

Peace of Mind Motoring



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FURNESS PARK SHOWROOM

Strawberry Lights | Abbey Road | Barrow-in-Furness | Cumbria | LA13 9JJ

SALES TELEPHONE 01229 820416 | FACSIMILE 01229 844050

PRESTIGE & SPORT SHOWROOM | SERVICE CENTRE

White House Lights | Abbey Road | Barrow-in-Furness | Cumbria | LA13 9AE

SALES TELEPHONE 01229 833676 | SERVICE CENTRE TELEPHONE 01229 820595 | FACSIMILE 01229 433400

www.furnesspark.co.uk

Administered by

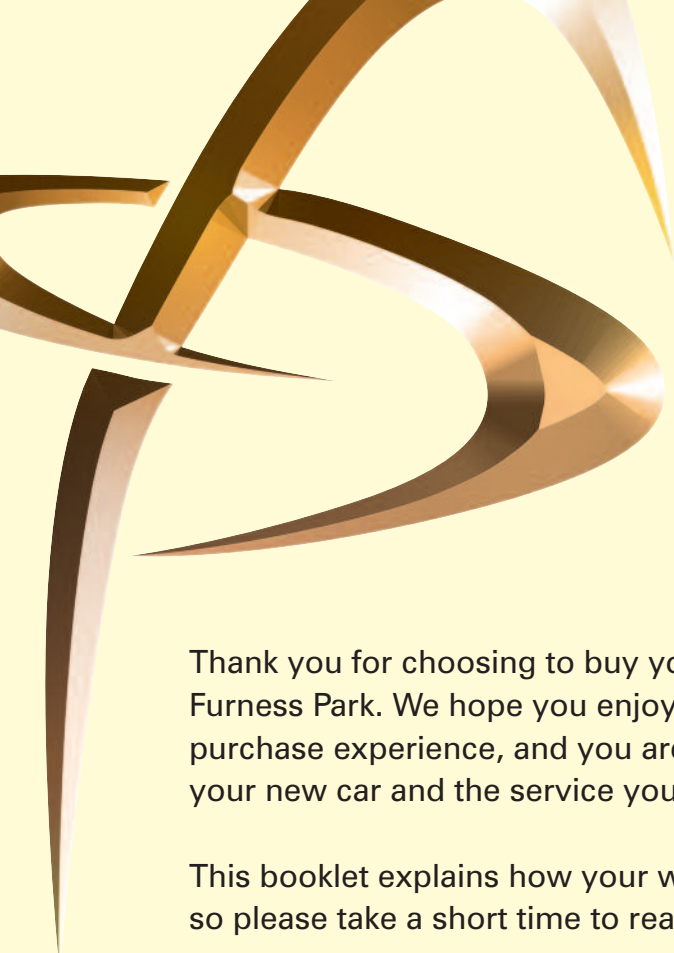
CAR CARE PLAN

Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG



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Warranty Booklet

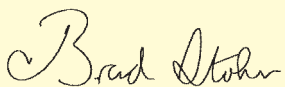


Thank you for choosing to buy your new car at Furness Park. We hope you enjoyed your purchase experience, and you are happy with your new car and the service you received.

This booklet explains how your warranty works, so please take a short time to read it.

On behalf of the team at Furness Park, we trust that your new car will give you many years of trouble free motoring.

Yours sincerely,



Brad, Glenn and Alan Stoker
(Partners)

Welcome and Contents

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Welcome

Thank you for purchasing your new vehicle from Furness Park.

We have designed the Furness Park Warranty, so you can enjoy driving your new vehicle, safe in the knowledge that you have a high level of protection in the unlikely event that something goes wrong.

If you require further information relating to the information within this handbook, contact a member of our sales team who will be pleased to help you with your enquiry.

Note: Please keep this handbook in your vehicle at all times.

Contents



Your Questions Answered

What Should I Do if my Vehicle Breaks Down?

