

RAC Warranty

Roadside and Recovery

Summary of Cover

- This is a summary of your RAC Roadside and Recovery cover
- the contract that covers you if your vehicle breaks down. This does not include all the terms and conditions, which are detailed in the terms and conditions.

Cover is:

- Vehicle Based – covers the named vehicle for use by any authorised driver.

The Product Provider

- Roadside, Recovery and At Home products are provided by RAC Motoring Services.
- Onward Travel is underwritten by RAC Insurance Limited.

RAC Breakdown Cover Features and Benefits

1. Roadside Assistance – repair of your vehicle at the roadside, a quarter of a mile or more from your home, including a tow up to 10 miles from break down scene and taxi fare for up to 20 miles from the garage if your vehicle cannot be fixed.
2. At Home – breakdown assistance at your home or within a quarter of a mile of your home.
3. Recovery – recovery for up to 8 people and your vehicle to any destination within the territory.
4. Onward Travel – overnight accommodation; or alternative form of travel (other than car-hire) whilst your vehicle is being fixed.
 - For full details on the above products, see the terms and conditions.

Significant Exclusions and Limitations

1. Assistance is not available for vehicles that have broken down as a result of participation in motorsport activities taking place off road and/or not subject to normal rules of the road, nor vehicles used for hire or reward.
2. The cover is only valid for residents with a registered address in the UK, Guernsey, Jersey or the Isle of Man.
3. If the vehicle should breakdown whilst towing a caravan or trailer will recover your vehicle together with the caravan or trailer.
If your caravan or trailer breaks down then we can arrange for the recovery of your caravan or trailer but you will be liable for the recovery costs.
4. We will pay for the roadside labour costs of the RAC Patrol or RAC Contractor instructed by us to attend you in accordance with your level of cover. You will be responsible for any other costs. Please refer to the terms and conditions for details of such costs.

Roadside

- Roadside does not cover breakdowns within a quarter of a mile of your home or where you normally keep the vehicle unless 'At Home' cover is purchased.
- You are liable to pay towage costs for the entire distance if you wish to be taken to a destination further than 10 miles.

Recovery

- Recovery does not cover breakdowns within a quarter of a mile of your home or where you normally keep the vehicle unless 'At Home' cover is purchased.
- There are no towage costs unless 'Specialist Equipment' is used.

Onward Travel

- Onward Travel does not cover car hire and associated costs.

Duration of cover

- Your cover is for one year, renewable at our discretion.

What to do if you break down

If your vehicle has a Breakdown, please follow these simple steps:

- Telephone us on the following number – 0800 246 808
- For our joint protection telephone calls may be recorded and/or monitored
- Quote the Scheme U300
- Advise the operator of the location of the Vehicle, the nature of any fault, and provide any other information requested by the operator; and
- The number of the phone you are using
- Please ring us back (on the free number) if you get going before the Patrol arrives
- Only accept help from the Patrol or contractor that has been sent to assist you by RAC
- Don't go directly to a garage (even an RAC appointed one); RAC are not obliged to reimburse you if you have had to pay for help which was not arranged by RAC
- Recovery service can only be arranged by RAC
- Please ensure these terms are kept with the vehicle, should any incident occur.

Please do not go ahead and make your own arrangements, as We cannot arrange reimbursement of costs incurred without prior authorisation.

Your Right to Cancel

You are entitled to cancel your policy within 14 days from the date of purchase of the contract or the date on which you receive your documentation whichever is the later.

Caring for Our customers

We are committed to providing you with the highest standard of service and customer care. However, should you have cause for complaint about any aspect of the services which we have provided to you, please contact us at Customer Care, RAC Motoring Services, RAC House, PO Box 200, Walsall WS5 4QZ.

If you are dissatisfied with any other aspect of RAC's services please contact us at Customer Relations, RAC Motoring Services, Great Park Road, Bradley Stoke, Bristol BS32 4ZZ.

The Warranty Group, trading as RAC Warranty, has in place a policy with RAC to cover the services described in this document (to the extent that RAC has agreed to provide such services under a policy between the Dealer and RAC).

