

WHAT YOUR PEUGEOT APPROVED WARRANTY COVERS

What your PEUGEOT Approved Warranty Covers

The PEUGEOT Approved Used Vehicle Warranty is available on cars and commercial vehicles up to 10 years old with less than 100,000 miles on the odometer at the time of purchase; it covers most components for mechanical and electrical failure with the EXCEPTION of the following items.

Excluded Items

Ancillary drive belts

Brake and clutch frictional material

Bulbs and fuses (LED lamps are covered providing at least 50% of the lighting has failed)

Exhaust systems and diesel particulate filters (catalytic converters are covered against internal failure only and not accidental damage, corrosion or damage resulting from the use of incorrect fuel)

Batteries

Wheels and tyres (including balancing and alignment)

Wiper blades

Water ingress including damage to covered components caused by water

Electrical software update or reprogramming unless required due to the failure of a covered part

The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle

Recharging of the air conditioning unit (unless required as part of a valid repair)

All serviceable items

Trim and bodywork including but not limited to:

- Interior trim
- Exterior trim including hinges and door check straps
- Glass (heater elements are covered)
- Seat covers and cushions
- Paintwork

Additional Benefits

- **Car Hire**
- **Hotel Accommodation**
- **Cover in Europe** (Geographical limits apply – please refer to the full terms and conditions for further details)

For full details of these additional benefits, please see the full warranty terms and conditions in the warranty handbook.

WHAT YOUR PEUGEOT MOT TEST WARRANTY COVERS

MOT Test Warranty

If your vehicle fails to pass its next MOT test due to failure of any part listed on a VT30* (MOT Test Failure Form), PEUGEOT MOT Test Warranty will pay up to £750 (including VAT) to cover the cost of repair of the following items:

Lighting Equipment

Lamps, reflectors, indicators and bulbs are covered for failure due to: Breakage, discoloration, misalignment, water ingress and corrosion.

Steering and Suspension

Manual and power steering units, suspension drags links, track rods/ends, transmission shafts, shock absorbers, road springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings are covered for failure due to: Wear, seizure, leakage and insecurity.

Fuel System

Fuel injection system, fuel ECU and fuel pipes are covered for failure to meet MOT exhaust gas emission standards (actual tuning and adjustments or any damage caused by contaminated fuel are not covered under this section). Fuel leaks are not covered.

Braking System

Brake master cylinder, wheel cylinders, calipers, discs, drums, load compensator, ABS modulator/sensors/computers and brake pipe, hoses, cables are covered for failure due to wear, leakage, seizure, splits/cracks, corrosion and adjustment.

Seat Belts

Mountings, belts, retractors and buckles are covered for failure due to: wear, non-function and insecurity.

Vehicle Structure

Vehicle structure is covered for corrosion. Failure due to accident damage is specifically excluded.

General

Windscreen wipers, windscreen wiper motor, washer motors and horn.

- In Northern Ireland your authorised PEUGEOT repairer will carry out a pre-test MOT Inspection, and will submit your vehicle for the MOT test on your behalf.
- Only one MOT Test Insurance claim is permissible during each 12 month warranty period.
- The MOT Test Insurance Policy does not cover accidental or malicious damage, neglect or normal in-service wear and tear.



PEUGEOT Extended Warranty Administration
Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire
BD3 7AG

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Stock code: 10154
PB09275

EXPERTISE **BUILT IN**



EXPERTISE **BUILT IN**



PEUGEOT APPROVED USED VEHICLES

Eligibility	Peugeot Vehicles up to 5 years/50,000 miles	Peugeot Vehicles up to 10 years/100,000 miles
History Check	HPI/Experian – All Vehicles	
Mileage Check	HPI/Experian – All Vehicles	
Mileage Investigation	Vehicles with more than 1 owner	
Multi-point Check	Peugeot 112 point check	
Warranty	12 month Manufacturer Equivalent Unlimited Mileage	
Roadside Assistance	12 month Peugeot Assistance	Optional
Assistance Plus	Optional	Optional
MOT Test Cover	12 month MOT Test Cover	
30 Day Exchange Programme	Fault Based	N/A



PEUGEOT ASSISTANCE

WELCOME TO PEUGEOT ASSISTANCE

PEUGEOT Assistance is available as an option in conjunction with your PEUGEOT warranty. If PEUGEOT Assistance has been included with your warranty, details will be shown on your Welcome Letter along with a copy of the full terms and conditions. Please see below for a summary of the cover provided by PEUGEOT Assistance. Full Terms and Conditions along with any exclusions are outlined in the PEUGEOT Assistance handbook.

