

# JAGUAR EXTENDED WARRANTIES POLICY HANDBOOK



HOW ALIVE ARE YOU?





# INTRODUCTION

Thank you for purchasing a Jaguar Extended Warranty. We hope that this booklet is easy to understand and explains clearly all the benefits of your chosen warranty.

The following pages, including the terms and conditions, set out exactly what is and what is not covered by your Jaguar Warranty and MOT Insurance. It is very important that you read each page carefully, so you fully understand the terms and conditions, and in particular the vehicle servicing requirements and claims procedure.

## EXTENDED WARRANTY INCLUDES:

- Cover for vehicles up to 10 years/100,000 miles at time of purchase
- Mechanical and Electrical Breakdown Warranty
- Unlimited claim liability – up to the purchase price of the vehicle in the aggregate
- Cover for Consequential Failure
- Unlimited mileage cover
- MOT Insurance

## SELECT EXTENDED WARRANTY INCLUDES:

- Cover for vehicles of any age up to 100,000 miles
- Mechanical and Electrical Breakdown Warranty
- £3,000 individual claim limit including VAT – up to the purchase price of the vehicle in the aggregate
- Up to 25,000 miles per annum from mileage at purchase
- MOT Insurance

## IMPORTANT

The type of warranty and duration of cover you have purchased is shown on the Registration Confirmation Letter that accompanies this booklet.

It makes sense to keep it in your vehicle, as you will need to show it to your dealer if you have to make a claim.

If anything is unclear, or if you have any questions please contact our Customer Services staff on **0844 573 8065**.

**Jaguar Extended Warranty products are only available through an authorised Jaguar dealer or direct from Jaguar Approved Warranty Administration.**

**Please note that Jaguar Assistance is available to purchase as an option, but only at the point of warranty purchase.**

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# INSURANCE CERTIFICATE

This insurance is only valid when accompanied by a Registration Confirmation Letter which provides details of your vehicle and when the cover will begin and expire.

This is an agreement between the purchaser named in the Registration Confirmation Letter attached and Motors Insurance Company Limited (MICL) and is administered by Car Care Plan Limited (hereinafter called the "Administrator"). This certifies that, subject to the policy Terms and Conditions and payment of the appropriate premium, the Insurer will pay the costs of repair and of additional benefits incurred by you as a result of the failure of any insured components occurring during the period and mileage shown on the Registration Confirmation Letter.

I have signed this policy on behalf of the Insurer.

A handwritten signature in black ink that reads "Gary Whelan". The signature is written in a cursive style with a large, stylized 'G' and 'W'.

For Motors Insurance Company Limited  
Registered in England No. 2678367.

## IMPORTANT

Your mechanical breakdown insurance policy is underwritten by Motors Insurance Company Limited (MICL) which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority.

# HOW TO MAKE A WARRANTY CLAIM

At Jaguar Approved Warranty Administration we aim to make the claims procedure as simple as possible.

## REPAIRS IN THE UK

Should you need to make a claim under the terms of this warranty, simply return your vehicle to your supplying Jaguar dealer or any other Jaguar dealer. They will confirm whether the claim and your warranty are valid and will administer the claim on your behalf.

In the event of being unable to attend a Jaguar dealer, please contact the Administrator's claims department on **0844 573 8065** for approval before any repair takes place. (Your repairer may undertake this for you.)

On receipt of the invoice, the claim will be settled subject to the terms and conditions of this Warranty having been adhered to. If a balance is due, this is to be paid directly to the repairer by the customer.

## REPAIRS IN EUROPE

If it is necessary for repairs on your vehicle to be completed in Europe you will not require authorisation from us.

If you need to contact Jaguar Approved Warranty Administration while you are abroad please telephone **0044 1274 260165**.

In the event that the fault is covered by this Warranty we will reimburse the cost of repair following your return to the UK.

Following receipt of the repair invoice, we will reimburse the cost in pounds sterling at the prevailing rate of exchange on the date the repair was completed, subject to the claim being valid.

The maximum we will pay is the equivalent UK rate for labour charges and manufacturer's list prices for parts at the date of your repair.

To ensure that you receive the highest levels of service, all telephone calls made to the Administrator's claims office are recorded.

All invoices should be made payable to Jaguar Land Rover Ltd. All warranty claims invoices and associated correspondence should be sent to:

**Jaguar Approved Warranty Administration  
Claims Department**

**Jubilee House**

**5 Mid Point Business Park**

**Thornbury**

**West Yorkshire BD3 7AG.**

**Note:** No payment can be made until the relevant invoice(s) has been received and approved by the Administrator.

All claims invoices must be received by the Jaguar Approved Warranty Administration Claims Department within 30 days of the date of completion of the repairs, otherwise they may not be accepted. Claims invoices received beyond this date will be subject to review in terms of the reason for delay and it will be at the Administrator's discretion to accept such claims.

