

Renault For You Service and Maintenance Plan

SERVICING REQUIREMENTS

It is a condition of the Renault For You Service and Maintenance Plan that the vehicle is serviced by a franchised Renault dealer at the intervals recommended by Renault UK throughout the period of the plan. Services must be carried out within one month and 1,000 miles of the periods specified by Renault UK, whichever comes first. Failure to do so may invalidate all or part of the plan.

WHAT THE PLAN INCLUDES

Renault For You Service and Maintenance Plan includes the scheduled servicing of the vehicle at the mileage and times stated in the vehicle handbook. This includes labour, parts, oils and fluids as detailed in the official Renault service schedule. It also includes the replacement of routine maintenance items as listed below:

- Brake shoes and pads (limited to one set of front pads and one set of rear pads or shoes per plan)
- Brake discs and drums
- Remote control key battery
- Bulbs (but not when the bulb is an integral part of the lamp unit and cannot be replaced separately)
- Wiper blades (maximum of 3 blades per plan)
- Tyres (this includes the necessary like for like replacement of up to a maximum of four tyres as a result of normal wear and tear or accidental damage during the period of cover provided by the plan. The cost of fitting, wheel balancing and replacement of the valve is included)

Please note that all other items are specifically excluded from this plan.

CLAIM PROCESS

The following process must be followed when a service is due or you believe that one of the listed maintenance items needs replacing:

Step 1: Contact your chosen Renault dealer to make an appointment for the work to be completed. If there is a need for urgent repair to the items covered, please let the dealer know so that the work may be given priority attention.

In all cases please make the dealer aware that you wish to claim under the Renault For You Service and Maintenance Plan. The letter confirming cover together with the vehicle's service book should be handed to the dealer.

Step 2: Having established that the plan is valid, the dealer will contact Renault For You Administration for authority to proceed with the work on your behalf. It is a condition of the plan that prior authority is obtained before the dealer proceeds with any work.

Step 3: Payment for authorised work will be made direct to the repairing dealer. You may be asked to sign an invoice when the work has been completed. Renault For You Administration reserves the right to inspect the vehicle and/or any parts and may also arrange for parts to be examined by a Claims Assessor.

Please note that any work not covered by the plan must be authorised by you and will be charged to you by the dealer.

TERMS AND CONDITIONS

Plan Holder

Only the person or company named in the letter confirming cover will be entitled to make a claim under the terms of the plan.

Vehicle

Servicing to any vehicle other than that described in the letter confirming cover is excluded.

Geographical area

Renault For You Service and Maintenance Plan is valid anywhere in the UK, which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man. It is not valid in any other country.

Maintenance

Routine maintenance is defined as the necessary replacement of listed components required as a result of wear and tear, consistent with the age and mileage of the vehicle. Premature mechanical and electrical breakdown is not covered by this plan. The driver must take all reasonable steps to avoid loss or damage and, should a fault develop, the vehicle must be stopped immediately to minimise any damage.

False claims

All benefits of the plan are forfeited if a fraudulent claim is made.

Transfer to a new owner

This plan is not transferable to a new vehicle owner.

Early termination/cancellation

If you sell the vehicle, or it is written off by your motor insurance company, you may terminate the plan before it expires. Any request for early termination should be made in writing to Renault For You Administration. If you have paid more into the plan than has been paid out in claims, you may request a refund of any unspent money. The Administrators will be responsible for calculating the amount due and arranging the refund, less an administration charge of £25.

Payment default

The Service & Maintenance Plan will be terminated immediately in the event of any default in the direct debit payments prior to its expiry.

Exclusions

The plan does not apply to:

1. Any item or repair not specifically listed as covered.
2. Loss of time, loss of use of the vehicle or consequential loss or damage of any nature.
3. Public service vehicles including police vehicles.
4. Any vehicle used for hire or reward (e.g. taxis, self-drive hire, driving schools etc.) or any vehicles owned by contract hire or similar companies, or any commercial vehicle over 3.5 tonnes GVW or a vehicle used in any sort of competition, rally or racing.
5. Vehicles that have undergone any performance related modifications.
6. Loss or damage recoverable under any other warranty or insurance cover.
7. Depreciation, loss of earnings, death or bodily injury.
8. Mechanical failure, loss or damage:
 - a) Caused by frost, corrosion, flooding, impact, fire, accidental damage, vandalism, theft or vehicle write-off, abuse or neglect.
 - b) Resulting from a lack of anti-freeze, lubricants, hydraulic fluid or faulty repair or servicing.
 - c) Caused by ingress of foreign matter or the use of a grade of fuel, lubricants, additives or any fluids not approved by the manufacturer for your vehicle or the use of contaminated fuel.

COMPLAINTS

In the unlikely event that you are not completely satisfied with the service provided by the plan you should write to:

**Renault For You Administration,
Car Care Plan Ltd., Jubilee House,
5 Mid Point Business Park, Thornbury,
West Yorkshire, BD3 7AG**

If the Administrator is unable to provide a satisfactory solution, you should write to:

**Renault UK Ltd., Customer Services,
The Rivers Office Park,
Denham Way, Maple Cross,
Rickmansworth, Herts. WD3 9YS**

Your statutory rights as a consumer are not affected by the above procedures. To maintain the highest quality service and for staff training purposes, telephone calls may be monitored and/or recorded.