no liability for loss of use, inconvenience, lost time, commercial losses or any other incidental or consequential damages.
35. Complaints procedure; If you have an enquiry or complaint please email us at [sales@vivianpricecars.com](mailto:sales@vivianpricecars.com) or write to us at: Vivian Price Cars, 32, The Cattlemarket, Chew Road, Winford, BS40 8HB
36. This policy will not cover items arising from an MOT test failure.



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