

## THE AUTO GROUP ADVANTAGE WARRANTY

### LEVEL OF COVER FOR DRIVE

ENGINE	AUTOMATIC GEARBOX	CLUTCH
Big end bearings	Bearings	Clutch centre plate
Camshaft	Brake bands	Clutch pressure plate
Camshaft followers	Bushes	Clutch release bearing
Connecting rods	Clutches	Master cylinder
Crankshaft	Drive plate	Slave cylinder
Cylinder bores	Gears	<b>DIFFERENTIAL</b>
Cylinder head	Governor	Crown wheel
Cylinder head gasket (excluding oil leak)	Internal shafts	Bearings
Exhaust valves (unless burnt)	Oil pump	Bushes
Flywheel (solid)	Servo	Gears
Gudgeon pins	Transfer gears	Pinion gear
Hydraulic cam followers	Torque converter	Pinion shaft
Inlet manifold	Valve block	Spacers
Inlet valves (unless burnt)	<b>MANUAL GEARBOX</b>	Thrust washers
Main bearing shells	Baulk rings	<b>FRONT WHEEL DRIVE</b>
Oil pump	Bearings	Constant velocity joints
Pistons	Bushes	Drive shafts
Piston rings	Internal gears	Universal joints
Push rods	Selectors	<b>REAR WHEEL DRIVE</b>
Ring gear (cam belt is not covered)	Shafts	Half shafts
Rocker assembly	Synchromesh hubs	<b>BRAKES</b>
Timing chains	Transfer gears	Brake master cylinder
Timing gears	<b>ELECTRICAL SYSTEM</b>	<b>ENGINE COOLING SYSTEM</b>
Valve guides	Alternator	Water pump
Valve springs	Starter motor	

## THE AUTO GROUP CLAIMS PROCEDURE

If in the unfortunate event you have a fault with your vehicle please contact our **Claims Team** on **0333 323 0383** Our **Claims Team** will advise you of the most suitable repairer based on your reported issue. Please be aware that no work should be carried out without prior approval from the **Claims Team**.

Provide the repairer with a copy of your cover document including the covered components list and ask them to call us to register a claim on **0333 323 0383** or email us on **info@theautogroup.co.uk**.

It may be necessary for parts to be dismantled. (The customer is responsible for giving permission for the initial diagnosis)

If in the event that we approve the repair, we will issue a repair confirmation form, this document will highlight your dealer's financial responsibility towards the claim.

Once the repair authorisation form has been issued, it remains valid for a period of 3 months. After this period the repair authority will be automatically withdrawn.

### WHAT TO DO WITH YOUR INVOICE:

- Ensure that the repair authorisation number is clearly marked on the invoice
- Ensure any service invoices requested are included
- Clearly state who we are pay

Send to the following address:

**The Auto Group, Unit 8, Abbots Business Park,  
Primrose Hill, Kings Langley, Hertfordshire, WD4 8FR**

Or email us on: **claims@theautogroup.co.uk**

Please note:

Failure to follow the claim procedure will result in the claim being rejected. For a valid claim to be considered all information must be received prior to the expiry date of the agreement. This agreement is administered by The Auto Group, all repairs are authorised by your selling dealer. Payments will be made on authorised claims only when the administrator has received payment in full from the selling dealer.

