



# Peace of mind protection for your vehicle

## **Autocare<sup>®</sup>**

1- and 2-year mechanical warranty

## **Value Range Autocare<sup>®</sup>**

4- and 10-month mechanical warranty

***Arnold Clark***

# Autocare® mechanical warranty

**In consideration of the price paid, Arnold Clark Automobiles Limited will, as a result of mechanical or electrical breakdown of your vehicle, repair your vehicle or will meet the reasonable costs of repair incurred during the term of the warranty in accordance with the warranty terms, conditions and exclusions.**

This warranty is in addition to your consumer rights in law.

Please read this handbook carefully and make sure that you fully understand and adhere to the warranty terms, conditions and exclusions set out and listed below, as failure to do so may jeopardise any claim that may arise.

## Definitions

### **The Warranty Provider:**

Arnold Clark Automobiles Limited, 454 Hillington Road, Glasgow G52 4FH.

### **The Administrator:**

Arnold Clark Finance Limited, 454 Hillington Road, Glasgow G52 4FH.

### **The Claims Department:**

Autocare®, c/o Arnold Clark Finance Limited, 454 Hillington Road, Glasgow G52 4FH.

### **The Customer:**

The person or company who bought this cover – referred to as ‘You’ or ‘Your’.

### **The Vehicle:**

The vehicle shown on the Application Form.

### **Mechanical or Electrical Breakdown:**

The unforeseen breaking or burning out (electrical) of any of the parts covered while in use, due to a mechanical or electrical defect necessitating repair or replacement thereof to enable their function to resume. Gradual deterioration or wear and tear of any component caused through the normal use or by the age of the vehicle is not covered. For example, this would include, but is not restricted to, gradual increase in oil consumption or gradual loss of engine compression requiring the repair or replacement of valves, valve guides or piston rings.

### **Autocare® Approved Servicing and Repair Agent:**

All Arnold Clark branches and any other branch/repairer approved by Autocare® administration. A full list of authorised repairers is available on request. Call 0141 648 1441 or email [autocare@arnoldclark.com](mailto:autocare@arnoldclark.com) for details.

### **Value Range:**

The Arnold Clark Value Range relates to the retailing of older vehicles that meet certain criteria. Items covered by a Value Range Autocare® warranty (4- and 10-month) are detailed on pages 6-7 and 10-11 while items covered by the standard Autocare® Warranty (1- and 2-year) are detailed on pages 4-5 and 8-9.

# Contents

- Autocare® mechanical warranty ..... 2
- Definitions ..... 2
- Autocare® 1- and 2-year warranty: What is covered? ..... 4
- Autocare Cover for EVs and AFVs ..... 5
- Value Range Autocare® 4- and 10-month warranty: What is covered?..... 6
- Commercial Vehicle Autocare® 1- and 2-year warranty: What is covered? ..... 8
- Commercial Vehicle Value Range Autocare® 4- and 10-month warranty:  
What is covered?..... 10
- Where your vehicle is covered ..... 12
- Single claim limit..... 12
- Warranty commencement date ..... 12
- Home and roadside assistance\* ..... 12
- Emergency 24-hour loan vehicle provision ..... 13
- Servicing condition ..... 13
- Other conditions..... 13
- What is not covered..... 14
- Claims procedure ..... 15
- Arbitration and betterment ..... 15
- Your right of cancellation..... 16
- Complaints procedure..... 16
- Alternate dispute resolution..... 16
- MOT offer..... 17
- Servicing records ..... 17
- Transfer of ownership..... 17
- Transfer of ownership declaration ..... 18

## Autocare® 1- and 2-year warranty: What is covered?

The Autocare® 1- or 2-year mechanical warranty will, as a result of the mechanical or electrical breakdown of the items listed below, repair your vehicle or will meet the reasonable costs of repair incurred. **Please note, any component not specifically stated is excluded.**

