

## EXTENDED WARRANTY BOOKLET

Dear customers,

Here you will find out important information about Extended Warranty program, therefore we recommend you to read this booklet in detail in order to know exactly what this program might offer you.

### **IMPORTANT**

**For a rapid service please make sure that your authorized Repairer has access to your Extended Warranty booklet, Service booklet and any repairer invoices or relevant documents.**

**The insurance period starts next day when the manufacturer's warranty expire or starts and ends in the day specified in the Extended Warranty Insurance Certificate attached to this booklet.**

This Extended warranty is valid: in Europe includes the Territories of Andorra, Algeria, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Estonia, Gibraltar, Spain, the Netherlands, Croatia, Iceland, Ireland, Italy, Greece, Cyprus, Liechtenstein, Lithuania, Luxembourg, Latvia, Macedonia, Madeira, Malta, Monaco, Morocco, Norway, Poland, Portugal, France, Sweden, Romania, Germany, San Marino, Slovakia, Slovenia, Finland, Great Britain, Switzerland, Serbia-Montenegro, Denmark, Czech Republic, Tunisia, Turkey, Hungary, Ukraine, Vatican City.

This Extended warranty covers the failure of a component, causing a **sudden** stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence and will be replaced or repaired, free of charged for the owner of the vehicles, by an authorized repairer, according to the terms and conditions herein.

### **AMAE COVERAGE – All Mechanical and Electrical Components**

Covers all Electrical and Mechanical Factory Fitted Components and labor costs against mechanical and electrical breakdown, provided that you comply with terms and conditions of this Warranty Booklet.

### **CASINGS**

Should the failure of a covered component result in damage to any associated casing the replacement will constitute part of the claim (within the policy claims limit).

### **OIL SEALS & GASKETS**

Camshaft seals, front crank oil seal, drive shaft oil seals, gearbox rear seal and differential pinion oil seal and other seals and gaskets are covered where removal of the engine, gearbox or differential unit is essential to effect repair (within the certificate terms and conditions and limits).

### **WORKING MATERIALS**

Where an authorized repair requires the replacement or topping up of oils, anti-freeze or other fluids, or replacement of the oil filter, these will also constitute part of the claim (within the certificate terms and conditions and limits).

## **EXCLUDING:**

Body work - paint, trim, glass of any description

Engine - Decarbonizing, reseating, sticking or burnt out valves and seats, decoking, external oil leaks, lubricants, coolant additives, filters, brackets and mountings, hoses and hose clips, engine tuning.

Clutch - Worn and burnt out clutches, frictional material.

Front & Rear Suspension - Wheel alignment and balancing.

Electrical Parts – batteries, central locking remote control unit, in car entertainment and communication systems, in car navigation equipment, alarm systems. Exhaust Systems including catalytic converter.

Service Items – including but not limited to: Plugs, leads, bulbs, fuses, lubrication and adjustment.

Miscellaneous – Wiper blades, cables, hoses, wiring, wiring looms and belts, seat belt systems (belt), wheels and tires, air bag systems. (Timing belts are covered – please see special notes in service schedule).

**INTERVALS FOR REGULAR SERVICES** should be in accordance with the manufacturer's recommendation and these services should be carried on in the authorized network repairer. The interval for the regular overhaul and maintenance should be given in the Service booklet of the vehicle. Please note that your vehicle must be serviced by an authorized Repairer within one month or 1,500 km of the scheduled service interval.

## **GENERAL EXCLUSIONS**

No liability will be accepted for any claim which is reported to your Retailer more than seven days after the relevant fault is discovered.

Vehicles used for hire or reward (for example, taxi, self-drive hire or customized or modified vehicles).

Replaceable Parts, Non Standard Parts and Adjustments.

Any loss or damage resulting from alteration or modification from the manufacturer's specification.

Wear, Tear and overheating.

Any loss arising from any incomplete, ineffective or inappropriate repair.

No liability will be accepted for any damage caused by:

- Neglect
- Corrosion
- Any foreign matter getting into, or onto a part
- Lack of servicing
- Failure of service related items such as
- Use of incorrect grade of fuel or oil, lack of antifreeze or lubrication.
- The effects of over-heating caused by an insured part/noninsured part
- freezing
- Abuse

- Flooding or water ingress
- Adjustments, the cleaning of parts or 'refacing' costs (e.g.: skimming, honing and diagnosis)
- Damage to parts not covered by this warranty or consequential damage flowing therefrom: or damage to parts we cover caused by parts not covered by this policy. (Consequential damage will only be considered if the causal failed parts are covered).

Natural wear and tear rules for suspension components:

- If any suspension component I multiple fitted components fail before 80,000kms they are both covered (3 or more of the same components are not covered)
- If any suspension component / multiple fitted components fail after 80,000kms EWC will only pay 1 side and the labour for both sides, the client or dealer pays the 2nd/3rd etc., part costs
- If any suspension component I multiple fitted components fail after 150,000kms the claim(s) are rejected as normal wear and tear

#### **Any breakdown caused by:**

- (a) The application of any tool or process during the course of maintenance, inspection, modification or overhaul;
- (b) Accident;
- (c) due to fire, lightning, explosion, extinguishing of a fire or subsequent demolition, aircraft or other aerial devices or articles dropped there from, theft or attempted theft, collapse of buildings, flood inundation, escape of water from water containing apparatus, earthquake, subsidence, landslide, avalanche, hurricane, cyclone, volcanic eruption, or similar natural catastrophes.

#### **HOW TO MAKE A CLAIM: In case your vehicle is damaged in the Lithuania:**

Take your vehicle to an authorized Repairer within seven days of noticing it. Ask the Repairer to communicate you the cause of the defect. If the claim is covered by these terms and conditions the authorized Repairer will repair the breakdown with no costs from you.

#### **If the vehicle is damaged abroad (outside Lithuania):**

Take your vehicle to an authorized Repairer. Ask the Repairer to communicate you the cause of the defect and the estimated cost. If you have the possibility please contact your authorized dealer from where you have purchased this extended warranty for additional advice. You will need to pay the invoice. When you return to the Lithuania please bring this invoice together with your Extended Warranty Certificate and your Service Booklet to your authorized dealer. If the claim is covered, the dealer will return the cost into your account. The vehicle owner will only be reimbursed at the cost of repair in Lithuania.

#### **Transferring your Extended Warranty Plan**

The Extended Warranty Plan is transferable to the new owner with the acceptance of the Insurer. You should ensure that all your Extended Warranty documents are given to the new owner. The new owner should notify the selling Distributor of the ownership change for the warranty to remain valid.