PEUGEOT Assistance

Our PEUGEOT Assistance package eases the inconvenience and discomfort of a breakdown by offering comprehensive cover 24 hours a day, every day of the year. And remember PEUGEOT Assistance covers the vehicle, so anyone who is driving your car is covered.

SERVICE DESCRIPTIONS

PEUGEOT Roadside Assistance

- Roadside Assistance is available if Your Car is stranded on the highway from Your UK home address following a Breakdown Incident;

- If, following a Breakdown Incident, a patrol or appointed agent cannot fix Your Car within a reasonable time, it, together with the driver and no more passengers than the legal seating capacity of Your Car, will be taken to PEUGEOT's choice of relevant local repairer or to a local destination of Your choice, provided it is no further;

- PEUGEOT Assistance will make a telephone call at Your request following a Breakdown Incident.

- Please note that any contract for repair, other than repairs carried out by PEUGEOT's contractors or agents at the roadside under Your PEUGEOT Assistance, is between the person requesting the repair and the repairer – it is not PEUGEOT Assistance's responsibility to instruct the repairer to undertake any work required or to pay them for it.

- PEUGEOT Assistance does not guarantee that any recovery to a relevant local repairer will be within the opening hours of the repairer, or that the repairer will be immediately available to undertake any required repair. Whilst PEUGEOT Assistance will endeavour to check that the chosen repairer carries out the type of repair work required, this cannot be guaranteed and PEUGEOT Assistance, its contractors and agents do not provide any assurance or warranty with respect to any work carried out at Your request by any third party repairer.

PEUGEOT Assistance from Home – "Home Start"

Home Start provides access to the same service as is available under 'PEUGEOT Roadside Assistance' following a Breakdown Incident at or within a quarter of a mile of Your UK home address.

PEUGEOT Recovery

Recovery is available when PEUGEOT Assistance provides either Roadside Assistance or Home Start service and PEUGEOT Assistance cannot arrange a prompt local repair within a reasonable time;

Recovery provides recovery of Your Car, together with the driver and no more passengers than the legal seating capacity of Your Car to any single destination of Your choice on the UK mainland or in Northern Ireland (see also General Terms and Conditions detailed in clause 6).

Please note that vehicle repatriation will not be provided following a collision repair or a non-warranty incident.

PEUGEOT Onward Travel

Onward Travel is only available at PEUGEOT's absolute discretion.

If Your Car is immobilised following a Breakdown Incident which PEUGEOT Assistance has attended under Roadside Assistance or Home Start and where PEUGEOT Assistance cannot arrange a prompt local repair. PEUGEOT may at its absolute discretion choose to arrange either a replacement car OR overnight accommodation OR public transport costs (see overleaf for full details of what is available under each benefit).

Replacement Car

If at Our absolute discretion we elect to make a replacement car available, this benefit consists of arranging and paying for up to a 1.6-litre replacement saloon type car, plus insurance (subject to a £500 excess), for up to two-working days hours from a PEUGEOT Assistance chosen supplier. Where possible, and unless the receipt of the hire car is delayed at Your request and with PEUGEOT's agreement, PEUGEOT will arrange for any replacement car to be provided by the supplier around the time and point of the relevant Breakdown Incident. If the hire car is not taken at that time, You are responsible for arranging delivery direct with the relevant supplier. PEUGEOT may be prepared to assist in the making of these arrangements. A collection and delivery service (or equivalent) is available from the chosen suppliers, subject to availability, to the supplier's terms and conditions and to Your payment of the supplier's fuel charges connected with collection and/or delivery. A minimum of two hours notice is required by

the suppliers to arrange the delivery of a car. The collection and delivery service will only be available to Mainland UK destinations and to a pre-arranged and authorised maximum delivery distance. You are responsible for making arrangements for the return of the hire car to the supplier.