Please note that the above is in addition to your statutory rights as a consumer.

## WHAT YOUR JAGUAR EXTENDED WARRANTY COVERS

Your Jaguar Extended Warranty covers mechanical or electrical failure defects to all factory fitted components of the vehicle, and certain consequential failures as outlined below.

### MECHANICAL OR ELECTRICAL FAILURE

Mechanical or electrical failure is the sudden and unexpected failure of a component which is covered by the warranty and which requires immediate repair or replacement. Wear and tear or normal deterioration is not covered under the definition of mechanical or electrical failure.

### CONSEQUENTIAL FAILURE

Should a mechanical or electrical component (covered under the terms of this warranty) fail and as a consequence cause failure to a factory fitted mechanical or electrical component on the vehicle which is not normally covered under the terms of this warranty, we will pay the costs of repair or replacement of such components at UK warranty rates for labour and parts.

Under the terms of this clause, we will not pay for consequential failure or damage to glass, paintwork, bodywork, trim, upholstery, cosmetic finishes, wheels, tyres, accessories and strikers and hinges.

### WHAT JAGUAR EXTENDED WARRANTY DOES NOT COVER

Bodywork, body seals, cosmetic finishes, glass, paintwork, trim, upholstery or weather strips.

- Batteries.
- Bulbs and fuses.
- Deterioration such as discolouration, alteration or deforming of parts due to normal ageing.
- Electrical software updates or reprogramming\*.
- Exhaust systems including Diesel Particulate Filters\* (DPF).
- Faults resulting from the use of contaminated fuel or inappropriate fuel for the vehicle.
- Gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the vehicle. Components that may be subject to wear include, but are not limited to, brake discs, drums and frictional materials, suspension and steering components, clutch pressure plates, bearings and frictional material.
- Hinges and strikers.



- Loss, damage or failure, which is said by a qualified engineer appointed by the Administrator to have existed before the start of this Warranty. Pre-existing faults must be rectified before this Warranty starts.
- Parts which have not suffered a mechanical or electrical failure but which are replaced or reported during routine servicing, or repair of other non-covered parts that have failed.
- Recharging of air conditioning unit\*.
- Repairs, replacement or alterations not authorised by the Administrator.
- Routine component adjustment and alignment.
- Service/maintenance operations and adjustments, and the replacement of such items as, but not limited to, spark plugs, plug leads, oils, filters, lubricants, factory fitted accessories and non-factory fitted components.
- Wheels, tyres and valves.
- Wheel balancing/alignment and adjustment\*.

\* Unless part of a valid claim, or required due to the failure of a covered part causing consequential damage.

Any component failure, damage or losses:

- to components not directly covered under the terms and conditions of this warranty.
- which occur while the vehicle is outside the geographical territories detailed in this booklet.
- caused by frost, including damage where a lack or failure of anti-freeze has been a contributory factor.
- resulting from any act or omission that is negligent or against the law, accident damage, misuse, neglect, overloading or abnormal use.
- which occurred as a result of any accessory being fitted (unless the accessory is approved by the manufacturer for use on the vehicle and fitted according to instructions provided by the manufacturer of the accessory).
- as a result of water ingress e.g. through damaged or ineffective door, window or roof seals, through doors or sunroofs left open, or caused by flood water.
- where the speedometer has been interfered with, altered, disconnected or does not work.
- which have resulted from a failure to arrange for an obvious fault to be rectified.

- liability for death, bodily injury or damage to other property or any loss caused directly or indirectly by the claim or event which gives rise to claim under this Warranty.
- caused directly or indirectly by war, riot, revolution or any similar event or by vandalism, theft or attempted theft from the vehicle.

### **VEHICLES AND VEHICLE USES YOUR EXTENDED WARRANTY DOES NOT COVER**

- Non UK registered, left hand drive and Grey Import vehicles.
- Any public service vehicles such as police, fire vehicles, ambulances and military vehicles.
- Any vehicle used for hire or reward such as taxis or driving school vehicles.
- Any vehicle with an unladen weight of more than 3.5 tonne GVW.
- Any vehicle used in any sort of competition, track days, rally or racing.

### **MAXIMUM CLAIM LIMIT**

The Company will pay both parts and labour at warranty rate up to the sum equivalent to the purchase price of the vehicle:

- Any individual claim up to the purchase price of the vehicle.
- The sum of all claims made shall not exceed the purchase price of the vehicle.
- The maximum claim limit is inclusive of VAT provided the Warranty Holder is not registered for VAT purposes. The VAT content of any claim will not be paid where the Warranty Holder is a VAT registered company and/or individual.



## WHAT YOUR JAGUAR SELECT EXTENDED WARRANTY COVERS

Your Jaguar Select Extended Warranty is for vehicles that have covered no more than 100,000 miles at the time of purchase. Provided that you adhere to the terms and conditions of your Select Extended Warranty, the following are covered against mechanical or electrical breakdown (depending on the definitions, exclusions and conditions contained in this handbook and the maximum claim limit, as shown at the end of this section).