**Engine:** The following parts contained within the Cylinder Block and Head Assemblies: Rocker Assembly Valves and Guides (excludes burnt or sticking valves), Cylinder Head Gasket, Pushrods, Camshaft and Cam Followers, Timing Gears, Timing Belts/Chains and Tensioners, Oil Pump, Pistons, Piston Pins and Rings, Cylinder Bores, Auxiliary Drive Belt Tensioners, Connecting Rods and Bearings, Crankshaft and Bearings, Dual Mass Flywheel and Ring Gear, Cylinder Head Casting and Cylinder Block Casting, Core Plug, Crankshaft Pulley, Exhaust Gas Recirculation Valve and Cooler, Manufacturer's Turbo Unit (when part of vehicle's original factory specification) including Actuator.

**Gearbox (manual):** The following parts contained within the Transmission Casing: Shafts, Bearings, Synchromesh Hubs and Selectors, Extension Shaft, Gear Linkage (including Cables), Gear Lever.

**Gearbox (automatic):** The following parts contained within the Transmission Casing: Torque Converter, Clutches and Brake Bands, Oil Pumps, Shafts, Bearings, Valves, Governors, Servos.

**Final drive / Differential:** Crown Wheel and Pinion Gears, Bearings, Halfshafts, Drive Shafts, Constant Velocity and Universal Joints (excludes Boots and Gaiters), Swivel Hubs, Drive Flanges.

**Electrics:** Central Door Locking Motors, Gearbox ECU, Body Control Module, Engine ECU (excludes Fuseboxes), Door Mirror Motors, Ignition Coil, Windscreen Wiper Motors, Electric Window Motors including Regulator, Sunroof or Convertible Roof Motor, Heater Resistor (excluding Wiring), Heater Motor, Coolant Temperature Sensor, Brake and Clutch Pedal Switches, Instrument Cluster (excluding Bulbs), Fuel Flap Motor, Horn, Clock Spring, Airbag ECU, Starter Motor, Alternator, Heated Rear Screen, Windscreen Washer Motor, Factory Fitted Multimedia and Touchscreen Display Units.

**Cooling system:** Radiator, Heater Matrix, Oil Cooler, Air Conditioning Compressor, Condenser and Evaporator, Water Pump (Mechanical and Electrical), Thermostat (including Housing), Intercooler, Radiator Cooling Fan.

(Note: Cooling System components are excluded if failure is due to frost damage, corrosion or impact damage).

**Clutch:** Release Bearing, Pressure Plate Centre Plate (including failure due to Oil leak contamination), Clutch Fork, Master Cylinder, Slave Cylinder. (Note: Clutch components are excluded if the failure is due to wear and tear.)

**Brakes:** Master Cylinder, Servo, Wheel Cylinders (excluding seizure), Calipers (excluding seizure), Vacuum Pump, ABS Pump and ECU, ABS Sensors (excluding wiring), Electric Parking Brake Motor.

**Steering:** Mechanical breakdown of, or fluid leak from: Power Steering Rack or Pump (excludes Pipes, Hoses and Unions), Steering ECU, Track Rod Ends (inner and outer), Electric Power Steering Motor.

**Suspension:** Coil Springs, Shock Absorbers (excludes bushes) Ball Joints, Self-Levelling Suspension (Compressor and Control Unit only), Height Correctors.

**Wheel bearings:** All wheel bearings.

**Fuel system:** Fuel Pumps, Fuel Injectors, Throttle Pedal, Oxygen Sensor, Throttle Body, Air Flow Meter, MAP (Manifold Absolute Pressure) Sensor, Catalytic Converter (due to internal failure – petrol vehicles only), NOx Sensor, Manifold Swirl Flap Motors. **Please note that the DPF systems are excluded from this warranty.**

**General transmission:** Propshaft, Reverse Switch, Universal Joints and Bearings, Four Wheel Drive Transfer Box (internal components only).

**Note:** The above components are covered against mechanical or electrical breakdown due to unexpected circumstances. However, please note that the adjustment, cleaning or servicing of any component is not covered by the warranty.