It is recommended that you return to Furness Park or you must contact the administrator on 0844 573 8005. They are familiar with our administrative procedures and will be happy to co-ordinate the process on your behalf and so avoid any delay in getting the work started. Upon completion of the repairs, they will charge us directly for all the work we have authorised.

**Furness Park Warranty Claims –
01229 820595**

**Customer Services –
0844 573 8005**

Please see the How to Claim section on page 8 for full details.

Where should I Keep my Handbook?

Always keep this handbook with your Validation Certificate in your vehicle as you never know when you might need them.

When is my Service Due?

The vehicle must be serviced according to the terms outlined on page 11 by a VAT-registered garage, preferably Furness Park.

Can I Transfer my Warranty to a New Owner?

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee. The transfer will be subject to the 'administrator's' approval and the fee will be returned in the event of non-acceptance.

To transfer the warranty please complete the transfer form on page 12.



Your Furness Park Warranty provided by Furness Park (hereinafter known as 'we', 'us', 'our') who sold you your vehicle, has been designed to make sure that you get the most from your motoring with minimum inconvenience.

Furness Park Warranty is administered by Car Care Plan Limited (hereinafter known as the 'administrator'). Car Care Plan is Europe's leading warranty administration specialist, and you will receive a first-class administration service that is always reliable and handles claims quickly and efficiently.

This handbook explains how the programmes work and the many benefits you now enjoy as our customer. Always keep this handbook in your vehicle, as you will need it to make a claim.

Please ensure you fully understand the terms and conditions relating to the warranty.

What should I Do if my Vehicle Breaks Down?

Please refer to pages listed below before phoning

Furness Park Warranty Claims

01229 820595

(page 6/7)

Customer Services

0844 573 8005



This warranty covers almost all mechanical and electrical parts (including labour to fit them), of the covered vehicle against mechanical and electrical breakdown as defined below.

Mechanical and electrical breakdown is the failure of a component, causing a sudden stoppage of its function, for a reason other than wear and tear, normal deterioration or negligence. Damage caused by the effect of overheating is not regarded as a mechanical breakdown under the terms of the warranty.

This Warranty does not cover:

- body components such as strikers, hinges or any component which may require adjustment from time to time
- body panels or paintwork
- renewal of brake components due to wear and tear
- renewal of any clutch components due to incorrect adjustment, misuse or wear and tear
- the cleaning of items within the fuel system due to incorrect or contaminated fuel
- recharging of the air conditioning system
- non-factory-fitted in-car entertainment systems
- glass, wheels and tyres, batteries, bulbs, water ingress (including damage to covered components caused by water), exhaust systems, wiper blades, wheel balancing and alignment and airbags

The parts coverage is too comprehensive to list every component in detail but does include:

- Engine
- Gearbox
- Cooling System
- Fuel System
- Clutch
- Propshaft
- Differential and Drive Line
- Electrics
- Steering
- Wheel Bearings
- Braking System including ABS (anti-lock braking system)
- Turbo Unit
- Suspension
- Air Conditioning
- Gauges
- Computers
- Central Locking
- Screen Elements
- Cassette/CD Player/Autochanger
- Catalytic Converter

Factory-fitted Satellite Navigation Option Pack

Subject to the payment of an additional fee we will, in addition to the components listed, cover the following factory-fitted satellite navigation components:

- Navigation Computer
- Navigation Module
- GPS Receiver (display/screen is specifically excluded)

What You are Covered for (continued)

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Important

This warranty does not cover the gradual reduction in operating performance (wear and tear) due to the age and mileage of the covered vehicle.

Furness Park will not be responsible for damage or losses to components that are not directly covered within the terms of this warranty in any circumstances.

Scheduled Servicing

You are not covered for normal maintenance services and the replacement of such items as, but not limited to, spark plugs, plug leads, oils, filters and lubricants, nor for the deterioration of soft trim and appearance items due to wear and tear.

The most we will pay

The most we will pay is shown on your Validation Certificate.

