

Renault For You Service Plan

Welcome to Renault For You. The following section explains how your Renault For You Service Plan works and includes the terms and conditions. If anything is unclear, or if you have any questions, please contact our Customer Services team on **0844 573 8035**.

SERVICING REQUIREMENTS

It is a condition of this plan that your 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 your plan.

WHAT YOUR PLAN INCLUDES

Your service plan includes the scheduled servicing of your vehicle at the mileage and times stated in your vehicle handbook. This includes labour, parts, oils and fluids as detailed in the official Renault service schedule. Please note that all other operations are specifically excluded from this plan.

HOW TO CLAIM

Please make yourself familiar with the servicing requirements of your vehicle, which are detailed in the vehicle handbook. If you are unsure, please contact your supplying Renault dealer or any Renault UK appointed dealer for advice.

Claims

When your vehicle is due for a service:

Step 1: Contact your chosen Renault dealer to make an appointment for the service to be completed.

In all cases please make the dealer aware that you wish to claim under your Renault For You Service Plan. We recommend that you keep this agreement letter and your service book in the glove box of your vehicle, so that it is readily available when the need arises.

Step 2: Having established that your plan is valid, the dealer will contact Renault For You Administration for authority to proceed with the service on your behalf. It is a condition of this 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 this service and maintenance plan must be authorised by you and will be charged to you by the dealer.

EXCLUSIONS

Plan Holder

Only the person or company named in this agreement letter is entitled to make a claim under the terms of this plan.

Vehicle

Servicing to any vehicle other than that described in this agreement letter is excluded.

Geographical area

Your service 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.

False claims

All benefits of this 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 plan will be terminated immediately in the event of any default in the direct debit payments prior to its expiry.

Excluded claims

This service plan excludes claims for:

1. Any item or repair not specifically listed as covered in this agreement letter.
2. Loss of time, loss of use of the vehicle or consequential loss or damage of whatsoever nature.

Excluded vehicles

Any commercial vehicle over 3.5 tonnes GVW or a vehicle used in any sort of competition, rally or race is excluded from this plan.

COMPLAINTS

In the unlikely event that you are not completely satisfied with the service provided by this 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.