



Dacia

The Rivers Office Park, Denham Way, Maple Cross  
Rickmansworth, Hertfordshire WD3 9YS  
Phone: 0844 3351111 - Fax: +44 (0)1923 895101  
www.dacia.co.uk

## Dacia Extended Warranty Cover Details

### CUSTOMER DETAILS

Mr Renault Customer

### CONTACT INFORMATION

**Telephone:** 01234 567890

**Email:** customer@renault.co.uk

### ADDRESS

**Address line 1:** 1 Any Street

**Address line 2:** Any Lane

**Town:** Any Town

**County:** Any County

**Postcode:** XX10 1XX

### VEHICLE DETAILS

**Registration number:** XX13XXX

**VIN:**UV1PSHAC69730091

**Date first registered:** 1<sup>st</sup> May 2013

### EXTENDED WARRANTY COVERAGE

- The extended warranty prolongs the warranty coverage on vehicle registration XX13XXX up to 5 year / 60,000 mile warranty from the date of first registration
- The warranty expires on the first of the two limits reached
- Full terms and conditions of your warranty are detailed below

### TRANSFERABILITY

The warranty is not transferable to another vehicle but should the vehicle be sold whilst the warranty is still active, the remaining cover transfers to the new owner.

### CANCELLATIONS

You have 14 days from the date you purchased your cover to cancel it. If you have changed your mind and wish to cancel, please email [info@dacia-aftersales.co.uk](mailto:info@dacia-aftersales.co.uk)

If any of these details are incorrect please contact [info@dacia-aftersales.co.uk](mailto:info@dacia-aftersales.co.uk)



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# Dacia Extended Warranty Terms and Conditions

This document outlines the terms and conditions of the Dacia Extended Warranty for vehicle registration XX13XXX and the terms of cover. This cover is provided at the discretion of Dacia UK Ltd, The Rivers Office Park, Denham Way, Maple Cross, WD3 9YS.

## Dacia Services The Dacia Extended Vehicle Warranty

### Coverage

The benefits of the Dacia Extended Warranty are valid solely for the vehicle shown under "Dacia Extended Warranty Cover Details" (page 1). The cover is not transferable to another vehicle but should the vehicle be sold whilst the warranty is still active, the remaining cover transfers to the new owner.

### Coverage start date

The benefits of the Dacia Extended Warranty come in to effect from the date of expiration of the manufacturer contractual warranty, meaning the end of the 36<sup>th</sup> month following the date of registration as written on the Warranty and Services sheet, provided that the mileage limit of 60,000 miles has not been exceeded.

### Duration & Mileage

The contract is valid for the time and mileage shown under "Dacia Extended Warranty Cover Details" (page 1). The warranty extension begins from the date of first registration and includes the manufacturer's contractual warranty period. The mileage cover is counted from 0, regardless of the date that the contract commences. The warranty extension cover expires on whichever of the first limits is reached first.

### Geographic Coverage

The Warranty applies to any vehicle sold new in the United Kingdom as long as it is driven and remains registered in the following European countries:

UNITED KINGDOM - ANDORRA - AUSTRIA - BELGIUM - BOSNIA HERZEGOVINA - BULGARIA - CROATIA - CYPRUS - CZECH REPUBLIC - DENMARK - ESTONIA - FINLAND - FRANCE - GERMANY - GREECE - HUNGARY - ICELAND - IRELAND - ITALY - LATVIA - LICHTENSTEIN - LITHUANIA - LUXEMBOURG - MACEDONIA - MALTA - MONACO - NORWAY - NETHERLANDS - POLAND - PORTUGAL - ROMANIA - SAN MARINO - SERBIA MONTENEGRO - SLOVAKIA - SLOVENIA - SPAIN - SWEDEN - SWITZERLAND

If the vehicle is registered in one of the countries inside the geographic zone (detailed above) other than the United Kingdom, the warranty of the country of first registration will be applicable. If a Vehicle is likely to be principally used or registered outside the geographic zone detailed above, the Customer cannot benefit from the Warranty and the Warranty will be invalid.

Please contact your nearest Dacia Dealer for advice in these circumstances. Outside the country of purchase, the Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle is driven and remains registered within the geographic zone covered by the Warranty set out above.

### Servicing

The Vehicle must be serviced according to approved Dacia standards as described to the Customer in the Owner's Handbook in order not to risk invalidating the Warranty should an incident be due to the lack of or quality of servicing.