You do not have any rights under the policy between the Dealer and RAC and nothing in this document gives you any rights against RAC.

RAC Warranty.
The Aspen Building,
Floor 2,
Vantage Point Business Village,
Mitcheldean,
Gloucestershire GL17 0AF

Customer Services Telephone: 0330 100 3728*

Fax: 0330 100 3988

rac.co.uk

Hours are 9am to 5pm Monday to Friday.

Calls to 0844 numbers from a BT landline will be charged at 5p per minute, costs from other providers and mobile numbers may vary and be higher. You may wish to check.

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RAC Warranty
Including RAC
Roadside and
Recovery

RAC

RAC Warranty

What parts are covered?

Eligibility

Applicable to vehicles up to a maximum of 7 years old having covered less than 70,000 miles at the date of application.

All mechanical and electrical components are covered against sudden Mechanical Breakdown of the Vehicle provided the conditions of the Warranty are complied with.

Warranty Cover

- Covers All Mechanical and All Electrical components
- Full Parts and Labour
- A Vehicle Value Claim Limit

The Warranty covers all mechanical and electrical parts and components other than those specifically listed as excluded. Mechanical breakdown is the sudden and unforeseen failure of a warranted part, not caused by wear and tear, normal deterioration or negligence. The Warranty does not cover parts that have reached the end of their normal working lives because of age or usage. A vehicle value claim limit applies.

Additional components included:

- Turbo - except all failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate actuator or any other part of the Turbo. Foreign object damage is not covered on any turbo claim.
- Casing - Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.
- In car entertainment (factory fitted) up to a maximum of £100 (inclusive of VAT) per repair request.)
- Key Remote Fobs and Key Cards (up to a maximum of £100 (inclusive of VAT) per repair request).

A summary of items excluded are listed below:

General

- All bodywork, handles and hinges, interior/exterior trim, brightwork, paint, glass, weatherstrips, rubber seals, sheet metal, sun roof panels, carpets, seat belts, wiper arms/blades, wheels and tyres, wheel alignment/balancing, adjustments.
- Service items and other components subject to routine maintenance or periodic repair or replacement.

Working materials

- Unless working materials and supplies such as oils, filters and anti-freeze are required as a direct result of the failure of a Warranted Part. This does not include lubrication of chassis points, hinges, linkages and topping up fluid levels.

Clutch

- Where the condition is due to wear and tear or the clutch is burnt out.

Contaminated Fuel

- The clearing of fuel lines, filters, carburettors and pumps/ nozzles.

Electrical Accessories

- Bulbs, lamps/lenses, batteries, fuses, car telephones, etc. Any in-car entertainment units, unless factory fitted (up to £100 repair on each occasion).

Miscellaneous Items

- Water ingress, exhaust system, auxillary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank, corrosion, rubber hoses, pipes and unions, air bags.

Please note, any items that do not form part of the manufacturer's original specifications of the Vehicle are excluded from cover.

A full list of exclusions are detailed in the applicable Warranty Terms and Conditions.

Vehicle Assistance

1) Car hire

Costs for car hire for up to 7 days at a maximum of £50 per day (inclusive of VAT) will be covered subject to the following conditions:-

- You accept responsibility for the entire cost of the first 24 hours of car hire; and
- the cost of the car hire is within the overall Warranty limit; and
- the failure has completely disabled the Vehicle; and
- the hired Vehicle is of a like kind and quality rented from a bonafide rental operator; and
- the hire period is limited to the period the Vehicle is in the workshop undergoing repairs or a maximum of 7 days, whichever is less; and
- the daily claim amount includes VAT, but excludes fuel and insurance.

2) Continental use

The Warranty shall apply for up to 60 days in any 12-month period while the Vehicle is in any country of the EU or EFTA. The most we will pay is restricted to the equivalent UK rate for labour charges, and for parts at the manufacturer's list prices which are current at the date of the Mechanical Breakdown.

3) Transfer

This Agreement can be transferred to the next owner of your vehicle within 14 days of the date of the sale of the vehicle. The transfer fee is £25 including VAT. A transfer can only be made in the event of the vehicle being sold by the registered keeper to another private individual (not to a motor trader or retailer).