### ENGINE

Failure of the following internal mechanical parts only: Starter ring gear, flywheel, oil pump, crankshaft and bearings, timing gears, Variable Valve Timing control unit (VVT), timing chain and cam belt, camshafts, cam followers, tappet gear, valves and guides, pistons and rings, cylinder bores, con rods, cylinder head, cylinder head gaskets and all internal bushings (excluding lacquered valves or failures due to carbon deposits).

### MANUAL GEARBOX

Failure of the following internal mechanical parts only: Selectors and shafts, gears, bearings and bushes, synchromesh hubs and shafts.

### AUTOMATIC GEARBOX

Failure of the following internal parts only: Torque converter, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes.

### DIFFERENTIAL (FRONT AND REAR DIFFERENTIALS)

Failure of the following internal parts only: Haldex unit and oil pump, crown wheel and pinion, gears, shafts, bearings and bushes.

### DRIVE LINE

Failure of the following parts only: Wheel bearings, propshaft, propshaft bearings, drive shafts, transfer box, universal joints and Constant Velocity (CV) joints (excluding rubber boots and gaitors).

### SUSPENSION

Failure of the following parts only: Air springs, coil springs, shock absorbers, compressor, air suspension valve blocks, directional valves, suspension height sensors and active cornering enhancement control bar.

## **STEERING**

Failure of the following parts only: Steering box, power steering rack, high pressure pipes/hoses, power steering pump.

## **COOLING SYSTEM**

Failure of the following parts only: Engine coolant water pump, thermostat and engine coolant radiator only. All other parts and damage caused by frost or as a result of lack of anti-freeze are excluded.

## **AIR CONDITIONING**

Failure of the following parts only: Compressor, condenser, receiver dryer and evaporator. Re-gassing is excluded except as part of a valid claim.

## **BRAKING SYSTEM**

Failure of the following parts only: Servo, brake booster, vacuum pump, master cylinder, calipers, Dynamic Stability Control (DSC) control module, Anti-lock Braking System (ABS) control module, ABS wheel speed sensors, electronic parking brake control module, switch, motor and actuator assembly.

## **FORCED INDUCTION**

Failure of the following parts only: Supercharger, turbocharger and turbocharger actuator.

## **FUEL SYSTEM**

Failure of the following parts only: Engine control module, fuel injection pump, fuel lift pump, fuel tank sender unit, throttle position sensor, throttle body, manifold absolute pressure sensor, mass air flow sensor and crankshaft position sensor, port deactivation valves, fuel rail and fuel rail pressure sensor, fuel pressure regulator, Exhaust Gas Recirculation (EGR) valves, Lambda sensors and excludes any damage caused by contaminated and/or inappropriate fuel.

## **CLUTCH**

Failure of the clutch plate, clutch cover and release bearing only including failure due to oil contamination, but excluding, burnt out parts and general wear and tear. Limited to one clutch repair during the warranty period of insurance.

## **ELECTRICS**

Failure of the following parts only: Starter, alternator, ignition coils, front windscreen and rear window wiper and washer pump motors, heater fan speed motor, horn, heated rear screen element, electrical switches, window motors and regulators (excluding sun-roofs), central door locking actuators/latches and fuel flap solenoid, gearbox and transfer box Electronic Control Unit (ECU).

## **CASINGS**

Engine, gearbox/transmission, final drive casings are covered, provided they have been damaged as a direct consequence of the failure of one of the above parts. Damage as a result of accident, by frost or due to lack of anti-freeze or oil is excluded.

## **OIL LEAKS**

Failure of any oil-seal or gasket which the manufacturer states requires the removal of the engine, gearbox, or differential assembly to effect the repair.

## **CONSUMABLES**

Oil, oil filter, gaskets, hoses and anti-freeze needed because a covered part listed, in the 'What your Select Cover Includes' section of this handbook has failed. Please note, you are not covered for external oil leaks, lubricants, filter elements and any damage caused by frost due to lack of anti-freeze or oil, impact, accident or negligence.

## **WHAT SELECT EXTENDED WARRANTY DOES NOT COVER**

- Deterioration such as discolouration, alteration or deforming of parts due to normal ageing.
- Electrical software updates or reprogramming\*.
- Faults resulting from the use of contaminated fuel or inappropriate fuel for the vehicle.
- Gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the vehicle. Components that may be subject to wear include, but are not limited to, brake discs, drums and frictional materials, suspension and steering components, clutch pressure plates, bearings and frictional material.
- Loss, damage or failure, which is said by a qualified engineer appointed by the Administrator to have existed before the start of this Warranty. Pre-existing faults must be rectified before this Warranty starts.
- Parts which have not suffered a mechanical or electrical failure but which are replaced or reported during routine servicing, or repair of other non-covered parts that have failed.
- Recharging of air conditioning unit\*.
- Repairs, replacement or alterations not authorised by the Administrator.

