



stratton

CAR COMPANY LTD

– OF SUSSEX –

Vehicle Repair Agreement

in partnership with



Dear Motorist

Congratulations on the acquisition of your new vehicle from Stratton Car Company.

We hope that you experience many years of trouble free motoring. However, should an unforeseen problem occur with your vehicle, this repair agreement is designed to assist you with selected repair costs.

This repair agreement covers various mechanical and electrical components of your vehicle. Please refer to your certificate and repair agreement booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions and customer requirements.

In order to keep this repair agreement valid, you must have your vehicle regularly serviced in accordance to the manufacturer recommendations. In addition, the correct claims procedure MUST be followed, in order to receive a repair benefit.



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– OF SUSSEX –

This repair agreement is supplied and administered by –

Bluechip Warranty Limited,
Diss Business Hub,
Diss Business Park,
Hopper Way,
Diss
Norfolk
IP22 4GT

Tel: 01379 773330
Email: enquiries@bluechipwarranty.co.uk

www.bluechipwarranty.co.uk

Definitions

The following words or references have the following meanings, where they are mentioned within this repair agreement:

Us/We/Administrator

Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT

You/Customer/Your

Registered owner of the covered vehicle and named owner to which this warranty repair agreements applies.

Claim Limit

Means the maximum individual claim limit payable under the terms of this agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases lower individual claims limits will apply. The maximum aggregate claim value payable under this agreement, will be limited to the current market value of your vehicle.

Claims Department

Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT

Autodata/ICME

Industry professional bodies, giving recognised advice and guidance on vehicle repair times.

Bluechip Assist

Breakdown cover provided by Bluechip Warranty Ltd via a third party organisation.



Driveline

The following component cover is included within the purchase price of your vehicle from Stratton Car Company. The duration of cover is for a three month period with an individual claim limit of £250.

COVERED ITEMS

Engine

Rocker assembly, Inlet valves, Exhaust valves, Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing, if damaged by an internal covered component, (Excludes oil seals)

Manual Gearbox

Gears, Shafts, Synchromesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing, if damaged by an internal covered component, (Excludes transfer box and internal components) (Excludes oil seals)

Automatic Gearbox

Shafts, Bushes, Clutches, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox

casing, if damaged by an internal covered component, (Excludes transfer box and internal components) (Excludes oil seals)

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, (Excludes oil seals).



Premium

The following Premium warranty upgrade is available to you at point of sale, for a 12, 24 or 36 month duration. This warranty has an individual claim limit of £1000. The additional cost of the warranty upgrades will be - 12 month - £265.00, 24mth - £414.00 and 36mth - £464.00. (All premiums are subject to VAT at the current prevailing rate) Special category vehicle costs are quoted on an individual basis.

COVERED ITEMS

ALL mechanical and **ALL** electrical factory fitted components of the vehicle are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function.

However, the following exclusions to this cover level will apply –

Please also refer to the terms and conditions for detailed explanations, restrictions or other exclusions

Wear Related Failure (up to 100,000 miles)

Wheel bearings, coil springs, shock absorbers, piston rings, cylinder bores, valve guides, internal engine components, timing chain, timing chain tensioner, manual gearbox bearings and internal components, automatic gearbox internal components, clutch release bearing, fuel pump, diesel fuel pump, turbo, water pump, steering rack

EXCLUSIONS

Ancillary components, Bodywork, Bolts/fixings, Brake cables/linkage/frictional materials/hoses/pipes, Car telephone and associate components, Vehicle chassis,

Coolant and air-conditioning hoses/pipes, Oil supply and feed pipes, Air bags/controls/sensors, Supplementary restraint systems/controls/sensors, Electric roof mechanism and cables, Engine/gearbox mountings, Exhaust system/mountings, Exterior/interior trim, External gearbox linkage, Front/rear windscreen heater elements, Front/rear wiper linkage, Fuel tank/lines, Glass/mirrors, Handbrake lever/ratchet/mechanism/cable, Heated seat elements, Keys/keyless entry systems/remote key, Door locks/barrel/mechanism, Steering lock/barrel/mechanism, Light units/clusters/bulb holders/bulbs, Pulleys/pulley dampers, Power steering pipes/hoses, Road wheels/tyres, All wiring looms/harnesses, Aerials, Gaskets/seals/oil leaks, plus over restrictions as detailed in the terms and conditions.