Only the components listed above are covered (subject to the warranty terms, conditions and exclusions). All other items are excluded. Reconditioned units may be used only where they carry an acceptable guarantee.

Investigation fees will be applicable until the fault has been identified. If the faulty component is covered under this Autocare® Warranty, the investigation charge will also be covered by the warranty, subject to the claim limit not being exceeded.

## Autocare Cover for EVs and AFVs

Any component stated on pages 4 to 11 that is also applicable to an Electric Vehicle (“EV”) or an Alternative Fuel Vehicle (“AFV”) will be covered under Your Autocare warranty.

Cover will be extended to the following components that are unique to EVs or AFVs but up to the single claim limit:

- Electric and Hybrid Motors
- Electric and Hybrid Drivetrain
- Electric and Hybrid Coolant Pumps
- On-board Charger
- Battery Heating System
- Electrical Power Control Unit (EPCU)
- Regenerative Braking System
- Connector Socket

Your Autocare warranty does not cover Traction/Drive Batteries, AUX batteries or the Battery Management Systems (BMS).

## Value Range Autocare® 4- and 10-month warranty: What is covered?

The Value Range Autocare® 4- or 10-month mechanical warranty will, as a result of the mechanical or electrical breakdown of the items listed below, repair your vehicle or will meet the reasonable costs of repair incurred. **Please note, any component not specifically stated is excluded.**

**Engine:** The following parts contained within the Cylinder Block and Head Assemblies: Rocker Assembly Valves and Guides (excludes burnt or sticking valves), Cylinder Head Gasket, Pushrods, Camshaft and Cam Followers, Timing Gears, Timing Chains/Tensioners and Belts, Oil Pump, Pistons, Piston Pins and Rings, Cylinder Bores, Auxiliary Drive Belt Tensioners, Connecting Rods and Bearings, Crankshaft and Bearings, Dual Mass Flywheel and Ring Gear, Cylinder Head Casting and Cylinder Block Casting, Core Plug, Crankshaft Pulley.

**Gearbox (manual):** The following parts contained within the Transmission Casing: Shafts, Bearings, Synchromesh Hubs and Selectors, Extension Shaft, Gear Linkage (including Cables), Gear Lever.

**Gearbox (automatic):** The following parts contained within the Transmission Casing: Torque Converter, Clutches and Brake Bands, Oil Pumps, Shafts, Bearings, Valves, Governors, Servos.

**Final drive / Differential:** Crown Wheel and Pinion Gears, Bearings, Halfshafts, Drive Shafts, Constant Velocity and Universal Joints (excluding Boots and Gaiters), Swivel Hubs, Drive Flanges.

**Electrics:** Central Door Locking Motors, Ignition Coil, Windscreen Wiper Motor (including linkage), Electric Window Motor (including regulator), Heater Resistor (excluding Wiring), Heater Motor, Instrument Cluster (excluding Bulbs), Fuel Flap Motor, Horn, Starter Motor, Alternator, Coolant Temperature Sensor, Brake and Clutch Pedal Switches, Heated Rear Screen, Windscreen Washer Motor, Factory Fitted Multimedia and Touchscreen Display Units.

**Cooling system:** Radiator, Oil Cooler, Water Pump (mechanical and electrical), Thermostat (includes Housing), Radiator Cooling Fan. (**Note:** Cooling System components are excluded if failure is due to frost damage, corrosion or impact damage).

**Clutch:** Clutch Fork, Master Cylinder, Slave Cylinder. (Note: Clutch components are excluded if the failure is due to wear and tear.)

**Brakes:** Master Cylinder, Servo, Wheel Cylinders (excluding seizure), Calipers (excluding seizure), Vacuum Pump, ABS Sensors (excluding Wiring).

**Steering:** Mechanical breakdown of, or fluid leak from: Power Steering Rack or Pump (excludes Pipes, Hoses and Unions), Track Rod Ends (inner and outer).