## TERMS AND CONDITIONS

1. We (the selling dealer) have provided this guarantee to you (the customer). This guarantee is administered by TAG Warranties Ltd, trading as The Auto Group.
2. This agreement is designed to cover components listed under the 'what is covered document'. Specific listed items that suffer sudden and unforeseen mechanical or electrical failure or breakage which causes a sudden stoppage of its function will only be considered. General wear and tear is not covered by this agreement.
3. This agreement will reimburse you for the failed component/s, labour and VAT, subject to complying with the correct claim procedure and the failed component/s being covered under the terms of your specific agreement.
4. The total claim benefit will be up to the claim limit as shown on your agreement certificate including labour, all parts and VAT.
  - i. 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.
  - ii. This agreement will only pay for the reported problem, if covered by the level of cover selected. 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/arbitration 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 WILL cover vehicles used for hire and reward subject to notification to administrator The Auto Group, and at an additional premium being paid. The value of the premium required will be quoted on an individual basis at the time of our notification. Failure to disclose that the vehicle is being used for hire and reward, will result in potential claims being rejected in addition to the agreement being nullified, without any refund of premium.
7. Light Commercial Vehicles are covered by this agreement. (Up to 3.500kg)
8. This agreement does not cover any form of accident howsoever caused. This would be covered by your road risk insurance policy.
9. This agreement does not cover components that have been modified from the manufacturer's original design.
10. No part of this agreement may be altered without the written consent of The Auto Group.
11. In the event of a problem occurring with your vehicle, you should stop and obtain advice from your local repairer or from The Auto Group claims department, in order to avoid additional damage, which would not be claimable under your agreement.
12. This agreement does not offer any reimbursement for any repairs that have not followed the correct claims procedure as listed in this agreement document.
13. This guarantee will come to an end if any attempt is made to commit fraud.
14. If the vehicle is sold or disposed of, this agreement will come to an end unless the transfer procedure is followed and the transfer accepted.
15. Payments will be made on authorised claims only when the Administrator has received payment in full from the selling dealer
16. The agreement can only be transferred to another private individual. In the event of your death, we will transfer then remainder of the policy to an immediate relative without charge.
17. In the event of a claim being presented, we reserve the right:
  - i. To appoint the repairer of the vehicle;
  - ii. To have the vehicle examined by an independent assessor, the result of which will be binding on all parties.
18. 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 3 months. Failure to carry out the repair work and to return all relevant documentation within this period will result in the authority being withdrawn.
19. 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).
  - i. In all cases where possible, we will only pay for motor factor pattern parts, reconditioned/exchanged parts and in exceptional circumstances, with your permission, second hand parts can be used. Original Equipment components will only be approved if there is no alternative.
  - ii. Repair times will be assessed and agreed using Auto Data/ICME repair time data.
  - iii. The liability of this agreement is to return the vehicle to its condition, prior to the failure.
20. 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. (with the exception of radiator and brake calliper corrosion, which is covered).
21. This agreement does not cover extreme/off road use, damage caused by impact or failures due to negligence or excess speed.
22. This agreement does not cover exhaust emission MOT failures.
23. This agreement does not cover the incorrect grade/use of fuel or any failure that has been caused by the incorrect use of fuel.
24. This agreement does not cover vehicles that have been used for off road or competitive track purposes.
25. This agreement will not cover vehicles that have had the manufacture warranties removed for any reason.
26. This agreement does not cover bodily injury/death, accidental damage or any other damage howsoever caused.
27. 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 The Auto Group.
28. Any extra benefits reimbursed by The Auto Group will form part of the maximum payout as detailed on your agreement certificate.

29. This agreement does not cover acts of negligence or driver abuse which render components inoperative.
30. 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 (please see table of further benefits for catalytic converter and DPF cover), clutch frictional material and air conditioning re-gassing (a contribution to air conditioning re-gassing will be made, as part of a valid claim – please see table of further benefits).
31. Timing belts are not covered if they are being replaced as part of a routine scheduled service procedure for your vehicle.
32. Engine and manual/automatic gearbox claims will be refused, if it is proven that previous scheduled oil and filter changes have not taken place at the specified time.
33. Failure caused by cross contamination of fluids is not covered by this agreement.
34. Reimbursement for any work authorised on behalf of the dealer will only be made once received by The Auto Group.
35. In event of return of vehicle under 'final rejection' please note that supplying dealer may exercise their right under Consumer Rights Act Chapter 24, Section 15, paragraph 8, 10a to deduct a fair usage charge against any refund due. Furthermore, the cost of any return will be borne by the customer. This Dealer Guarantee excludes any claim which is subject to component failure through fair wear and tear
36. Any invoices returned after a 3 month period from the approval date will be withdrawn and payment will be refused
37. Damage caused by non-covered items and influences causing damage to covered items are not covered by this agreement.
38. This agreement does not cover any component with a known Manufacturer's know failure which has resulted in any form of Technical Bulletin, Dealer Advisory or Recalls
39. This agreement does not cover any form of damage caused by carbon build up or carbon corrosion.
40. THIS IS VERY IMPORTANT:  
You are responsible for ensuring that your vehicle is maintained in accordance with the manufacturers' recommendations. You have a maximum of 1,000 miles or 30 days (whichever is the sooner) to have the service completed. If you exceed this, the agreement will come to an end and no refund will be given. All relevant vehicle service invoices must be retain as they will be required in the event of you seeking reimbursement by this agreement.
41. We accept no liability for loss of use, inconvenience, lost time, commercial losses or any other incidental or consequential damages.
42. This agreement does not affect your statutory rights.

Complaints procedure;

If you have an enquiry or complaint please email us at [complaints@theautogroup.co.uk](mailto:complaints@theautogroup.co.uk)

or write to us at:

**The Auto Group, Unit 8, Abbots Business Park, Primrose Hill,  
Kings Langley. WD4 8FR**

**Dated: 01/02/2018**

This printed document is the latest version of The Auto group's warranty protection terms & conditions, and it supersedes any terms & conditions wording as detailed in your warranty document. The current terms and conditions can also be view at [www.theautogroup.co.uk](http://www.theautogroup.co.uk). For a valid claim to be considered all information must be received prior to the expiry date of the agreement.