Diagnosis

If deemed necessary, a maximum contribution of £25.00 will be authorised and will form part of a valid claim and maximum claim benefit.

Consumables

As part of a valid claim, a contribution of £20.00 will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

Repair Labour Rate

£60.00 per hour inclusive of VAT

Recovery

A recovery benefit of £75.00 will apply, where

it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £25.00 per day for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the ICME/Autodata repair time exceeds 8 hours, and is subject to a claimable occurrence.

Warranty Transfer

This warranty can be transferred to a new private owner at a cost of £29.00. The current owner of this warranty should contact us in writing, detailing the new customer details and enclosing payment. We reserve the right to decline a transfer without having to disclose the reason. In this unlikely event, payment would be returned.

Warranty Renewal

Renewal of this warranty may be offered via a third party.

Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

Optional Bluechip Assist

Available for vehicles 12 years or less at inception.

In addition to the warranty cover and associated benefits shown above, you can purchase Bluechip Assist. The benefits include home start, road side assistance and recovery. Please refer to the Bluechip Assist breakdown cover section detailed within this booklet or ask your dealer for more information.

SPECIFIC PARTS ADDENDUM TO PREMIUM COVER LEVEL

The following named parts are covered for one occurrence only during the warranty duration, with an individual maximum claim limit as shown, regardless of any higher specified claim limit.

Clutch / Dual Mass Flywheel

Maximum/combined £500.00
Cover ceases at 100,000 miles

Glow plugs

£100.00
Cover ceases at 50,000 miles

EGR Valve

£250.00

Multimedia

£250.00

Injectors

£150.00 (excluding seals)
Cover ceases at 80,000 miles

Instrument gauges/clusters

£150.00

Power hood motors/sensors

£250.00

Catalytic converter/Diesel particulate filter

£250.00
Cover ceases at 80,000 miles

The following named parts are covered during the warranty duration, with an individual maximum claim limit as shown, regardless of any higher specified claim limit.

Sensors

£250.00

Assist

Optional Breakdown Cover

Roadside Assistance - Recovery - Homestart

This is a summary of the breakdown service provided by ARL, it does not include the full terms and conditions of the contract, which can be found in the main service agreement.

Who is providing this cover?

The breakdown service is provided by Auto-Rescue Logistics hereafter referred to as ARL with the scheme administered by Bluechip Assist. Bluechip Assist is a trading style of Bluechip Warranty Ltd company number 9332314 www.bluechipwarranty.co.uk

What are the significant features and benefits of this service?

This service will recover your vehicle in the event of a breakdown within Great Britain, Northern Ireland, the Isle of Man and the Channel Islands. More specifically, in the event of a breakdown, the service provides:

- The attendance of a skilled mechanic at the location of the breakdown within 45 minutes of notification
- A permanent or temporary repair at the roadside. If a repair cannot be undertaken at the roadside, the vehicle and its passengers will be transported to the mechanic's premises or another garage specified by the owner or driver.
- A hire car for up to 72 hours if the vehicle cannot be repaired on the same day as the breakdown and the driver lives over 50 miles away.
- A message relay service to inform others of your delay.

Please read the full service document for full terms and conditions.

Who is providing the breakdown assistance service?

Auto Rescue Logistics Limited provides all breakdown assistance services on behalf of Bluechip Assist and its agents.

What are the significant exclusions and limitations?