**Suspension:** Coil Springs, Shock Absorbers (excludes Bushes), Ball Joints.

**Wheel bearings:** All wheel bearings.

**Fuel system:** Fuel Pumps, Fuel Injectors, Oxygen Sensor, Throttle Body, Air Flow Meter, MAP (Manifold Absolute Pressure) Sensor, Throttle Pedal. **Please note that the DPF systems are excluded from this warranty.**

**General transmission:** Propshaft, Universal Joints and Bearings, Four-Wheel Drive Transfer Box (internal components only).

**Note:** The above components are covered against mechanical or electrical breakdown due to unexpected circumstances. However, please note that the adjustment, cleaning or servicing of any component is not covered by the warranty.

Only the components listed above are covered (subject to the warranty terms, conditions and exclusions). All other items are excluded. Reconditioned units may be used only where they carry an acceptable guarantee.

Investigation fees will be applicable until the fault has been identified. If the faulty component is covered under this Autocare® Warranty, the investigation charge will also be covered by the warranty, subject to the claim limit not being exceeded.

## Commercial Vehicle Autocare® 1- and 2-year warranty: What is covered?

The Autocare® 1- or 2-year mechanical warranty will, as a result of the mechanical or electrical breakdown of the items listed below, repair your vehicle or will meet the reasonable costs of repair incurred. **Please note, any component not specifically stated is excluded.**

**Engine:** The following parts contained within the Cylinder Block and Head Assemblies: Rocker Assembly Valves and Guides (excludes burnt or sticking valves), Cylinder Head Gasket, Pushrods, Camshaft and Cam Followers, Timing Gears, Timing Belts/Chains and Tensioners, Oil Pump, Pistons, Piston Pins and Rings, Cylinder Bores, Auxiliary Drive Belt Tensioners, Connecting Rods and Bearings, Crankshaft and Bearings, Dual Mass Flywheel and Ring Gear, Cylinder Head Casting and Cylinder Block Casting, Core Plug, Crankshaft Pulley, Exhaust Gas Recirculation Valve and Cooler, Manufacturer's Turbo Unit (when part of vehicle's original factory specification) including Actuator.

**Gearbox (manual):** The following parts contained within the Transmission Casing: Shafts, Bearings and Bushes, Synchromesh Hubs and Selectors, Extension Shaft, Gear Linkage (including Cables), Gear Lever.

**Gearbox (automatic):** The following parts contained within the transmission casing: Torque Converter, Clutches and Brake Bands, Oil Pumps, Shafts, Bearings, Valves, Governors, Servos.

**Final drive / Differential:** Crown Wheel and Pinion Gears, Bearings, Half-shafts, Drive Shafts, Constant Velocity and Universal Joints (excludes Boots and Gaiters), Swivel Hubs, Drive Flanges.

**Electrics:** Central Door Locking Motors, Gearbox ECU, Body Control Module, Engine ECU (excludes Fuseboxes), Door Mirror Motors, Ignition Coil, Windscreen Wiper Motors, Electric Window Motors including Regulator, Sunroof or Convertible Roof Motor, Heater Resistor (excluding Wiring), Heater Motor, Coolant Temperature Sensor, Brake and Clutch Pedal Switches, Instrument Cluster (excluding Bulbs), Fuel Flap Motor, Horn, Clock Spring, Airbag ECU, Starter Motor, Alternator, Heated Rear Screen, Windscreen Washer Motor, Factory Fitted Multimedia and Touchscreen Display Units.

**Cooling system:** Radiator, Heater Matrix, Oil Cooler, Air Conditioning Compressor, Condenser and Evaporator, Water Pump (Mechanical and Electrical), Thermostat (including Housing), Intercooler, Radiator Cooling Fan. (**Note:** Cooling System components are excluded if failure is due to frost damage, corrosion or impact damage).