- Routine component adjustment and alignment.
- Service/maintenance operations and adjustments, and the replacement of such items as, but not limited to, spark plugs, plug leads, oils, filters, lubricants, factory fitted accessories and non-factory fitted components.
- Wheels, tyres and valves.
- Wheel balancing/alignment and adjustment\*.

\* Unless part of a valid claim.

Any component failure, damage or losses:

- to components not directly covered under the terms and conditions of this warranty.
- which occur while the vehicle is outside the geographical territories detailed in this booklet.
- caused by frost, including damage where a lack or failure of anti-freeze has been a contributory factor.
- resulting from any act or omission that is negligent or against the law, accident damage, misuse, neglect, overloading or abnormal use.
- which occurred as a result of any accessory being fitted (unless the accessory is approved by the manufacturer for use on the vehicle and fitted according to instructions provided by the manufacturer of the accessory).
- as a result of water ingress e.g. through damaged or ineffective door, window or roof seals, through doors or sunroofs left open, or caused by flood water.

- where the speedometer has been interfered with, altered, disconnected or does not work.
- which have resulted from a failure to arrange for an obvious fault to be rectified.
- liability for death, bodily injury or damage to other property or any loss caused directly or indirectly by the claim or event which gives rise to claim under this Warranty.
- caused directly or indirectly by war, riot, revolution or any similar event or by vandalism, theft or attempted theft from the vehicle.

### **VEHICLES AND VEHICLE USES YOUR SELECT EXTENDED WARRANTY DOES NOT COVER**

- Non UK registered, left hand drive and Grey Import vehicles.
- Any public service vehicles such as police, fire vehicles, ambulances and military vehicles.
- Any vehicle used for hire or reward such as taxis or driving school vehicles.
- Any vehicle with an unladen weight of more than 3.5 tonne GVW.
- Any vehicle used in any sort of competition, track days, rally or racing.

### **MAXIMUM CLAIM LIMIT**

The Company will pay both parts and labour at warranty rate up to a sum equivalent to the purchase price of the vehicle:

- Any individual claim up to a maximum of £3,000 including VAT.
- The sum of all claims made shall not exceed the purchase price of the vehicle.
- The maximum claim limit is inclusive of VAT provided the Warranty Holder is not registered for VAT purposes. The VAT content of any claim will not be paid where the Warranty Holder is a VAT registered company and/or individual.

### **MAXIMUM MILEAGE LIMIT**

The Warranty will provide cover for your vehicle for the duration of the warranty period up to a maximum of 25,000 miles from the date of warranty purchase.



## ADDITIONAL BENEFITS OF YOUR WARRANTY

### CAR HIRE

If you have a valid claim, you may claim reimbursement for car hire, but not including fuel and insurance. You cannot claim for the first 24 hours that you are without your own vehicle. After this period, you can claim for a replacement vehicle for up to seven days.

You or your Jaguar dealer must obtain telephone approval directly from the Administrator before you use this service.

Any replacement vehicle must be from a *bona fide* hire company or Jaguar dealer.

### OVERSEAS COVER

This warranty will cover your vehicle while it is outside the United Kingdom in Europe for up to 60 days in total during the period of warranty.

If your vehicle has a breakdown in any country, which is a member of the European Union or EFTA (European Free Trade Association), subject to warranty cover, you will be entitled to authorise a repair by any Jaguar dealer. You will be required to pay the full cost of repair on completion and should submit a claim for reimbursement to the Administrator upon your return to the UK. Before authorising any such repair please see details in the section 'How to Make a Claim'.

### SERVICING REQUIREMENTS

It is a condition of this Warranty that your vehicle is serviced in accordance with the manufacturer's guidelines.

Throughout the warranty period a franchised Jaguar dealer or a VAT registered garage should carry out all servicing and repair work.

Services must be carried out within 1,000 miles/one month of the intervals specified by the vehicle manufacturer, whichever comes first.

### WARRANTY EXTENSIONS

Extensions to this warranty are available subject to terms and conditions.

Please ask your Jaguar dealer before this warranty is due to expire and they will handle your request, alternatively you can contact Jaguar Approved Warranty Administration on **0844 573 8065**.

### WARRANTY TRANSFER

If you sell your vehicle privately you can transfer the benefits of this warranty to the subsequent owner or user of the vehicle. Please complete the form on pages 30 and 31 of the booklet and post the complete booklet to Jaguar Approved Warranty Administration.

# WARRANTY TERMS AND CONDITIONS

To help you understand this warranty, the conditions are set out below.

Please take time to read them.