We will only pay up to the total value of the vehicle's purchase price during the period of the Warranty.



Warranty Conditions

The conditions of this warranty are set out below. Warranty repairs will only be carried out if you agree to these conditions. Please take time to read them.

- 1** It is your responsibility to decide whether to authorise the dismantling of your vehicle. The 'administrator' will only accept the cost of dismantling if it is part of an authorised warranty repair.
- 2** The 'administrator' is not liable for any statement or representation which contradicts the conditions of this warranty unless the statement or representation is supported in writing by the 'administrator'.
- 3** If the warranty repair is not carried out by Furness Park the warranty repair cost will not be more than the manufacturer's list prices for parts. Parts which can only be sourced from outside the UK will be reimbursed at the UK price of an equivalent part. Labour costs that are necessary to repair those parts will be reimbursed as per the repairer's warranty labour rate and actual repair times will be limited to those in the latest *Glass's Guide* ICME manual or the manufacturer's recommended repair times. With every claim you make, you must provide a VAT receipt from the repairer authorised to carry out the repair.
- 4** If you don't follow the manufacturer's service schedules or maintain the vehicle as recommended by the manufacturer, this warranty will not apply to the extent that the fault was the result of failure to comply with either the service or maintenance recommendations. When you have your vehicle serviced, you are allowed 500 miles either side of the service mileage or four weeks either side of the time period given, whichever comes first. It is important that you retain your service receipts as they may be required to validate any repair request you make. Ideally, your vehicle should be serviced by Furness Park.
- 5** This warranty is valid for breakdown in the United Kingdom (which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man). The warranty is also valid whilst your vehicle is outside the United Kingdom but within the European Union or EFTA for up to 60 days per annum.
- 6** Under normal circumstances no refunds will be made under this warranty and in no circumstances if a claim has been made.



- 7** This warranty does not cover the following:
 - A** Any vehicle where the speedometer or odometer has been interfered with, altered or disconnected or does not work.
 - B** Repairs, replacements or alterations not authorised by Furness Park.
 - C** Routine servicing or maintenance of a vehicle.
 - D** Repairs to vehicles which have been modified after the sale of the warranty and that modification has contributed to the failure or has failed itself.
 - E** Any commercial vehicle with a gross weight of more than 3.5 tonnes or a vehicle designed to carry more than eight passengers, including the driver.
 - F** Repairs to vehicles which at any time during the period of the warranty are either used for hire or reward (e.g. taxis, driving school vehicles), or used in any sort of competition, rally, track day or racing or used in a public service capacity (e.g. police vehicles or ambulances).
 - G** The gradual reduction in operating performance of any part (fair wear and tear) due to the age of the vehicle and/or the number of miles it has covered.
 - H** Any liability for death, bodily injury, or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim under this warranty provided that this exclusion shall not apply to any death or bodily injury caused by negligence of the Dealer of its agents.
 - I** Any damage which is due to any type of accident.
 - J** Any damage which is a direct result of negligence or of any wilful act by you or any third party other than Furness Park or its agents.
 - K** Any parts which are replaced as part of normal servicing requirements
 - L** Any damage to parts which are being recalled by the vehicle's manufacturer or which have design faults.
 - M** Any failure caused by faults which a qualified engineer thinks could have reasonably existed before the warranty began.
 - N** Any damage to components due to the use of contaminated or incorrect fuel.
 - O** Components/repairs covered by any other existing warranties or insurances.
 - P** Any loss, damage or failure which a qualified engineer appointed by the Administrator thinks could have been avoided or was totally or partly caused by lack of maintenance.



Bring your vehicle back to Furness Park and we will confirm that the warranty is still in force and the claim is valid. Furness Park will then handle the repair on your behalf. If you cannot bring the vehicle back to Furness Park please follow the process detailed below.

If you are unable to return your vehicle to Furness Park please contact the administrator's claims department on 0844 573 8005.

