

CARZ4LESS  
75 Stafford Street  
Gillingham  
Kent  
ME7 5EN  
Tel: 01634 577111

## USED VEHICLE WARRANTY TERMS & CONDITIONS

### Warranty Period

This warranty is valid for a period of **3 months or 3,000 miles (whichever occurs first)** from the date of vehicle delivery to the customer. The warranty is **non-transferable** and valid **only within the United Kingdom**.

### Warranty Coverage

#### ENGINE

Covered components include: big end bearings, camshaft, camshaft followers, connecting rods, cylinder bores, cylinder head gasket, coil packs, gudgeon pins, main bearings, oil pump, oil pump drive gears, pistons, piston rings, push rods, inlet and exhaust valves (excluding burnt or pitted valves), valve guides and valve springs.

Exclusions: oil leaks, manifolds, auxiliary mechanisms, engine mountings, belts (excluding cambelt failure as described below), sensors and electrical control units unless specifically stated.

#### CAMBELT

Damage caused to any covered mechanical or electrical part detailed in this schedule is covered as a direct result of cambelt failure, provided the cambelt has been replaced in accordance with the manufacturer's service schedule or there is verifiable proof of replacement.

#### MANUAL GEARBOX

Covered components include: baulk rings, bearings, bushes, gear selector forks, internal gears, internal shafts, synchromesh hubs, speedometer drive and transfer box components.

Exclusions: cables, linkages, pedals, wiring, external adjustments and oil leaks.

#### AUTOMATIC GEARBOX

Covered components include: actuators, bearings, brake bands, bushes, drive plate, governors, internal shafts, internal gears, modular valves, oil pump, servos, solenoids, speedometer drive, transfer gears, torque converter and valve block.

Exclusions: cables, linkages, clutches, pedals, wiring, external adjustments and oil leaks.

#### CASINGS

Engine, gearbox and transfer box casings are covered only if they are damaged as a direct result of failure of a covered internal component.

#### DRIVE TRAIN

Covered components include: constant velocity joints, centre bearing, crown wheel, drive shafts, half shafts, planetary gears and carriers, prop shaft and universal joints.

Exclusions: rubber boots, rubber gaiters and oil leaks.

## BRAKES

Covered components include: master cylinder and brake servo.

Exclusions: brake pads, brake discs, brake shoes and general wear items.

## ELECTRICAL SYSTEM

Covered components include: alternator, starter motor, wiper motor and washer motors.

## STEERING

Covered components include: hydraulic steering pumps, electric power steering motors and rack and pinion steering assemblies.

Exclusions: rubber gaiters, steering alignment and normal wear.

## ITEMS SPECIFICALLY EXCLUDED FROM WARRANTY

The following items are not covered under this warranty:

- Brake pads and discs
- Exhaust systems
- Tyres and wheel alignment
  - Clutch for a sudden failure of the components excluding wear and tear failure
- Suspension components including bushes and shock absorbers
- Interior trim and cosmetic items
- Stereo and multimedia systems
- Satellite navigation systems
- Bluetooth connectivity devices
- Reverse cameras
- Air conditioning and climate control systems
- Batteries and bulbs
- Routine service items including filters, fluids and spark plugs
- Any component subject to normal wear and tear

## WEAR AND TEAR

This warranty does not cover parts that have failed due to normal wear and tear, age, deterioration, corrosion or lack of maintenance. Vehicles with higher mileage and age may naturally experience wear-related issues which are not covered under this warranty.

## CUSTOMER RESPONSIBILITIES

The customer must:

- Maintain the vehicle in accordance with the manufacturer's service schedule.
- Regularly check and maintain engine oil, coolant and fluid levels.
- Immediately stop driving the vehicle if a major mechanical fault appears. Call Carz4less to confirm if you can continue driving the car or not. We will confirm.
- Use the vehicle only for normal private road use.

Failure to follow these responsibilities may invalidate the warranty.

## CLAIMS PROCEDURE

In the event of a fault:

1. The customer must notify Carz4less immediately before any repairs are carried out.
2. The vehicle must be returned to Carz4less for inspection and repair unless otherwise authorised in writing.
3. No repairs may be carried out without prior written approval from Carz4less.
4. Any diagnostic work must be approved before being carried out.

Unauthorised repairs will not be reimbursed and may void the warranty.

#### DIAGNOSTIC LABOUR LIMIT

Diagnostic labour costs are covered only up to a **maximum of £75 including VAT** unless otherwise authorised in advance by Carz4less. Any diagnostic costs exceeding this amount without prior approval will remain the responsibility of the customer.

#### MAXIMUM CLAIM VALUE

The maximum total claim value under this warranty shall **not exceed £800 per claim** and shall **not exceed the purchase price of the vehicle in total**. Carz4less reserves the right to repair the vehicle using suitable replacement parts rather than replacing components.

#### MISUSE, NEGLIGENCE OR DRIVER ABUSE

This warranty will be void if failure is caused by:

- Driver negligence or abuse
- Continued driving after a fault or warning light appears
- Racing, competition use, track use or commercial hire
- Overheating or running the vehicle without sufficient oil or coolant
- Accident damage or external impact
- Incorrect fuel usage or contamination
- Modifications not approved by the manufacturer

#### REPAIR AUTHORISATION

Carz4less reserves the right to:

- Inspect the vehicle before approving any repair.
- Repair the vehicle using suitable replacement parts.
- Authorise repair at our premises or at a repairer of our choice.

#### RETURN OF VEHICLE

All repairs must be carried out at our workshop at **Carz4less, CROWN QUAY LANE, SITTINGBOURNE, ME103JB**. Unless otherwise authorised. It is the responsibility of the customer to return the vehicle to us at their own cost.

#### REFUND POLICY

If a refund is agreed, the following deductions will apply:

Administration fee: £195.00

Valet fee: £70.00

Fair usage mileage charge: £0.40 per mile

## GENERAL TERMS

This warranty is provided in addition to the customer's statutory rights under UK consumer law and does not affect those rights under the **Consumer Rights Act 2015**.

## SIGNATURE

I confirm that I have read and understood the above warranty terms and conditions and agree to them.

Customer Name: \_\_\_\_\_

Customer Signature: \_\_\_\_\_

Vehicle Registration: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_