1. **Warranty Holder** – The Warranty Holder is the only person who is entitled to make a claim under this warranty.
2. **Vehicle** – Any claim under this warranty must relate to the vehicle described in the Registration Confirmation Letter.
3. **Warranty Period** – The warranty period appears on the Registration Confirmation Letter that accompanies this booklet. The warranty will expire on the date or mileage shown in this letter, whichever occurs first. Where a monthly renewing policy has been selected, the policy will automatically renew each month when your premium is paid. Please see the terms and conditions Policy Premium Payments and Policy Durations.  
  
It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Registration Confirmation Letter. Additionally, if the warranty starts earlier than the date detailed in the Confirmation Letter, because of the manufacturer's warranty has expired earlier on mileage, then the expiry date of this warranty shall be earlier and reflect the period of warranty purchased/provided.

4. **Authorisation** – No repairs are to be commenced until authorised by our Administrator, unless covered by the overseas cover, which may be authorised by the Warranty Holder.
5. **Payment for Repairs** – When a franchised Jaguar dealer undertakes a repair, they will obtain prior authorisation from our Administrator and will invoice us the cost of the repair. In certain circumstances, our Administrator may authorise a repair by another dealer in the UK or you may authorise a repair overseas. In either event, you will be required to pay the dealer on completion of work and may then reclaim the cost from us.
6. **List Prices** – This warranty does not cover costs that are more than the manufacturer's UK warranty prices for parts and labour rates that are necessary to repair any failed parts.
7. **Invoices to Support Claims** – With every claim you make you must provide a VAT receipt from a garage, repairer or *bona fide* vehicle hire company.
8. **Inspection of Vehicle and Parts** – Jaguar Approved Warranty Administration reserve the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a claims assessor. You may be asked to ensure that a faulty part is retained for our inspection following a repair.

- 9. Repair/Replacement of Parts** – The Company's obligations under this warranty are limited to repairing or replacing at its option any part(s) which prove to be defective. When replacing any defective parts genuine Jaguar parts must be used.
- 10. Dismantling the Vehicle** – It is your responsibility to authorise the dismantling of your vehicle. The Company will only pay for dismantling if it is part of a valid claim.
- 11. Design Faults and Recalls** – Any damage to parts which are being recalled by the vehicle's manufacturer or which have inherent design faults are not covered by this warranty.
- 12. Servicing and Service Records** – If you do not follow the manufacturer's service schedules, this warranty will not apply. When you have your vehicle serviced, you are allowed 1,000 miles either side of the specified service mileage or one month either side of the specified time period, whichever comes first. A Jaguar dealer or other VAT registered garage must carry out the service and receipts must be retained as Jaguar Approved Warranty Administration are entitled to check the service record in the event of a claim.
- 13. Modifications to Vehicle** – If the vehicle has been modified in any way you must declare this prior to acceptance of the Warranty. This warranty is designed to cover vehicles built to the manufacturer's original specification. If your vehicle has been modified with any non-manufacturer supplied parts that are associated to the items covered by the warranty, we reserve the right to decline any claim (and any consequential damage) that may occur due to the fitting/failure of a modified part. Cosmetic modifications are acceptable including wheels/tyres providing they are the same size/specifications as the manufacturer's equivalent – you may need to advise your motor insurer of these changes.
- 14. False Claims** – If you make a false claim, this warranty will be cancelled and you will forfeit all benefits. No refund will be made in such cases.
- 15. Other Warranties and Insurance** – If your claim is also covered by any other warranty, the Company will only pay its share of the claim.

**16. Legal Proceedings** – Following the acceptance of any claim under this cover, we will have the right to conduct legal proceedings or enter into formal arbitration on your behalf. In doing so, the Company and/or their Insurers will be entitled to take action in your name. The cost of the action will be our responsibility, unless you have agreed in writing to an alternative arrangement. We will be entitled to any compensation and/or indemnity benefit obtained through these proceedings, to the extent that these relate to costs or potential liabilities covered by the warranty. We will also be entitled to the costs of this action, if they are assigned to you.

**17. Invoices** – All invoices for repairs should be made out to Jaguar Approved Warranty Administration.

**18. Administrator** – Jaguar Approved Warranty Administration is authorised by the Company to act as their agents in relation to this warranty. They manage and administer all Jaguar Approved and Extended warranty services.

All claims and correspondence should be submitted to them at the following address:

**Jaguar Approved Warranty Administration,  
Jubilee House, 5 Mid Point Business Park, Thornbury,  
West Yorkshire BD3 7AG.**

**19. Cancellation Rights and Refunds** – We hope you are happy with the cover this policy provides. If after reading your policy document, however, this insurance cover does not meet with your requirements, you have the right to cancel the warranty (including the MOT element of the policy) within 30 days of purchase and the optional assistance element within 14 days of purchase.

Should you wish to cancel within this period, please return the policy to the Jaguar dealer from whom the policy was purchased; the dealer will then refund any premium you are entitled to. If you purchased your policy online or via postal application please contact Jaguar Approved Warranty Administration on **0844 573 8065** for a refund of any premium you are entitled to.