**Clutch:** Release Bearing, Pressure Plate Centre Plate (including failure due to oil leak contamination), Clutch Fork, Master Cylinder, Slave Cylinder. (Note: Clutch components are excluded if the failure is due to wear and tear.)



**Brakes:** Master Cylinder, Servo, Wheel Cylinders (excluding seizure), Calipers (excluding seizure), Vacuum Pump, ABS Pump and ECU, ABS Sensors excluding Wiring), Electric Parking Brake Motor.

**Steering:** Mechanical breakdown of, or fluid leak from: Power Steering Rack or Pump (excludes Pipes, Hoses and Unions), Steering ECU, Track Rod Ends (inner and outer), Electric Power Steering Motor.

**Suspension:** Coil Springs, Shock Absorbers (excludes bushes) Ball Joints, Self-Levelling Suspension (Compressor and Control Unit only), Height Correctors.

**Wheel bearings:** All wheel bearings.

**Fuel system:** Fuel Pumps, Fuel Injectors, Throttle Pedal, Oxygen Sensor, Throttle Body, Air Flow Meter, MAP (Manifold Absolute Pressure) Sensor, Catalytic Converter (due to internal failure – petrol vehicles only), NOx Sensor, Manifold Swirl Flap Motors. **Please note that the DPF systems are excluded from this warranty.**

**General transmission:** Propshaft, Universal Joints and Bearings, Four-Wheel Drive Transfer Box (internal components only).

**Note:** The above components are covered against mechanical or electrical breakdown due to unexpected circumstances. However, please note that the adjustment, cleaning or servicing of any component is not covered by the warranty.

Only the components listed above are covered (subject to the warranty terms, conditions and exclusions). All other items are excluded. Reconditioned units may be used only where they carry an acceptable guarantee.

Investigation fees will be applicable until the fault has been identified. If the faulty component is covered under this Autocare® Warranty, the investigation charge will also be covered by the warranty, subject to the claim limit not being exceeded.

## Commercial Vehicle Value Range Autocare® 4- and 10-month warranty: What is covered?

The Value Range Autocare® 4- or 10-month mechanical warranty will, as a result of the mechanical or electrical breakdown of the items listed below, repair your vehicle or will meet the reasonable costs of repair incurred. **Please note, any component not specifically stated is excluded.**

**Engine:** The following parts contained within the Cylinder Block and Head Assemblies: Rocker Assembly Valves and Guides (excludes burnt or sticking valves), Cylinder Head Gasket, Pushrods, Camshaft and Cam Followers, Timing Gears, Timing Chains/Tensioners and Belts, Oil Pump, Pistons, Piston Pins and Rings, Cylinder Bores, Auxiliary Drive Belt Tensioners, Connecting Rods and Bearings, Crankshaft and Bearings, Dual Mass Flywheel and Ring Gear, Cylinder Head Casting and Cylinder Block Casting, Core Plug, Crankshaft Pulley.

**Gearbox (manual):** The following parts contained within the Transmission Casing: Shafts, Bearings, Synchromesh Hubs and Selectors, Extension Shaft, Gear Linkage (including Cables), Gear Lever.

**Gearbox (automatic):** The following parts contained within the Transmission Casing: Torque Converter, Clutches and Brake Bands, Oil Pumps, Shafts, Bearings, Valves, Governors, Servos.

**Final drive / Differential:** Crown Wheel and Pinion Gears, Bearings, Half-shafts, Drive Shafts, Constant Velocity and Universal Joints (excluding Boots and Gaiters), Swivel Hubs, Drive Flanges.

**Electrics:** Central Door Locking Motors, Ignition Coil, Windscreen Wiper Motor (including linkage), Electric Window Motor (including regulator), Heater Resistor (excluding Wiring), Heater Motor, Instrument Cluster (excluding Bulbs), Fuel Flap Motor, Horn, Starter Motor, Alternator, Coolant Temperature Sensor, Brake and Clutch Pedal Switches, Heated Rear Screen, Windscreen Washer Motor, Factory Fitted Multimedia and Touchscreen Display Units.

