

Volvo Extended Warranty

Insurance Product Information Document

Company: Volvo Warranty Administration

Product: Extended Warranty (UK Direct Mail)

This insurance is provided by Volvo Warranty Administration, a trading style of Car Care Plan Limited on behalf of Volvo Car UK Limited. Car Care Plan Limited is a company registered in the UK and is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

This document contains some important facts about Volvo Extended Warranty. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

The Volvo Extended Warranty is a Mechanical Breakdown Insurance which is designed to protect you against the unexpected cost of repairs should your vehicle develop a problem.

This insurance is underwritten by Motors Insurance Company Limited which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

- ✓ Your vehicle providing that:
 - It is under 3 years old with less than 60,000 miles on the odometer at the time of purchase; and
 - You have an existing manufacturer's warranty.
- ✓ Volvo Extended Warranty covers the cost or replacement of any factory-fitted mechanical or electrical component which suffers a mechanical or electrical failure, with the exception of the items listed in the "This warranty does not cover" section of the policy document.
- ✓ The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.
- ✓ Consequential damage covers damage to the vehicle up to the purchase price and contents up to £250 including VAT (maximum £1,000 per policy duration).
- ✓ UK and European cover.
- ✓ Car hire for up to ten days whilst your vehicle is being repaired (excluding the first 24 hours of repair period).



What is not insured?

- ✗ Any components listed in the "This warranty does not cover" section of the policy document.
- ✗ Mechanical failure/damage caused by frost, corrosion, flooding, impact, fire, accidental damage, vandalism, abuse or neglect.
- ✗ Mechanical failure/damage due to the lack of anti-freeze, lubricants, hydraulic fluid or servicing.
- ✗ Certain items which require servicing or are subject to wear and tear.
- ✗ Faults resulting from the use of fuel which is either contaminated or inappropriate for the vehicle.



Are there any restrictions on cover?

Depending on the policy option chosen this warranty will expire when your vehicle:

- ! Is 4 years old or reaches 60,000 miles from date of first registration, whichever occurs sooner; or
- ! Is 4 years old or reaches 80,000 miles from date of first registration, whichever occurs sooner.

This warranty does not cover:

- ! Defects which are likely to have existed prior to the commencement of this policy.
- ! Public service vehicles including police vehicles.
- ! 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 of any kind.
- ! Vehicles which have undergone any performance-related modifications, or are used for competition purposes.



Where am I covered?

- ✓ Throughout the United Kingdom which includes England, Scotland, Wales and Northern Ireland;
- ✓ The Channel Islands; and
- ✓ The Isle of Man.
- ✓ Cover is extended to the continent of Europe during the period of insurance.



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- Failure to have the vehicle serviced according to the manufacturer's specification may cause a claim to be rejected.
- **If you need to make a claim:** We recommend you return the vehicle to your nearest UK Authorised Volvo Repairer, who will complete the repairs and process the claim on your behalf. IMPORTANT – Repair work must not commence until the administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.



When and how do I pay?

You can pay your premium as a one-off payment prior to the start of cover or in monthly instalments.



When does the cover start and end?

Your cover will take effect and end on the dates stated in your Welcome Letter unless the mileage limit has been reached in which case cover will cease early.



How do I cancel the contract?

To cancel your policy please contact the administrator on 0344 573 8014. Cancellations made within the first 30 days of purchase receive a full refund, thereafter a pro-rata refund can be obtained subject to an administration fee.

Please note you will not receive a refund where you have already made a successful claim on the policy.