If you wish to cancel your policy after this 30-day period, you may cancel your policy at any time and receive a pro rata refund of your premium based on the number of whole months remaining subject to the deduction of a cancellation fee of £35. Requests for cancellation outside of the first 30 days from purchase please contact the administrator on 0844 573 8065 or in writing to; Jaguar Approved Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

There will be no refund entitlement under the following circumstances:

- in the last 30 days of cover on the warranty including the MOT policy
- if you have made a claim on the warranty or the MOT policy
- where the warranty including MOT policy has been transferred from the original purchaser
- where Jaguar Assistance has been taken as a cost option, no refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days

Please allow up to 28 days for your cancellation and refund to be processed.

**20. Vehicle Ownership** – The vehicle will not be covered by this warranty whilst it is owned by a motor trader or garage or associated companies or by the proprietor(s) of such a motor trader or garage.

**21. Governing Law and Jurisdiction** – This agreement shall be construed in accordance with English Law and the parties irrevocably submit to the non-exclusive jurisdiction of the English courts to settle any disputes which may arise in connection with this agreement.

**22. Statutory Rights** – Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

## **23. Policy Premium Payments and Policy Durations**

### **Annual Policy**

You must pay over the full annual premium to Jaguar Approved Warranty Administration prior to the commencement date in order to receive any cover under your policy. If you have purchased an annual policy and have paid the premium when due, your warranty will last for 12 months or until it expires on mileage whichever the sooner.

### **Monthly Renewing Policy**

The cover level provided by a monthly renewing policy are identical to those of an annual policy. You must pay the premium every month on or before the date when it is due for the coming month. Should you fail to pay a monthly premium when it is due, all cover will cease immediately from that date. Your monthly policy has a minimum term of 12 months and we reserve the right to vary your monthly premium at any time by providing you 30 days notice in writing to the last address you provided us with.

We will write to you:

- i) if one of your monthly payments is not paid
- ii) before the end of the initial 12 month period, to allow you to decide whether to continue with the cover\*
- iii) if there are any changes to your monthly premium or cover level.

Please Note: We will not automatically renew your cover after the initial 12 month period. We will write to you at the last address you provided to give details on how to continue your cover\*.

\* Continuation of cover may be subject to certain vehicle eligibility criteria.

**24. Territorial Limits** – Cover under this Jaguar Extended Warranty and MOT Test Insurance may only be granted to individuals residing, or corporate bodies registered, in the United Kingdom.



# DEFINITIONS

## ADMINISTRATOR

Car Care Plan Limited trading as: **Jaguar Approved Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.**

Car Care Plan Ltd. Registered in England.  
Company No: 850195.

Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority.

## COMPANY

**Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.**

## EUROPE

Countries which are members of the European Union or EFTA (European Free Trade Association).

## GEOGRAPHICAL LIMIT

The United Kingdom, which includes England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## INSURER

**Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.**

## JURISDICTION CLAUSE

Any dispute concerning this warranty will be decided by the application of English Law.

## PERIOD OF WARRANTY AND MOT INSURANCE

The warranty period appears on the Registration Confirmation Letter. Where a monthly renewing policy has been selected, the policy will automatically renew each month when your premium is paid. Please see the term and conditions Policy Premium Payments and Policy Durations.

## REGISTRATION CONFIRMATION LETTER

This is the confirmation that the warranty application has been accepted. When you receive the Registration Confirmation Letter, please check that it contains the correct details.



**VEHICLE**

The motor vehicle referred to on the Registration Confirmation Letter.

**WARRANTY HOLDER**

The person named on the Registration Confirmation Letter.



## MOT TEST INSURANCE

Jaguar MOT Insurance covers the cost of repair, replacement and/or adjustment to the vehicle of the specified parts listed which are covered as a direct consequence of such parts being cited in a "Notification of refusal to issue an MOT certificate" (form VT30) prepared during the period of cover, as causing the vehicle to fail its MOT test. Accidental damage is not covered under this MOT Insurance.

This Jaguar MOT Insurance only applies provided the MOT test falls due and is completed during the period of cover provided by the Warranty package. Only one Jaguar MOT Insurance claim is permissible during the duration of the Jaguar Extended Warranty or Jaguar Select Extended Warranty Package.

### COVER INCLUDES:

#### **Lamps, reflectors and electrical equipment**

Lamps including Xenon, High Intensity Discharge (HID), Light Emitting Diodes (LED), reflectors, indicators, bulbs, headlamp levelling and cleaning devices (when fitted for HID or LED headlamps) and Tyre Pressure Monitoring Systems (TPMS) are covered for failure due to: Breakage, discolouration, electrical failure, misalignment, water ingress, and corrosion. Failure of the horn. Battery retaining bracket/stay/support for failure due to insecurity (please note the battery is not a covered item). Switches, instrument panel, warning lights and wiring are specifically excluded.

