

# **Peace of Mind Motoring from Westover**

**Westover Warranty Claims 0844 573 8005**

**Westover Assist 0844 573 8172**

**MOT Test Cover Claims 0844 573 8005**

**Customer Service 0844 573 8005**

**Please refer to the relevant 'How to Claim' section before phoning.**

Administered by

## **CAR CARE PLAN**

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

7567 – 08/09

## **WESTOVER GROUP LTD**

[www.westovergroup.co.uk](http://www.westovergroup.co.uk)

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Telephone: 01202 636600 Fax: 01202 535766

Registered in England Number 4313496

Authorised and regulated by the FSA for insurance mediation activities

# Your Used Car Warranty Handbook

**WESTOVER GROUP**

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*Serving motorists since 1923*

[www.westovergroup.co.uk](http://www.westovergroup.co.uk)

# Validation Certificate

# Welcome to Westover Group

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I am delighted that you have chosen to purchase your new car from us . . .

As one of the South's leading independent multi-franchise car dealer groups, supporting its customers across a wide number of locations in Dorset, Wiltshire and Hampshire, we pride ourselves on being able to provide a local service for all of our valued customers, under the well established Westover brand, which was formed as far back as 1923.

As part of this support, we wish for all of our customers to enjoy many miles of trouble-free motoring so that you can enjoy the experience of having bought a car from us over your entire period of ownership. This means that, in the unlikely event of any problems occurring, our customer care programme can seek to provide you with all the reassurances you need.

This handbook will explain just how these customer care products will provide that peace of mind. These include Westover Warranty with Westover Roadside Assistance and MOT Test Cover; designed to provide that trouble-free motoring experience. All of our products are administered by Car Care Plan, Europe's leading warranty administrator. This handbook will provide you with a detailed explanation on how each of these products work, so please take a short time to read it.

We look forward to looking after you over the coming years and would like to once again thank you for choosing Westover Group for your vehicle purchase.

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

# General Information

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## Your Questions Answered

### What Should I Do if My Vehicle Breaks Down?

If your vehicle breaks down, contact the Westover customer support line on 0844 573 8005. In the event of requiring roadside assistance, either as a result of a breakdown or an accident, please ring Westover Assist on 0844 573 8172.

### What if I Break Down and Want to Use My Local Repairer?

It is recommended that you use the supplying Westover dealer wherever possible. In the unlikely event that you are not able to do so and then wish to use a local repairer, you must make sure that they follow our claims procedures and send their invoice with any required supporting documentation, quoting the claims authority number, to:

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

Please note; In the event that you do not return to a Westover dealer for your warranty repair, you may have to pay for the claim in advance of being reimbursed by Westover Warranty.

### Where Should I Keep My Handbook?

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

### When and Where Do I Need to Service My Vehicle?

The vehicle must be serviced according to the terms outlined on page 18 by a VAT-registered repairer; ideally a Westover dealer.

### Can I Transfer My Warranty Package to a New Owner?

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty, recovery and MOT Test Cover 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 and the administrator's approval. In the event of non-acceptance the fee will be returned. See transfer form on page 28.

## Claims Phone Numbers

Please refer to pages listed below before phoning:

### **Westover Warranty**

0844 573 8005 (page 11)

### **Westover Assist**

0844 573 8172 (page 19)

### **MOT Test Cover**

0844 573 8005 (page 24)

## Contractual Agreements

Westover Assist is administered by Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.

Your Westover Warranty with Westover Assist and Westover MOT Test Cover, provided by Westover (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.

These services are administered by Westover Warranty Administration Services, a trading name of Car Care Plan Limited (hereinafter known as 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 programme works and the many benefits you now enjoy as a 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 and other services within the warranty package.

When you receive your Personal Validation Certificate, please check that it contains the correct details and tell us immediately if there are any mistakes.

# Westover Warranty Parts Covered

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**Vehicles up to five years/60,000 miles at date of purchase**

## **Plan A**

**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.**

**There is no restriction to the number of claims you can make, up to the value of the vehicle at the time of purchase in aggregate.**

## ***Important***

Mechanical or 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 or electrical breakdown under the terms of the warranty.

## ***Important Note***

You are covered only for the parts described under Plan A of your handbook.

Your warranty does not cover more than the manufacturer's list price for parts.

Repairs must not start without the prior approval of Westover Warranty.

## **What is Covered**

Your Westover warranty covers almost all mechanical and electrical components on your vehicle, for mechanical and electrical breakdown, subject to the conditions detailed in this handbook and the maximum claim limit. There are some components, such as service items, which are not covered.

# Westover Warranty Parts Covered continued

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## What is Not Covered

Whilst you have a high level of warranty cover available, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time.
- Body panels, paintwork or glass.
- Interior trim including seat and seat belts.
- Recharging of the air conditioning unit, (unless required as part of a valid repair).
- Renewal of brake components due to wear and tear.
- Renewal of any clutch components due to wear, incorrect adjustment or misuse.
- The clearing of fuel lines, filters, throttle body and pumps and damage to components due to the use of incorrect or contaminated fuel.
- Airbags, batteries, bulbs, exhaust systems (catalytic converters are covered), wiper blades, wheel balancing and alignment, wheels, tyres and water ingress (including damage to covered parts caused by water).
- External oil leaks, lubricants, filter elements and any damage caused by frost or lack of anti-freeze, impact, accident or negligence.
- Traffic management system, satellite navigation system, telephone, TV and associated equipment of all types.
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component.
- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads.
- Wiring looms.
- Weather strips and body seals.
- Any loss caused directly or indirectly by the claim or the event that caused the claim.
- Burnt out, sticking or pitted valves.
- Damage resulting from the failure of a timing belt or chain which has not been replaced as per the manufacturer's recommendations (proof required).

Please note that oil, oil filters, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered.

# Westover Warranty Parts Covered continued

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**Vehicles over five years or 60,000 miles up to seven years/ 100,000 miles at date of purchase**

## **Plan B**

**This warranty covers the components as listed under Parts Covered (including labour to fit them) of the covered vehicle against mechanical or electrical breakdown as defined below, subject to exclusions.**

**There is no restriction to the number of claims you can make, up to the value of the vehicle at the time of purchase in aggregate.**

## ***Important***

Mechanical or 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 or electrical breakdown under the terms of the warranty.

## ***Important Note***

You are covered only for the parts described under Plan B of your handbook.

Your warranty does not cover more than the manufacturer's list price for parts.

Repairs must not start without the prior approval of Westover Warranty.

## PARTS COVERED

### Engine

The rocker assembly, including hydraulic followers, inlet and exhaust valves (not burnt out, sticking or pitted valves), springs and guides, cylinder head (not cracks and de-coking), cylinder head gasket (except skim), push rods, camshaft and followers, timing gears and chains (excluding tensioner), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear. Timing belts are covered, provided that the last due change of belt has taken place as specified by the manufacturer's service schedule (proof required).

### Manual Gearbox

Internal gears, synchromesh hubs, selectors, shafts, bearings and bushes and transfer gears.

### Automatic Gearbox

Internal shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate and transfer gears.

### Torque Converter

Failure of any internal mechanical parts.

### Continuously Variable Transmission CTX

Internal clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

### Differential

Internal crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

### Clutch

Centre plate, pressure plate, release bearing, oil contamination (centre plate only) and master and slave cylinders.

### Front-wheel Drive

Drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

### Wheel Bearings

Front and rear wheel bearings.

### Propshaft

Universal joints and couplings.

### Rear-wheel Drive

Half shafts, rear-wheel external drive shafts, including constant velocity joints, universal joints and couplings (not gaiters).

# Westover Warranty Parts Covered continued

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## Four-wheel Drive

All four wheel drive components are covered if the Prestige Vehicle option has been selected.

## Fuel System (diesel and petrol)

Carburettors, automatic choke, lift pump, mechanical or electrical fuel pumps and tank sender unit (excluding damage caused by incorrect or contaminated fuel).

## Fuel Injection System

Throttle body, airflow meter, idle control valve, cold start valve, warm up regulator, overrun cut off valve, throttle potentiometer, fuel accumulator, pressure regulator, map sensor (except injectors and heater plugs).

## Engine Cooling System

Radiator, oil cooler, heater matrix, water pump, viscous fan coupling, thermostat and thermostat housing.

## Air Conditioning (factory fitted)

The air conditioning compressor unit is covered.

## Steering (including power assisted steering)

Steering rack and pinion (not gaiters), steering box, power steering rack and pump, power steering reservoir and idler box.

## Turbo Charger (factory fitted)

The turbo charger unit is covered.

## Front and Rear Suspension

Hydrolastic displacers and hydropneumatic spheres, coil springs, upper and lower wishbones and ball and swivel joints.

## Brakes

Brake master cylinder, servo, wheel cylinders, restrictor valve, brake caliper and seals.

## Anti-locking Brake System (ABS) (factory fitted)

The ABS modulator and sensors are covered.

# Westover Warranty Parts Covered continued

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## Electrical System

Starter motor and solenoid, alternator/diode pack, ignition coil, voltage regulator, window and sun roof motors, electric window switches, sunroof switch, central door locking solenoids, heater fan motor, indicator flasher relay, distributor, front and rear windscreen wiper and washer motors, electronic ignition amplifier, thermostatically controlled radiator fan motor, horn and multi-function stalk switch.

## Engine Management (ECU)

Engine electronic control unit.

## Working Materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part which is covered under this Westover warranty.

## Casings

If any of the covered parts fail and this damages the casing, it will also be covered.

# Warranty Terms and Conditions

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## 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 or any covered component. 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 Westover 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 in the name of Westover Warranty.
- 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 1,000 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. Please note that your vehicle must be serviced by a VAT registered dealer unless the administrator has agreed otherwise.
- 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.

## Warranty Terms and Conditions continued

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- 7** This warranty does not cover the following:
- A** Any vehicle where the speedometer or odometer has been interfered with, altered or disconnected.
  - B** Repairs, replacements or alterations not authorised by the administrator.
  - 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 Vehicle 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 or 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 Westover 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 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.

## Warranty Terms and Conditions continued

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- 8** This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.
- 9** Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
- 10** The administrator reserves the right to provide replacement parts and to carry out repairs under this warranty or to arrange for their provision by other persons.

# How to Claim

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Take your vehicle back to the Westover dealership where it was purchased or another Westover location and they will confirm that the warranty is still in force and the repair is valid. They will also handle the repair on your behalf. In the unlikely event that you cannot take it back to a Westover dealership, please follow the instructions detailed below.

- 1 Take your vehicle to a VAT registered dealer and provide them with the warranty handbook and your Personal Validation Certificate.
- 2 The repairer must call the administrator by telephoning 0844 573 8005 for prior approval.

The administrator will require details of:

- A The date that the fault was first noticed.
  - B The vehicle mileage.
  - C The reported fault.
  - D Details of the parts being replaced including a full detailed estimate of parts and labour.
- 3 The administrator will issue an authorisation number for the amount of the claim that they agree to.
  - 4 The repairer should then invoice the administrator direct and send the invoice to:  
Westover Warranty  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.

Alternatively you may have to settle the invoice direct and claim the amount authorised by sending the administrator a copy of the invoice.

**Important – Repair work must not commence until the administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.**

## Repairs Abroad

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

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

# How to Claim continued

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## Payment

The 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 the administrator.

## IMPORTANT TELEPHONE NUMBERS

Administration and Claims Helpline

Phone: 0844 573 8005

Fax: 0844 573 8108

To make sure that you receive the highest level of service, telephone calls to our administrator are recorded.

# Important Information

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## Complaints and Arbitration

In the unlikely event of a dispute occurring under this warranty you should, in the first instance, contact:

Customer Service Manager  
Car Care Plan Limited  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.  
Telephone: 0844 573 8005.



This warranty conforms to the Society of Motor Manufacturers and Traders (SMMT) Vehicle Protection Code of Practice.

The address of the SMMT is as follows:  
Vehicle Protection Code Conciliation  
Service  
PO Box 44755  
London SW1X 7WU.  
Telephone: 0870 751 8270.

# Warranty Extra Benefits

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

## Vehicle Replacement

Your supplying dealer will supply you with a replacement vehicle, up to a mid-sized saloon, subject to availability. You can only have a replacement vehicle if your vehicle is being repaired under this warranty and prior authority has been given by the administrator's Claims Department. You will have to pay for fuel and insurance for the replacement vehicle.

## Exclusion

You cannot have a replacement vehicle for the first 24 hours that you are without your vehicle or during any delay the repairer may have waiting for parts or commencing repairs.

## 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 Personal Validation Certificate.

# Warranty Service Standards

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**The vehicle must be serviced in accordance with the manufacturer's recommended service schedule. We strongly recommend that you use your supplying Westover dealership or another Westover Group dealer.**

The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances or four weeks/1,000 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 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.

# Westover Assist

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(Tel: 0844 573 8172)

## Definitions

The following definitions will apply wherever they appear in the Westover Assist part of your warranty handbook.

*Us/we* – means Westover Assist.

*You, your* – the person named on the Personal Validation Certificate.

*Vehicle* – the vehicle covered by your Westover Warranty as shown on the Personal Validation Certificate.

*Breakdown* – a mechanical or electrical failure, puncture or accident, which immediately renders the vehicle immobile.

*Territorial limits* – means Great Britain, Northern Ireland, Scotland and Wales.

## Important Note

Details of Westover Assist cover may not reach us by the time assistance is required. In this unlikely event, we will always assist customers, but before assistance can be provided, we will ask you to provide **immediate payment** for the service required by Credit or Debit card. A payment receipt will be sent to you in order for you to seek reimbursement from the administrator. Please contact the supplying dealer if you have any questions concerning this procedure.

## Call 0844 573 8172

Tell the controller who answers your call:

- You are a Westover customer.
- Your Westover Warranty type, number and car registration number.
- Where your vehicle is and what seems to be the problem (for example, if you have a puncture, tell the controller your tyre size).
- If you also intend to claim under your Westover Warranty you must telephone the administrator on 0844 573 8005 and obtain advance authorisation, before any repairs are commenced.

With Westover Assist as part of your Warranty you will be entitled to the following:

## WESTOVER ASSIST SERVICES

### Roadside Assistance and Nationwide Recovery

If your vehicle breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident which immediately renders the vehicle immobilised, we will send help to the scene. We will arrange to pay call out fees and mileage charges needed to repair or assist with the vehicle. If, in the opinion of our recovery operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- Arrange and pay for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair.
- If the above is not possible at the time, we will arrange for your vehicle, you and up to five passengers to be transported to your home or original destination.

### Home Assist

We will despatch one of our recovery operators to your home address or within a one-mile radius only.

Please note: Any repairs undertaken by our recovery operators at their premises are provided under separate contract, which is between you and the garage.

### Caravans and Trailers

If your vehicle breaks down and your caravan/trailer is attached, providing it is fitted with a standard towing hitch and does not exceed 23 feet in length, your caravan/trailer will be recovered with your vehicle at no extra cost.

### Message Service

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.

### Accident Cover

If your vehicle is involved in an accident, rendering it immobile or illegal, we will transport your vehicle to a nominated local address within the United Kingdom.

## Puncture Cover

If your vehicle sustains a puncture and you are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel or means of reinflating the tyre where no spare is provided by the manufacturer of the vehicle.

## Toll Fees

In the event of a valid claim we will pay ferry and toll fees **ONLY** within the confines of the United Kingdom and Northern Ireland.

## Exclusions

Westover Assist does not cover the following:

- 1 Any caravan/trailer where the total length exceeds 23 feet and where it is not attached to the vehicle with a standard towing hitch.
- 2 Contracts not registered with us.
- 3 The cost of any parts, components or materials used to repair the vehicle.
- 4 Any costs or expenses not authorised by our Rescue Controllers.
- 5 The cost of food, drinks, telephone calls or other incidentals.
- 6 The cost of alternative transport.
- 7 The cost of petrol, oil or insurance for a hire vehicle.
- 8 The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one breakdown.
- 9 Overnight accommodation or car hire charges.
- 10 Breakdowns caused by failure to maintain the vehicle in a roadworthy condition including maintenance or proper levels of oil and water. If, in the opinion of our recovery operator, the vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, we may terminate your cover immediately by notifying you by letter, as to what action we have taken.
- 11 Vehicles where service cannot be effected because the vehicle does not carry a serviceable spare wheel or means of reinflating the tyre where no spare is provided by the manufacturer of the vehicle.
- 12 Any request for service if the vehicle cannot be reached due to snow, mud, sand or flood or where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter.

- 13** Any request for service if the vehicle is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
- 14** Overloading of the vehicle or carrying more passengers than it is designed to carry.
- 15** Claims not notified, prior to expenses being incurred.
- 16** The charges of any other company (including Police recovery) other than our recovery operator.
- 17** Loss or damage to the vehicle or its contents.
- 18** Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  - 1** Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
  - 2** The radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.
  - 3** Any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
- 19** Any false or fraudulent claims.
- 20** Failure to comply with requests by us or our recovery operators concerning the assistance being provided.
- 21** Fines and penalties imposed by courts.
- 22** Any charges where you, having contacted us, effect recovery or repairs by other means.
- 23** Ferry and Toll charges outside of Mainland UK and Northern Ireland.
- 24** Any claims relating to the following:
  - Vehicles in excess of 35 cwt-3.5 tonnes.
  - Vehicles more than 17 feet long, 6 feet 3 inches wide and 8 feet high.
- 25** Any service or insurance cover where remedial action has not taken place following a previous breakdown.
- 26** More than six callouts per contract per year.
- 27** Claims totalling more than £2,500 in any one year.

### General Conditions

- 1** We will provide cover if:
  - a** You have met all the terms and conditions within this contract.
  - b** The information provided to us, as far as you are aware, is correct.
- 2** The driver of the vehicle must remain with or nearby the vehicle until help arrives.
- 3** We may cancel the contract by sending seven days notice to your last known address.

- 4 There is no return of contract cost.  
Westover Assist is administered by  
Call Assist Ltd.

Should you wish to contact us, please  
send your correspondence to:

Call Assist Ltd  
Axis Court  
North Station Road  
Colchester CO1 1UX.

**WESTOVER ASSIST HELPLINE**  
**0844 573 8172**

# MOT Test Cover

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## Important

With MOT Test Cover provided as part of your warranty, you will be covered against the cost of repairing, replacing or altering the following parts of the covered vehicle if cited on the Notification of Refusal to Issue a Certificate (VT30) as being the reason for the failure of the MOT test after the start of the warranty. For details of the period covered please see your Personal Validation Certificate. You must return to a Westover repair facility for your MOT test, in order that you can benefit from this MOT Test Cover.

**Please note that this cover does not include the following:** Accidental or malicious damage, neglect or wear and tear reported during the vehicle's previous service, actual tuning or adjustments to the fuel system, windscreen wiper motors, tyres, wheels, exhaust systems and catalytic converters.

Also please note that the vehicle you purchase must have at least three months MOT remaining at the time of purchase for this MOT Test cover to apply.

Please read carefully the Terms and Conditions.

## Cover Includes:

- All lighting equipment.
- Steering – manual and power steering units.
- Suspension – drag links, track rod ends, shock absorbers, springs, wishbones, swivel joints, mountings, sub-frames and wheel bearings.
- Braking system – master cylinder, wheel cylinders, calipers, brake discs and drums, load compensator, ABS modulator/sensors/ computers and brake pipes, hoses and cables.
- Seat belts – mountings, belts, retractors and buckles.

## Important

All other components are excluded from the cover provided by this MOT Test Cover.

## Terms and Conditions

Please carefully read the following terms and conditions.

- 1 This MOT Test Cover does not cover:
- A** Any parts which have not actually failed, or which are replaced or reported during routine servicing.
  - B** Any loss in excess of the maximum claim liability of £500 (including VAT).
  - C** Liability which attaches by virtue of an agreement but which would not have attached in the absence of the said agreement.
  - D** Any vehicle used for hire or reward (eg taxis, self-drive hire, driving schools, etc) or any commercial vehicle with a Gross Vehicle Weight of more than 3.5 tonnes or any vehicle used in any sort of competition, rally or racing of any kind or designed to carry more than eight passengers including the driver.
  - E** Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this MOT Test Cover.
  - F** Any damage occurring, which is due in whole or in part to any type of accident or any act or omission which is wilful, unlawful or negligent.