**Cooling system:** Radiator, Oil Cooler, Water Pump (mechanical and electrical), Thermostat (includes Housing), Radiator Cooling Fan. (**Note:** Cooling System components are excluded if failure is due to frost damage, corrosion or impact damage).

**Clutch:** Clutch Fork, Master Cylinder, Slave Cylinder. (Note: Clutch components are excluded if the failure is due to wear and tear.)

**Brakes:** Master Cylinder, Servo, Wheel Cylinders (excluding seizure), Calipers (excluding seizure), Vacuum Pump, ABS Sensors (excluding Wiring).

**Steering:** Mechanical breakdown of, or fluid leak from: Power Steering Rack or Pump (excludes Pipes, Hoses and Unions), Track Rod Ends (inner and outer).

**Suspension:** Coil Springs, Shock Absorbers (excludes Bushes), Ball Joints.

**Wheel bearings:** All wheel bearings.

**Fuel system:** Fuel Pumps, Fuel Injectors, Oxygen Sensor, Throttle Body, Air Flow Meter, MAP (Manifold Absolute Pressure) Sensor, Throttle Pedal. **Please note that the DPF systems are excluded from this warranty.**

**General transmission:** Propshaft, Universal Joints and Bearings, Four-Wheel Drive Transfer Box (internal components only).

**Note:** The above components are covered against mechanical or electrical breakdown due to unexpected circumstances. However, please note that the adjustment, cleaning or servicing of any component is not covered by the warranty.

Only the components listed above are covered (subject to the warranty terms, conditions and exclusions). All other items are excluded. Reconditioned units may be used only where they carry an acceptable guarantee.

Investigation fees will be applicable until the fault has been identified. If the faulty component is covered under this Autocare® Warranty, the investigation charge will also be covered by the warranty, subject to the claim limit not being exceeded.

## Where your vehicle is covered

The vehicle is covered in the United Kingdom.

## Single claim limit

The warranty is subject to a claim limit for each and every non-related claim made. The total claim amount, including parts, labour, home and roadside assistance and VAT must not exceed the following claim limits of:

**£6000 for the Autocare® 1- and 2-year mechanical warranty**

**£5000 for the Value Range Autocare® 4- and 10-month mechanical warranty**

Autocare® will only reimburse costs for each valid claim up to this claim limit. Any costs above this level are your responsibility.

## Warranty commencement date

Your warranty has been calculated to start immediately following the expiry of your 60-day warranty or manufacturer warranty (whichever is applicable). In the case of a mileage-restricted manufacturer warranty, where the warranty expires earlier than calculated, please note that you are required to contact the administrator on 0141 648 1441 or autocare@arnoldclark.com who will recalculate your start date. Failure to do so will result in a period of time in which your vehicle will not be covered. Your commencement date is highlighted under the section 'Statement of Price' on your application form.

## Home and roadside assistance\*

The warranty will cover home and roadside assistance, following mechanical breakdown in the United Kingdom – regardless of whether this is due to the failure of a component covered by the warranty. Road traffic accident cover is excluded.

If necessary, your vehicle will be transported to the nearest Autocare® approved servicing and repair agent but this excludes any ferry/toll charges.

### **24-hour emergency hotline: 0141 332 2622**

If your vehicle breaks down, you should telephone the 24-hour emergency number and a recovery vehicle will be dispatched. To ensure a speedy response, you should advise the controller of the following information:

- Your name
- Vehicle's registration number
- Vehicle make and model
- Vehicle colour
- Vehicle location
- Nature of the problem
- Number of occupants
- Contact telephone number

\*Not available if the vehicle weighs more than 3.5 tonnes.