#### **Steering and suspension**

Manual and power steering units, operation of steering lock (where fitted), drag links, track rods/ends, transmission shafts, Constant Velocity (CV) joints and boots, shock absorbers, road springs, wishbones, anti-roll bar links, swivel joints, mountings and bushes, sub-frames and wheel bearings are covered for failure due to: Wear, seizure, leakage, and insecurity. Steering wheel for cracks or fractures.

### **Brakes**

Brake master cylinder, wheel cylinders, calipers, discs, drums, electronic parking brake control, Electronic Stability Control (ESC) components, load compensator, Anti-lock Braking System (ABS), modulator/sensors/computers and brake pipes, hoses, cables are covered for failure due to wear, leakage, seizure, splits/cracks, corrosion, adjustment and electrical failure. Brake frictional material is excluded.

### **Seat belts and Supplementary Restraint System (SRS)**

Mountings, belts, retractors and buckles, SRS components including airbags, seat belt pre-tensioners and seat belt limiters are covered for failure due to wear, nonfunction and insecurity.

### **Body, structure and general items**

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded. Engine mountings for excessive movement/insecure/fractured or damaged.

### **Fuel and emissions**

Throttle body, airflow meter, Lambda sensor, Exhaust Gas Recirculation (EGR) valve, catalytic convertor, fuel injection Electronic Control Unit (ECU) and Diesel Particulate Filter (DPF) sensors are covered for failure to meet MOT exhaust gas emission standards (warning lights, tuning and adjustments or any damage caused by contaminated fuel and/or inappropriate fuel are not covered under this section). Fuel leaks are not covered.

### **Drivers view of the road**

Windscreen wiper arms and blades, windscreen wiper motors, washer motors.

**Unless listed above, all other components are specifically excluded from the cover provided by this MOT Test Insurance.**

## THIS MOT TEST INSURANCE DOES NOT COVER:

- The MOT test and re-test fee.
- Pre-MOT repairs and faults noted as “Advisory” which do not fail the MOT Test.
- Any repairs, replacements or alterations not authorised by the Administrator.
- Accidental or malicious damage or neglect.
- Any parts which have not actually failed, which are replaced or reported during routine servicing and/or repair of other parts which have failed.
- Actual tuning and adjustments to the fuel system.
- Any component covered by any other existing warranties or insurances.
- Any loss to the Warranty Holder in excess of the maximum claim liability.
- Liability that would not have attached to the Company under any agreement or contract had that contract or agreement not been in force.
- Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Test Insurance.

## MAXIMUM CLAIM LIABILITY

Where liability for the cost of repairs is admitted under this MOT Test Insurance the Warranty Holder will be reimbursed repair costs up to a maximum aggregate of £750.00 (including VAT) during each period of MOT Test Insurance. **The first £50.00 of any claim must be paid by the Warranty Holder.**

## MOT TEST INSURANCE - HOW TO CLAIM

Simply take your vehicle to the nearest or supplying Jaguar dealer or service centre and hand over:

1. This warranty booklet and your Registration Confirmation Letter.
2. Proof of servicing.
3. The previous valid MOT Certificate (if applicable) and the notification of refusal to issue an MOT Certificate (VT30) citing the reasons for failure. The dealer will then take responsibility for establishing that the parts involved in the repair, deemed necessary by the “Notification of refusal to issue an MOT Certificate” (VT30), are covered by this MOT Insurance.

The dealer will be responsible for obtaining prior authorisation from the Jaguar Approved Warranty Administration Claims Department.

Claims telephone number: **0844 573 8065**.

**Important:** No repair should commence until Jaguar Approved Warranty Administration Claims Department has given authorisation. When, and if, the vehicle is

granted an MOT Certificate (VT20) the dealer will forward a copy of a completed:

- Repair invoice.
- Old MOT Certificate and the “Notification of refusal to issue an MOT Certificate” (VT30).

No repairs are to be commenced until authorisation has been given by the Administrator. All invoices should be made payable to Jaguar Approved Warranty Administration. MOT Test Insurance claim invoices and associated correspondence should be sent to:

**Jaguar Approved Warranty Administration  
Claims Department  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.**

**Note:** Claims invoices must be received by Jaguar Approved Warranty Administration Claims Department within 30 days of the date of completion of the repairs, otherwise they may not be accepted. Claims invoices received beyond this date will be subject to review in terms of the reason for delay and it will be at the Administrator’s discretion to accept such claims.