### Scope

#### - Benefits to the Customer:

- This warranty covers the cost of repair or replacement of defective parts to repair a material, assembly or manufacturing defect recognised by the manufacturer when carried out by a member of the Dacia Network. It also covers consequential damage to the vehicle resulting from the principal defect. It is up to Dacia, in consultation with the relevant Dacia Network member, to decide whether it is appropriate in the circumstances to repair or replace any faulty part. These benefits are provided at the sole discretion of Dacia UK Ltd. All requests for repairs will be considered properly, seriously and fairly, but Dacia UK reserves the right to refuse to complete any repairs requested:



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- Emergency repairs or towing of the Vehicle to the nearest Dacia Network member.
- **The Warranty does not cover:**
  - The indirect consequences of any fault (including but not limited to loss of business, length of time off the road)
  - Any components of the Vehicle that have been changed following the Delivery Date and the consequences (including but not limited to damage, premature wear, alterations) of such changes on other parts or components of the Vehicle or on the Vehicle's specifications.
  - Any routine servicing agreed with the Customer on purchase of the Vehicle, recommended by Dacia, detailed on the Warranty & Service Sheet (provided by the Dacia Dealer) or which the Customer chooses to undertake.
  - The replacement of parts damaged as a result of normal wear and tear. This includes (but is not limited to) items such as brake and clutch friction materials, exhausts, wiper blades and trim. However, such items are covered if replacement is required as a result of manufacturing or material defect.
  - The damage resulting from poor Vehicle maintenance, especially when any instructions concerning the treatment, servicing frequency or care to be taken with regard to the Vehicle detailed on the Warranty & Service Sheet or in the Owner's Handbook have not been observed.
- **Damage caused by the following:**
  - Accidents and resulting impacts (including without limitation) scratch marks, chipping caused for any reason
  - Failure to comply with Dacia's recommendations as advised to Customers in any medium from time to time
  - Effects associated with atmospheric pollution, effects of plant resin, effects of animal pollutants such as bird droppings, effects of chemicals
  - Transportation of products
  - The use of poor quality fuel, or any type of fuel other than the type that is recommended for use with the Vehicle in the Owner's Manual
  - The fitting of non-Dacia approved accessories
  - The fitting of Dacia approved accessories installed without following Dacia's recommendations as provided with the accessory or shown on the packaging or advised to the Customer by Dacia and/or the Dacia Network from time to time
- Damage caused by events beyond Dacia's reasonable control, including but not limited to:  
Lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks.

### **How does the Warranty work?**

#### **- To benefit from the Warranty, the Customer must:**

- Make sure the Warranty & Service Sheet does actually show the Delivery Date for the Vehicle on which entitlement to the Warranty depends.
- Go to any member of the Dacia Network and authorise it to carry out work covered by and detailed in the Warranty.
- Present the Owner's Handbook with the Service records duly filled in, justifying the entitlement to warranty and to show that the servicing operations recommended by Dacia have indeed been carried out.
- Have one of the Dacia Network workshops record or point out in writing, as soon as possible, any fault covered by the Warranty. If the Vehicle is off the road and cannot be driven to a Dacia Network member, the Customer shall contact the nearest member of the Dacia Network or contact Dacia Assistance and request assistance with transporting the Vehicle to where it can be dealt with.



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### Important Points to Note

**- The Warranty does not apply and Dacia and the Dacia Network members are not held responsible when:**

- The Vehicle has been used under conditions that do not conform to those stated in the Owner's Handbook, the Warranty & Service Sheet and these Warranty Terms and Conditions (for example: overloading or the vehicle has been entered in any sort of sporting competition).
- The fault recorded relates to the fact that the Vehicle has not been repaired, maintained or serviced to the standard recommended by Dacia.

### Compliance with Recall Notices

In the event that Dacia contacts the Customer directly in respect of product safety recalls and quality realignment notices, these must be complied with in full. Failure to comply will invalidate the Warranty for any particular incident or claim relating to the product safety recall or quality realignment notice.

### Duration

- All parts and labour services supplied under the Warranty are guaranteed under the terms of the Warranty until it expires irrespective of when during the Warranty period any parts and/or labour services are supplied (for example, if a spare part is supplied free of charge under the Warranty in the 34th month of the Warranty period, it will only be covered under the Warranty until the expiry of the Warranty up to the limit of coverage shown on the extended warranty certificate).

### Ownership of Parts replaced

- In return for the replacement parts fitted by Dacia under the Warranty, the part(s) replaced within the scope of the Warranty rightfully become the property of Dacia and the part(s) may be retained by the Dealer.

### Transfer of ownership of the Vehicle

- Transfer of ownership of the Vehicle does not alter the terms and conditions of the Warranty.

### Geographic Coverage

- Outside the country of purchase, the Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle is driven and remains registered within the geographic zone covered by the Warranty set out on page 2.

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