## Emergency 24-hour loan vehicle provision

If your vehicle has to be recovered following a breakdown, a loan vehicle will be made available from your local Arnold Clark Car & Van Rental for the first 24 hours only, regardless of whether the breakdown is due to the failure of a component covered by the warranty, subject to the following conditions:

Charges incurred for fuel, damage or insurance remain the warranty holder's responsibility.

1. Autocare® cannot be held responsible if, for any reason, a suitable loan vehicle cannot be provided.
2. Authority to provide a loan vehicle must be obtained from Autocare®.
3. Any loan vehicle must be collected during normal working hours.
4. A current and valid driving licence must be produced prior to the provision of a loan vehicle and certain rules apply in respect of licence endorsements.

After the initial 24-hour loan period has expired, you are able to hire a vehicle from Arnold Clark Car & Van Rental with a 20% discount on the standard daily charge.

## Servicing condition

Your vehicle must be regularly serviced in accordance with the manufacturer's recommendations and service intervals by an Autocare® approved servicing and repair agent (see Definitions – page 2). Failure to do so will render the warranty null and void with immediate effect, with no refund payable.

## Other conditions

1. Any exploratory dismantling charges will only be paid for as part of a valid claim. It is your responsibility to authorise dismantling and to pay the charges if the dismantling proves that failure is not the responsibility of the warranty provider.
2. No repairs are to be commenced until authorised by Autocare®.
3. The law of Scotland will apply unless otherwise agreed in writing.

## What is not covered

1. Repairs or replacements due to:
  - a. Frost, snow, ice, flood, freezing, lack of anti-freeze or coolant;
  - b. Ingress or induction of water;
  - c. Wear and tear, corrosion, seizure or deterioration;
  - d. Use of incorrect fuel grade or contaminated fuel.
  - e. Repairs, replacements or alterations not already authorised in this warranty, experimental equipment, routine servicing or maintenance and vehicles in any way modified from the manufacturer's specifications after purchasing Autocare®.
2. Any liabilities for bodily injury, death or damage to other persons (unless arising out of the negligence of us or our servants or agents for whom we are responsible) or damage to other property; loss of use of the vehicle or any loss other than the repair or replacement cost of the vehicle, whether arising directly or indirectly from an incident giving rise to a claim under this warranty or otherwise, except as provided for recovery charges.
3. Any loss unless you have had the vehicle serviced in accordance with the servicing (subject to claim limit) condition (see page 12).
4. Any loss or damage due to any traffic accident, other accident, misuse or any act or omission which is wilful, unlawful or negligent.
5. Chemicals, filters, gaskets, anti-freeze, hydraulic fluids, grease or oils, unless required due to the failure of a component covered.
6. Any vehicle used at any time for any rally, racing or any kind of competition or trial.
7. Losses arising from manufacturer defects and/or faulty design or any costs or expenses arising from a recall of the vehicle for any reason by the manufacturer.
8. Any vehicle used for hire or reward e.g. taxi, minicab, rental car or driving school car.
9. Faults or breakdowns occurring or having been identified prior to the warranty commencing.
10. Routine maintenance/repair items e.g. Tyres, Brake Pads.

## Claims procedure

When you first become aware of a fault, please contact your supplying branch or other Autocare® approved servicing and repair agent (see Definitions – page 2).

**They** must then:

1. Prepare an estimate of repair costs. In order for them to do this it may be necessary to carry out some exploratory work, for which you may be initially responsible.
2. Verify that your vehicle has been serviced according to the warranty servicing condition.
3. Contact Autocare® Claims via 1-link® or call 0141 352 5200 (Mon-Fri 9-5pm).

**Note:** Under no account must any repair work commence until a claim number has been issued by Autocare® Claims.

Where the cause of the breakdown is uncertain, costs incurred to identify the cause must initially be paid by you. If dismantling reveals the cause to be the failure of a component covered the cost will be met by Autocare®. However, if the cause is the failure of a component which is not covered, the costs will be met by you.