## **MOT INSURANCE TERMS AND CONDITIONS**

### **(in addition to the main warranty terms and conditions)**

The Terms and Conditions of this MOT Insurance are stated below:

- The MOT Insurance is in addition to your legal rights, and does not affect your statutory rights as a consumer.
- Any exploratory dismantling charges will only be reimbursed as part of a valid claim. It is the responsibility of the vehicle owner to authorise dismantling and to pay charges if such dismantling proves that the failure is not covered by the MOT Insurance.
- The Administrator reserves the right to examine any vehicle and subject the parts being repaired or replaced to expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on both the Administrator and the Warranty Holder.
- If any claim is fraudulent in any respect all benefits under this MOT Insurance will be forfeited and the Extended Warranty package cancelled without refund.

- The reimbursement for any claim under this MOT Insurance shall not exceed the manufacturer's list prices for parts and warranty labour rates necessarily incurred in the repair of covered components up to the maximum claim liability.
- The Company shall not be liable for any statement or representation, written or verbal (by whomsoever made), which contradicts the Terms and Conditions in this MOT Insurance, unless such statement or representation is supported in writing by the Administrator on their behalf.

A VAT receipted invoice from your Jaguar dealer must support all claims.

### **THIS MOT INSURANCE DOES NOT COVER:**

- Any parts that have not actually failed or that are replaced or reported during routine servicing and/or repair of other parts which have failed.
  - Neglect or wear and tear reported during the vehicle's previous service.
  - Actual tuning or adjustments to the fuel system.
  - Any component covered by any other existing warranties or insurances.
  - Any loss to the Warranty Holder in excess of the maximum claim liability.
  - Accidental or malicious damage.
  - Windscreen, tyres, wheels, exhaust systems, catalytic convertors.
  - All other components not listed within the 'Cover includes' section on pages 24 and 25.
  - Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Insurance.
- The cost of MOT test, re-test and repairs not completed within 30 days of issue of the MOT Test Certificate Report VT30.
  - Pre-MOT repairs and faults noted as "Advisory" which do not fail the MOT test.

# WARRANTY TRANSFER REQUEST

There is no charge for this service and is only available for private sales.

Please Note: Monthly renewing policies can only be transferred provided any balance of monies owed has been paid in full.

If you require assistance in transferring your warranty, please contact us on **0844 573 8065**.

## PART 1

### The former owner must fill in this section

I sold my vehicle privately on \_\_\_\_\_

I want to transfer this warranty to the new owner. \_\_\_\_\_

## NEW OWNER'S DETAILS

Title \_\_\_\_\_

Initials \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

## VEHICLE DETAILS

Registration number \_\_\_\_\_

VIN \_\_\_\_\_

Warranty type and number (if known) \_\_\_\_\_

Mileage at date of transfer \_\_\_\_\_

Signature (former owner) \_\_\_\_\_

Date \_\_\_\_\_



## **PART 2**

### **The new owner must fill in this section**

1. I have read and fully understand the contents of this booklet and accept the terms and conditions of this warranty.
2. I certify that:
  - a) as far as I know, the vehicle has been serviced according to the manufacturer's service recommendations; and
  - b) the details in Part 1 are correct.
3. I understand that the warranty will not be transferred to me until the Administrator tells me that it has accepted this request for transfer. I will then take the place of the former owner as the Warranty Holder.
4. I accept that Warranty Term and Condition 19 no longer applies to this policy.

Signature (new owner) \_\_\_\_\_

Date \_\_\_\_\_

## **IMPORTANT**

The Administrator should receive this form, together with the complete booklet within seven days of the vehicle being sold privately.

**Jaguar Approved Warranty Administration**  
**Jubilee House**  
**5 Mid Point Business Park**  
**Thornbury**  
**West Yorkshire BD3 7AG.**

# COMPLAINTS AND ARBITRATION

## HOW TO MAKE A COMPLAINT

Although we aim to please, things can sometimes go wrong.

In the unlikely event of a complaint, you should contact the Administrator in the first instance on **0844 573 8065**, or in writing to:

**The Customer Services Manager, Jaguar Approved Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.**

If you remain dissatisfied, please contact the Insurer directly by writing to:

**The Insurance Manager, Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.**

You also have the right to ask the Financial Ombudsman Service to review your case. The right to apply to the Ombudsman must be exercised within six months of the date of our decision. Please write to:

**The Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR.**

Telephone: **0800 023 4567.**

## COMPENSATION SCHEME

Motors Insurance Company Limited is covered by the Financial Services Compensation Scheme (FSCS). You may

be entitled to compensation from the scheme if the Insurer is unable to meet its obligations. This depends on the type of business and the circumstances of the claim. You can get more information about compensation scheme arrangements from the:

**FSCS, 7th Floor Lloyds Chambers, 1 Portsoken Street, London E1 8BN.** Telephone: **0800 678 1100.**

## DATA PROTECTION AUTHORISATION STATEMENT

In processing and managing this agreement, the Administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The Administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: **Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG** or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk). We may charge you the statutory fee of £10 for this service.



**JAGUAR APPROVED WARRANTY ADMINISTRATION**

Jubilee House, 5 Mid Point Business Park  
Thornbury, West Yorkshire BD3 7AG