

WREN PRESTIGE

WARRANTY PLAN



Welcome to Wren Prestige's Warranty Plan

Our warranty plan has been designed to meet the costing of your car when a covered part suddenly or unexpectedly stops working.

Summary of Cover

Start Date The date you take delivery of your vehicle

Period of Cover 3 months from start date

Claim Limit £2000 per claim. Unlimited amount of claims during the cover, but not exceeding the value of the vehicle.

Mileage Unlimited Mileage

Excess No excess payable

Labour Rate We will cover the labour rate - £40 per hour for any authorised repair.

What's Covered

Engine (Failure)

All internal moving parts and also including the engine block, cylinder head and crankshaft pulley.

Drive Belts (Failure)

Camshaft timing belt

A failure of the camshaft timing belt can cause significant engine damage, and should always be changed within the manufacturer's recommended period.

Turbocharger (or Supercharger), Waste-gate (Failure)

All moving parts (excludes oil seals).

Differential (Failure)

Crown wheel, pinion and bearings.

Gearbox and Transmission (manual or automatic failure)

All internal mechanical parts or gearbox, transfer box, torque converter and overdrive (but excluding SMG and DSG hydraulic actuator and internal oil cooler or radiator).

Drive Train (Failure)

Drive shafts, prop-shafts, centre bearings, constant velocity joints (excluding rubber boots), universal joints and couplings.

Suspension (Failure)

Wheel bearings and cages, coil and leaf road springs and wishbones.

Steering

Rack and pinion, steering box, power steering rack and pinion, power steering box, hydraulic and electrical power steering pump.

Braking System (Failure)

Servo, master cylinder, callipers, vacuum pump, pressure restrictor valve, brake pedal.



What your Warranty Does 'NOT' Include

1. Vehicles Excluded

1.1 Any vehicle within a hire or reward business including, but not limited to: taxis, driving schools, lease and rental vehicles.

1.2 Any vehicle used in any competition, race, rally or track day event, off road or any previous public service vehicle such as a bus or police, ambulance, fire or military.

1.3 Any vehicle modified from the manufacturer's approved specification.

1.4 Any vehicle where 'you' are the owner, proprietor or director of a motor trade business, vehicle auction, repair garage, vehicle leasing, hire or rental company.

1.5 If after your plan is established any of the above circumstances come to light, unless we have made special provision which is noted on your plan schedule, your plan will be cancelled and all charges refunded less any previously authorised repair costs, Independent vehicle examiner costs and the cancellation fee.

2. Parts Excluded

2.1 Bodywork, paintwork, exterior and interior trim, cabriolet roof material, lifting struts, catches, hinges, brackets, slides, runners, locks and barrels, keys and key fobs; seat frames, glass in windows, mirrors and lamps (heated or otherwise), wheels and tyres, tyre valves and pressure sensors, exhaust manifolds and silencers, sub-frames, mountings and rubber bushes, carbonisation (soot) build up (in particular of catalysis, exhaust gas recirculation valves and diesel particulate filters), burnt out valves, fuel and coolant tanks, hoses, pipes, joints, unions and fittings, auxiliary drive belts, batteries (including hybrid drive batteries and power packs) fuses, bulbs, wiring and connectors together with normal wear and tear of: brake discs, pads, drums, shoes and clutch linings (unless such parts are specifically included with any selected addition.

2.2 Any service parts periodically replaced during the manufacturer's recommended servicing of the vehicle unless any such items are (at our discretion) authorised within the costs of a valid repair providing the Vehicle is not within 1,000 miles or 30 days of its next scheduled service.

2.3 All non-mechanical and non-electrical parts.

2.3 Worn out parts

2.4 The repair or replacement of any part not authorised by us

2.5 Any part that has not suffered a breakdown or failure due to wear and tear (as described) but which is recommended for replacement by your repairer.

2.6 Any part noted as requiring attention on any previous MoT advisory notice accompanying a VOSA MoT certificate (VT20).

2.7 Any part noted as requiring attention on any previous servicing schedule or health check.

2.8 Any items fitted to your vehicle after the date of manufacture such as: roof racks, cycle carriers, tow bars, ladders, stabilisers and towing equipment etc (not a complete list).

2.9 Any part which has been in any way modified and is not to the manufacturer's approved specification or any part damaged due to it being forced or operated incorrectly.

2.10 Any parts which are rusty, corroded or seized up (such as catalytic converters), parts blocked up with carbon (such as EGR valves and DPF filters). Parts which have suffered breakdown or failure due to wear and tear due to flooding or water ingress, de-lamination, condensation, freezing, burning, melting; a lack of or incorrect coolant, lubricant or fuel; blockage due to swarf or sludge; parts which are electrically overloaded due to incorrect use of welding, starting or charging equipment; any fuel, fluid, coolant or oil leak not specifically included within your plan.

2.11 Any part which has suffered a breakdown or failure due to wear and tear due to a lack of or incorrect servicing, oil or coolant leak, negligence, neglect, misuse, broken by your repairer, criminal damage, theft or attempted theft, accident or any part not reported at the time or repair by your repairer.



Claims Procedure

This section sets out what you should do in the event of a claim. Please read carefully. All claims must be authorised by us prior to any repair being carried out. Failure to obtain authorisation will invalidate any claim.

In the first instance, if you believe a part has failed you must contact us immediately on 01706 869101. We will then arrange to either have your vehicle returned to us for diagnosis or authorise a local VAT registered repairer to carry out the diagnosis.

Your plan will only cover the cost of diagnosis by a local repairer if reasonable and if assessed by us as being part of the cost of a valid repair, otherwise all such work is at your own risk and expense. If in doubt ask your repairer to check with us before starting any diagnostic work.

We will liaise directly with the repairer and the repair cost, if valid and authorised, shall then be settled directly with them. If applicable, you will have to settle any costs incurred outside of the authorised repair claim.

www.wrenprestige.co.uk

Call us directly on

01706 869101

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