Repairs Abroad

If a breakdown happens outside of the United Kingdom the following process applies:

- 1 The repair must be carried out in countries who are members of the European Union or the European Free Trade Association.
- 2 We will not pay more than the equivalent UK rates of labour charges and manufacturer's parts list prices at the date of repair.
- 3 You should authorise the repair work yourself and contact our administrator for a refund when you return to the UK. Our liability is up to the claim limit detailed in the Validation Certificate we sent you.
- 4 We will refund you in pounds sterling at the rate of exchange that applies at the time of the repairs, once we receive a genuine invoice.

Payment

Our Administrator is not authorised to settle any amount until they have received the original repair invoice and, when requested, a completed claim form.

These, together with the repair approval number, must be sent to:

Furness Park Warranty
Jubilee House, 5 Mid Point Business Park
Thornbury, West Yorkshire BD3 7AG.

To make sure you receive the highest levels of service, telephone calls to our Administrator are recorded.



Complaints and Arbitration

How to make a complaint

We hope that you will be pleased with the service we provide.

In the unlikely event of a complaint, you should contact the administrator in the first instance on 0844 573 8005.

This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. In addition to your statutory rights, should you remain dissatisfied with our decision you may refer the dispute to the Motor Industry Codes Advisory and Conciliation Service.

Consumer Advice line 0800 692 0825
www.motorindustrycodes.co.uk

Motor Industry Codes
PO BOX 44755
London SW1X 7WU

This product conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for you please visit
www.motorindustrycodes.co.uk



MOTOR INDUSTRY
CODE OF PRACTICE

Vehicle Warranty Products

In the event of a valid claim the following extra benefits will be provided.

Courtesy Vehicle

Furness Park will supply you with a courtesy vehicle, subject to availability. You can only have a courtesy vehicle if your vehicle is being repaired by Furness Park under this warranty and prior authority has been given by the Administrators' Claims Department.

Overnight Accommodation and Rail Fares

We will pay up to £60 towards hotel expenses or a return rail ticket if the vehicle breaks down and you are unable to return home. You will need to send a receipt. You cannot claim for the cost of meals and drinks. This benefit is only available if a valid warranty claim is submitted.

Driving Abroad

The warranty is valid for up to 60 days per annum (*pro rata*) for driving in the Republic of Ireland and mainland Europe. The Administrator will not pay more than the equivalent UK cost for parts and labour.

N.B. These benefits will not be provided if the failure is not covered by this warranty. Payments will be limited to those levels outlined in the Validation Certificate.

Warranty Transfer (to a new owner)

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee. The transfer will be subject to the Administrator's approval and the fee will be returned in the event of non-acceptance.

To transfer the warranty, please complete the transfer form on page 12.



The vehicle must be serviced in accordance with the manufacturer's recommended service schedule. We would recommend you use Furness Park.

The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances or four weeks/500 miles either side of the service interval. The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages. You must keep these invoices for our inspection in the event of a claim.

Failure to maintain and provide proof that the above service schedule has been completed may invalidate the Warranty.

Warning: Timing belts (otherwise known as camshaft drive belts).

If your vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn-out timing belt, unless the timing belt has been replaced in accordance with the manufacturer's service schedule.



New Owner

Name _____

Address _____

Postcode _____

Vehicle Reg. No. _____

Mileage at Transfer _____

Date of Transfer _____

Warranty Type and No. _____

Warrantyholder's
Signature _____

I/We have read and agree with the terms
and conditions of this warranty and
request its transfer.

New Owner's
Signature _____

Date _____

Please check that all due services have
been carried out as inadequate servicing
may render this warranty void.

When completed, this form should be sent
with your cheque for £25 payable to
Car Care Plan Limited to:
Customer Services, Furness Park,
Jubilee House, 5 Mid Point Business Park,
Thornbury, West Yorkshire BD3 7AG.

Important

The Administrator should receive this
complete form within seven days of the
vehicle being sold privately and not
through any garage, motor trader, auction
or similar company.

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