Alternative Arrangements

Public Transport Costs:

If at Our absolute discretion we elect to make this benefit available PEUGEOT will reimburse reasonable public transport costs incurred by the driver and no more passengers than the legal seating capacity of Your Car (see General Terms and Conditions clause 1g, below) in travelling to a single UK mainland destination; Claims should be made in writing and sent together with proofs of purchases and receipts to: PEUGEOT Assistance c/o The AA, Agency Accounts, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.

PEUGEOT ASSISTANCE PLUS POLICY SUMMARY

Non-Vehicle Faults Cover – Terms and Conditions

Welcome to PEUGEOT Assistance. The following section explains how your PEUGEOT Assistance Plus works and includes the terms and conditions. If anything is unclear or if you have any questions, please contact our Customer Services team on **0344 573 8050**.

PEUGEOT Assistance

In the event that you require PEUGEOT Assistance, in the UK please call **0800 294 0294**.

You will need to provide your vehicle registration number, mileage, location, contact number and details of the breakdown.

Introduction

PEUGEOT Assistance Plus applies to the Relevant Vehicle, regardless of who is driving, provided the vehicle is within specified limits. This product covers your vehicle for the provision of roadside assistance or recovery after the occurrence of a non-vehicle fault incident (NVF). The terms and conditions of PEUGEOT Assistance Plus, as set out in this letter, are correct at time of going to print but may change during the period of cover.

PEUGEOT Assistance Plus is provided in the UK only.

Definitions

"PEUGEOT Assistance Plus" means breakdown services provided by the Automobile Association on behalf of PEUGEOT. They cover anyone authorised to drive the Relevant Vehicle.

"Relevant Vehicle" means any New or Used vehicle placed by PEUGEOT directly and its UK distribution network into the market within the United Kingdom, including the Channel Islands and the Isle of Man, which

OR

Overnight Accommodation:

If at Our absolute discretion we elect to make this benefit available PEUGEOT Assistance will arrange and pay directly for one night's bed and breakfast in a three star hotel (on the day of or the day after) the relevant Breakdown Incident at a hotel of its choice for the driver and no more passengers than the legal seating capacity of Your Car (see General Terms and Conditions clause 1g). Please note that any additional costs incurred during overnight accommodation such as other meals, drinks, telephone calls and newspapers are not included. You must settle these direct with the hotel before leaving.

For help following a PEUGEOT Breakdown Incident in the UK **0800 2940294**.

has been purchased by you and has either not been previously owned by any other party, or was purchased by you under the PEUGEOT Assistance Scheme and where, regardless of how it was purchased, the initial "PEUGEOT Assistance Plus" provided with the vehicle has expired and has been extended by you through payment of a further premium.

This statement also applies to non-PEUGEOT vehicles covered under the PEUGEOT Assistance Scheme.

"Driver" means any person driving a Relevant Vehicle with the lawful authority to do so, including but not limited to the registered keeper.

"You" and **"Your"** means the customer (e.g. company/organisation) or, as the context requires, the Driver requiring assistance.

"NVF" the occurrence of one of the following faults, but not limited to:

- The use of incorrect fuel, or lack of fuel
- Wheel changes, punctured tyres
- Instances where keys have been locked inside the vehicle, lost or stolen
- Incidents involving trailers and caravans.

The cost of any subsequent repair costs, parts or consumables are not covered by PEUGEOT Assistance Plus.

PEUGEOT Assistance – Non-Vehicle Fault Cover

This information details what is included in the Non-Vehicle Fault Cover you have purchased in addition to your PEUGEOT Assistance.

For details of the breakdown services available through PEUGEOT Assistance, please see the accompanying Full Terms and Conditions leaflet.

PEUGEOT ASSISTANCE PLUS

Non-Vehicle Fault Cover

Non-Vehicle Fault Cover provides access to all the benefits of the services described in the section UK Breakdown Assistance Services in attached Terms and Conditions:

- The use of incorrect fuel, or lack of fuel
- Wheel changes or punctured tyres
- Instances where keys have been locked inside the vehicle, lost or stolen

You will be entitled to the following:

- Roadside Assistance
- Homestart
- Relay

Please refer to the Full Terms and Conditions for PEUGEOT Assistance. Please note that assistance under Your PEUGEOT Assistance and Non-Vehicle Fault Cover are only available 24 hours from the time of purchase.

Duration of Cover

Non-Vehicle Fault Cover runs concurrently with your extended PEUGEOT Assistance Renewal policy for either 12, 24 or 36 months, depending on which duration you purchased.

Vehicle Weight and Size Restrictions

PEUGEOT Assistance Plus is only available in relation to vehicles which:

- have been registered as a relevant vehicle with PEUGEOT Assistance
- comply with the relevant restrictions set out below:
 - Maximum Vehicle Weight (applies to all services) All vehicles: 3.5 tonnes Gross Vehicle Weight
 - Maximum Vehicle Length Relay Service: 6.4m (21ft)*
 - Maximum Vehicle Width Relay Service: 2.3m (7ft 6in)*

* In addition, assistance will be provided for caravans or trailers on tow at the time of the breakdown provided that the GVW of the caravan or trailer does not exceed 3500kg (3.5 tonnes) and falls within the above limits for Recovery Service. A caravan or trailer with load of a length not exceeding 8m (26ft) will be recovered provided that this can be done safely under tow. PEUGEOT Assistance will seek to arrange, but will not pay for the recovery of any vehicle, caravan or trailer that exceeds any of these limits. (Please note that Recovery does not cover the recovery of horses or livestock.)

Complaints or Commendations

We aim to provide you with a high level of service at all times. However, there may be a time when you feel that our service has fallen below the standard you expect. If this is the case and you want to complain, we will do our best to try and resolve the situation.

There are several ways you can contact us:

Phone: **0344 209 0556** or **0161 333 5910**.

Email: **customersupport@theAA.com**.

Post: Member Relations, The Automobile Association, Lambert House, Stockport Road, Cheadle, Cheshire SK8 2DY.

Fax: **0161 488 7544**.

Text Phone users can contact us using Next Generation Texting by prefixing any of our numbers with 18001.

We will either acknowledge your complaint within five working days of receipt, or offer you our final response if we have concluded our investigations within this period.

If we acknowledge your complaint, we will advise you who is dealing with it and when we expect to respond. We aim to respond fully within eight weeks. However, if we are unable to provide a final response within this period we will write to you before this time and advise why we have not been able to offer a final response and how long we expect our investigations to take.

If you remain unhappy with our final response, or we have not managed to provide a final response within eight weeks of your complaint, you may be entitled to refer your complaint to the Financial Ombudsman Service for help and advice.

There are several ways you can contact them:

Phone: **0800 023 4567** or **0300 123 9123**

Website: **www.financial-ombudsman.org.uk**

Email: **complaint.info@**

financial-ombudsman.org.uk

Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR.

Change of Ownership

If you sell your PEUGEOT while it is still entitled to PEUGEOT Assistance, the new owner will be entitled to whatever period of entitlement is remaining. Please notify your Dealer of any change in address or ownership.

PEUGEOT ASSISTANCE PLUS

Cancellations and Refunds

We hope you are happy with the cover this product provides. However, if this cover does not meet with your requirements, you have the right to cancel within 14 days of receipt of your fulfilment material. Should you wish to cancel within this period, please return to your supplying dealer and they will then refund any premium you are entitled to.

Please note: No refund or part refund will be provided after the first 14 days, or where assistance has been sought within the first 14 days.

AA Company Details

Automobile Association Developments Limited (trading as AA Breakdown Services) is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000.

Registered office: Fanum House, Basing View, Basingstoke RG21 4EA. Registered in England and Wales Number: 01878835.

Automobile Association Insurance Services Limited is an insurance intermediary authorised and regulated by the Financial Conduct Authority. Registered Office: Fanum House, Basingstoke, Hampshire RG21 4EA.

Registered in England and Wales number 2414212.

Peugeot Assistance Plus Statement of Price

Vehicles up to 10 years old*

£20.00 Per Year

*Applies to age and mileage at point of product purchase. All prices quoted are for 12 months cover and are inclusive of IPT @ 20%. Prices and IPT rates are correct at time of going to print.