## Arbitration and betterment

1. Work carried out that increases the value of the vehicle or puts it into a better mechanical condition than it was before the failure occurred may necessitate a payment by you equal in value to the increase as calculated by the warranty provider.
2. This warranty does not affect any rights or remedies which you may have under statute or common law.

**Note:** Only you have the power to authorise dismantling. However, Autocare® Claims and/or the service manager at any Arnold Clark branch will be able to provide helpful advice.

## Your right of cancellation

While no full or partial refund of the price paid for the warranty will be made, under normal circumstances you are entitled to cancel the warranty within 30 days starting on the date of purchase of your Autocare® warranty.

To cancel, please write to the following address:

**Autocare®, c/o Arnold Clark Finance Limited,  
454 Hillington Road, Glasgow G52 4FH.**

Alternatively, email [autocare@arnoldclark.com](mailto:autocare@arnoldclark.com).

On receipt of your notice of cancellation we will terminate the warranty and send a request to your selling branch to refund the warranty cost, unless you have made a claim under your warranty. If after this period has elapsed you wish to cancel the warranty you will not be entitled to any refund.

Please note, however, that you are entitled to transfer the warranty on this sale of the vehicle to a private individual as explained under 'Transfer of ownership' on page 17.

## Complaints procedure

If you are unhappy with the service provided for any reason or have cause for complaint, you should initially contact the branch that sold you the warranty.

If you remain dissatisfied after this please contact the following:

**Customer Services Manager, Arnold Clark Automobiles Limited,  
454 Hillington Road, Glasgow G52 4FH.**

**Email:** [customer.services@arnoldclark.com](mailto:customer.services@arnoldclark.com)

**Telephone:** 0141 648 1088

## Alternate dispute resolution

If you are not satisfied with the response from the Customer Services Manager, Alternate Dispute Resolution (ADR) is available to you as a customer of Arnold Clark. ADR is a process that enables disputes between a consumer and a business to be settled via an independent mechanism outside the court system.

As a member of the National Franchised Dealer Association, Arnold Clark is subject to the Retail Motor Industry's Code of Conduct, which requires us to offer customers the opportunity to have their complaint referred to the RMI's National Conciliation Service, which is approved by Trading Standards as an approved ADR entity.

The contact details for the National Conciliation Service are:

**The National Conciliation Service, Retail Motor Industry Federation,  
2nd Floor, Chestnut Field House, Chestnut Field, Rugby CV21 2PA.**

**Telephone:** 01788 538317



## MOT offer

As an Autocare® warranty holder you are entitled (where applicable) to a 50% reduction on the MOT test fee for the first MOT due while the vehicle is covered under Autocare®. This offer only applies when the MOT test is undertaken at any Arnold Clark MOT Centre.

Repairs necessary to pass MOT tests that are not covered by the warranty remain your responsibility.

## Servicing records

All servicing, including interim services and timing belt changes recommended by the manufacturer of the vehicle must be carried out by an Autocare® approved servicing and repair agent (see Definitions – page 2). A variation of no more than 15% on the recommended time or mileage is accepted.

## Transfer of ownership

The unexpired portion of the warranty is transferable upon resale of the vehicle to a private individual, provided that:

- I. All documentation relevant to this warranty has been passed to the new owner.
- II. The vehicle has been serviced and maintained according to the warranty requirements.
- III. The transfer of ownership declaration (see page 18) is completed by you and signed by both you and the new owner.
- IV. This transfer of ownership declaration form is sent by recorded delivery within 7 days of the sale to: **Autocare® c/o Arnold Clark Finance Limited, 454 Hillington Road, Glasgow G52 4FH.**  
Alternatively, scan and email it to [autocare@arnoldclark.com](mailto:autocare@arnoldclark.com).

## Transfer of ownership declaration

### Vehicle and date of transfer information

Original owner's name:

Original owner's signature:

Vehicle registration number:

Current mileage:

Date of transfer:

### New owner's details

Title:

Surname:

Forename:

Address:

Postcode:

Telephone number:

New owner's signature:



