

Customer Guide



**Welcome to a step-by-step guide
to our warranty claims process.**

To keep your personal data safe, we will ask you a series of data protection questions to identify the warranty holder and vehicle when contacting us by phone. Please have this information to hand.

Customer Guide



Call us on 01279 456 500.



- Please call us to start your warranty claim. A member of our team will help you with what to do next and make an appointment with a local repairer if suitable.
- It's important that you don't have any repair work done on your vehicle before speaking to us. This could invalidate your claim.

1.

Customer Guide



Take the vehicle to the repairer



- We'll provide you with a list of approved repairers in your area or we can help make an appointment directly.

We may need a copy of your vehicle's service history. Please provide this to the repairer.

2.



Allow repairer to diagnose the fault



- As the vehicle owner, the repairer will need your permission to access the vehicle to diagnose the fault. This is a legal requirement.

Please note that you are liable for the cost of the diagnostics.



Presenting the claim



- Your repairer will present your claim and any supporting evidence to us either by phone or using our online system.
- If presenting online, we'll get back to the repairer within the hour to confirm if the repair is covered. If the repairer is presenting over the phone, this can take a little longer.

We cannot authorise a suspected fault. Your repairer will need to be able to show us the fault and what caused it.



Authorising the claim



- It's important that the repairer doesn't carry out any work until an authorisation number has been provided, as this will invalidate your claim.
- If we are satisfied that the fault on your vehicle and its cause meet our terms and conditions, we will authorise your repairer to carry out the repair and provide an authorisation number.



Payment



- We usually reimburse our approved repairers directly. If your repairer requires a different arrangement, please agree this with them in advance and let us know.
- Once we receive a valid invoice, online claims will be paid within 24 hours. Claims made over the phone will be paid within 3-5 working days. Both are paid by BACS transfer.