There is no cover for:

- Any breakdown occurring within 24 hours of the inception of this policy.
- Any vehicle over 12 years old at the inception of the cover.
- Any vehicle not registered with the DVLA to a private individual or business.
- Any vehicle which has utilised the breakdown service on four separate occasions in the previous twelve months.
- The cost of fuel, tyres and wheels, or any spare parts, which will be the responsibility of the owner or driver.
- Any vehicle that has not been serviced and maintained in accordance with the manufacturer's recommendations or is unroadworthy by neglect.
- Any vehicle without an appropriate current MOT certificate and/or motor insurance and/or, where applicable, a valid road fund license at the time of the breakdown.
- Any costs incurred by any other breakdown organisation or similar whether or not their services have been mandated by the police or any other emergency service.
- Any costs recoverable under any motor insurance policy by you or a third party or under the manufacturers or third party warranty.

Please read the policy document for full terms and conditions.



0800 022 4411

What is the duration of this breakdown service?

The terms will be stated on the service schedule and will range from 3 to 12 months.

What if I want to cancel the breakdown service?

If this breakdown service is not suitable, please telephone or write to us within 14 days of receipt of your service documents. We will cancel the breakdown service and refund your premium in full provided that you have not already used the service. After 14 days, you can cancel the breakdown cover at any time and you will be entitled to a refund proportionate to the unexpired months of service, provided you have not made a claim and do not intend to make a claim.

How do I notify you of a breakdown?

In the event of a breakdown, please contact the 24 hour control centre on **0800 022 4411** (for your protection calls may be recorded and may be monitored).

How do I make a complaint about this breakdown cover?

The policy under which ARL provide the service is administered on behalf of Bluechip Assist, who are responsible for handling complaints.

We aim to give customers a high standard of service at all times. However, if you are unhappy with the service provided for any reason or have cause for complaint, please contact:

Bluechip Warranty Ltd
Customer Relations Manager
Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT

Telephone: 01379 773 330
(For your protection calls may be recorded and may be monitored)

Email: enquiries@bluechipwarranty.co.uk

Bluechip Help

CLAIM PROCESS

If your vehicle should suffer a mechanical or electrical breakdown, you should call us on **01379 773330**, to report the problem. We will explain the claims process to you.

If you have already taken your vehicle to a VAT registered repairer, you should request that we are contacted with the following information:

Agreement Number

Vehicle registration number

Your name

Vehicle current mileage

Claim details

Costs of parts / labour / VAT

Service history information (if required)

NB: No work should commence until we have been contacted.

Reimbursement of repair costs are guaranteed only by obtaining a repair authorisation number from us.

NB: If dismantling of your vehicle is required to ascertain the cause of failure, you must give permission for this. The administrator can not authorise dismantling or diagnosis of the reported problem. If ultimately a claim is accepted

under this agreement, the dismantling will be included within the claim payment, up to your specific claim limit.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the vehicle examined by an independent assessor or to nominate an alternative repairer or to request the return of the vehicle to the supplying dealer.

**Claim contact can be made
Monday to Friday 9am – 5pm
01379 773330**

All repairers must be VAT registered

CLAIM PAYMENT

Upon completion of the authorised repairs, please submit the repair invoice detailing parts, labour, VAT, vehicle make/model, registration number, current mileage and repair authorisation number to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

EXCLUSIONS

Examples include, but are not limited to –

Bodywork, trim, glass, wheels, tyres, hinges, brake linings, brake discs, brake drums, HT leads, spark plugs, wiper blades, light units, light clusters, bulbs, drive belts, wiring looms, air bags and associated restraint systems, hoses, pipes, mountings, cables, brackets, exhaust system, battery, seat belts, fuel tank, water ingress, exhaust manifold, inlet manifold, LPG conversions, Corrosion, Oil leaks, Cross contamination of fluids, Carbon damage, Consequential damage, Driver abuse, Driver neglect, Insufficient lubrication, Insufficient cooling liquids.

TERMS AND CONDITIONS

See page two of proposal form for full and detailed terms, conditions and exclusions.

SERVICING

Your vehicle must be serviced in accordance to the manufacturer's recommendations, from the inception date and mileage of this repair agreement. All service receipts must be retained and produced in the event of a valid claim.

MONTH ONE CLAIM SUBMISSIONS

This repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure or breakage of a covered component. A claim submission would not be accepted in the first month, if the cause of failure is found to be of an inherent nature.



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0203 126 4884

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