- G** Any loss, damage or failure which, in the opinion of a qualified engineer appointed by the administrator, was caused wholly or partially by a lack of maintenance or by neglect in taking reasonable preventative steps.
- H** MOT test or re-test fee.
- I** Any item noted as advisory.
- J** The first £10.00 of any claim.

Only one MOT Test Cover claim is permissible per 12 months of cover.

MOT Test Cover is transferable provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company.

All claims must be supported by a VAT receipted invoice from the repairing dealer.

Vehicle service schedule – THE VEHICLE MUST BE SERVICED TO COMPLY WITH THE MANUFACTURER'S SERVICE SCHEDULE AND FAILURE TO DO SO MAY INVALIDATE YOUR CLAIM.

If you don't follow the manufacturer's service schedules, this MOT Test Cover may not apply.

When you have your vehicle serviced, you are allowed 1,000 miles either side of the service mileage or four weeks either side of the time period, whichever comes first.

**It is important that you retain your service receipts as they may be required to validate any claim you make.**

**2** The reimbursement for any claim under this MOT Test Cover shall not exceed the manufacturer's list prices for parts and labour costs necessarily incurred in repair of covered components up to the maximum aggregate claim liability of £500 (including VAT) during the 12 month period of the MOT Test Cover but excluding the first £10.00 of any claim.

**3** Any exploratory dismantling charges will only be reimbursed as part of a valid claim. It is the responsibility of the vehicle owner to authorise dismantling and to pay the charges if such dismantling proves that the failure is not covered by the MOT Test Cover. The administrator reserves the right to subject the failed parts to expert assessment.

**4** The MOT Test Cover will not cover any component covered by any other existing warranties or insurances.

**5** The vehicle you have purchased must also have at least three months MOT remaining at the time of purchase for this MOT Test Cover to apply.

**6** If any claim is fraudulent or any false statement is made in any respect all benefits under this MOT Test Cover will be forfeited. No refund will be made in such circumstances.

## **7 Territorial Limits**

Cover under this MOT Test Cover may only be granted to individuals residing, or corporate bodies registered in the United Kingdom.

**8** This MOT Test Cover is not valid unless noted on your Personal Validation Certificate.

**9** Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.

## **10 Important**

This MOT Test Cover does not cover accidental or malicious damage or neglect.

## **11 Governing Law and Jurisdiction**

This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.

## How to Claim

In case your vehicle fails its MOT test, all you have to do is ensure that Westover is aware that you have MOT Test Cover and hand over:

- Your MOT Test Cover Personal Validation Certificate.
- The previous valid MOT Certificate and
- The VT30 form citing the reasons for failure.

Westover will then take authorisation from the administrator to carry out all necessary repairs and you will only have to sign the repair invoice.

## Complaints and Arbitration

In the event of a dispute occurring under this cover, the following procedures are provided to assist you. In the first instance, any enquiries should be made to the administrator at the following address:

Customer Services Manager  
Car Care Plan Limited  
Jubilee House  
5 Mid Point Business Park  
Thornbury  
West Yorkshire BD3 7AG.  
Telephone: 0844 573 8005.



This MOT Test Cover conforms to the Society of Motor Manufacturers and Traders (SMMT) Vehicle Protection Code of Practice.

The address of the SMMT is as follows:  
Vehicle Protection Code Conciliation  
Service  
PO Box 44755  
London SW1X 7WU.  
Telephone: 0870 751 8270.

# Transfer of Westover Warranty/Assist/MOT Test Cover

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If you sell your vehicle during the period of your Warranty/Recovery/MOT Test Cover, you may transfer the benefits of this cover 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.

## New Owner

Name \_\_\_\_\_

Address \_\_\_\_\_

Mileage at Transfer \_\_\_\_\_

Date of Transfer \_\_\_\_\_

Vehicle Registration Number \_\_\_\_\_

Warranty Type and Number \_\_\_\_\_

Warranty Holder's Signature \_\_\_\_\_

I/We have read and agree with the terms and conditions of this warranty, including Westover Assist and MOT Test Cover and request its transfer.

## New Owner's Signature

\_\_\_\_\_

Date \_\_\_\_\_

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

When completed this form should be sent with your cheque for £25 payable to:

Car Care Plan Limited to:

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

