



# SEAT All-in Warranty Terms.

## Welcome to your SEAT All-in Warranty.

These terms and conditions form the terms and conditions that apply to the SEAT All-in Warranty element of your All-in plan and shall apply for the contract period. Please keep it together with your Confirmation of Cover in a safe place

This SEAT All-in Warranty has been designed to help protect you against the costs incurred in the event of the mechanical or electrical breakdown of your vehicle. This Warranty is provided by SEAT UK and administered by SEAT Financial Services.

This Warranty is not an insurance product but a guarantee provided by SEAT UK.

Your Confirmation of Cover will confirm your All-in Warranty policy number and the contract period.

It is very important that you read the whole of this document, together with the Confirmation of Cover, and make sure that you understand what is covered, what is not covered and what to do if you need to make a Warranty claim or require help. However, if you have any questions, your SEAT Approved Retailer will be able to advise you.

## Meaning of words.

When the following words and phrases appear in this document or **Confirmation of Cover**, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

### Agreement

Means the All-in plan, which shall comprise of these terms and conditions together with **your Confirmation of Cover** and the terms and conditions for the All-in Roadside Assistance and Service Plan.

### Bodywork

Means all **bodywork**, paintwork, body component (including encased aerials, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time).

### Confirmation of Cover

Means the attachment provided with **your** confirmation email, which details **your** policy number and **contract period**.

### Contract period

Means the period shown on **your Confirmation of Cover** between **your** start date and end date.



### **Electrical or mechanical failure**

Means the sudden and unexpected failure of a component which is covered by this Warranty and which needs immediate repair or replacement. **Wear and tear** or normal deterioration is not covered under the definition of **electrical or mechanical failure**.

### **Incident date**

Means the date of the incident that results in the claim.

### **Market value**

Means the value of **your vehicle** as at the **incident date** as per industry price guides for used vehicles, or as determined by an independent engineer.

### **No-claim period**

The first 30 days of **your** All-in Warranty where **you** will not be able to make a claim. This is only applicable to **your vehicle** if it had no warranty cover in place for more than 30 days prior to when **your** All-in plan started. This will be clearly shown on **your Confirmation of Cover** if applicable. If any components suffer **electrical or mechanical failure** in this period, they will not be covered under this policy.

### **Private individual**

Means a person who is using the **your vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

### **UK**

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

### **We, our, us**

Means SEAT UK and/or any third party acting on **our** behalf. SEAT UK is a trading division of Volkswagen Group United Kingdom Limited, Yeomans Drive, Blakelands, Milton Keynes, MK14 5AN.

### **Wear and tear**

Means the gradual reduction in performance of a component over time from normal usage, resulting in the fail its intended function.

### **You, your, yours**

Means the **private individual** or business named on **your Confirmation of Cover**, or any subsequent owner of **your vehicle** declared to **us** (in line with the "Transfer of ownership" section) during the **contract period**.

### **Your vehicle**

Means the vehicle shown on **your Confirmation of Cover**.



## Policy wording.

### What is covered?

**You** are covered for the costs of repairing or replacing the factory-fitted mechanical and electrical components of **your vehicle** that have suffered sudden **electrical or mechanical failure** subject to the terms and conditions of this Warranty and the application of any **no-claim period**.

### Exceptions

Replacement parts and labour will be paid for with the following exceptions:

- Routine servicing (all parts replaced associated with routine servicing are excluded)
- All **bodywork**, paintwork, body component (including encased aerials, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time) glass and seals (including heated door mirrors and windows)
- Worn and perishable items as follows:
  - All adjustments, timing and cleaning
  - Batteries
  - Bulbs and fuses
  - Exhaust systems (catalytic converters are covered for internal failure)
  - Interior, exterior trims and upholstery
  - Non-manufacturer's original parts or second hand parts
  - Tyres and wheels
  - Un-encased drive belts
  - Wiper blades and arms
  - Wiring and connections (including HT leads and aerial coaxial cables)
  - **Wear and tear** of brake components: brake discs, drums, brake pads and shoes
  - **Wear and tear** of clutch component: clutch pressure plates, bearing and discs
- Any component which is subject to recall by **your vehicle's** manufacturer

### Terms and conditions

#### What you need to know

- The Warranty is valid in the **UK** and for up to 60 days per year in Continental Europe (Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City).
- There is no mileage limitation on the car while the Warranty is in place.
- **Servicing for SEAT vehicles:** Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine SEAT parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition will result in a claim being rejected. If **you** fail



to have **your vehicle** serviced in accordance with the manufacturers specification, cover will still apply for components which are not connected to vehicle servicing.

- **Servicing for non-SEAT vehicles:** Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine brand parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition will result in a claim being rejected. If **you** fail to have **your vehicle** serviced in accordance with the manufacturers specification, cover will still apply for components which are not connected to vehicle servicing.
- **You** must keep all servicing receipts and invoices.
- Failure to keep **your** car serviced in accordance with the manufacturer's service schedule will void the Warranty.
- **No-claim period:** If **your vehicle's** previous warranty, which was provided by SEAT UK or SEAT Financial Services, expired over 30 days prior to the start date of **your** All-in plan, then **you** won't be able to claim in the first 30 days of **your** All-in Warranty. Effectively, **you** will have 23 months where **you** can make a claim on **your** warranty. If **your vehicle's** previous warranty, which was provided by SEAT UK or SEAT Financial Services, has expired 30 days or less prior to the start of **your** All-in plan, or if there has been no break in warranty cover provided by SEAT UK or SEAT Financial Services, then **you** will be able to make a claim on **your** policy for the full 24-month duration and the **no-claim period** will not apply.
- The total value of the repair work completed during the **contract period** is limited to the **market value** of **your vehicle** including VAT.
- The cost of any investigation work can only be authorised by the vehicle owner, who will remain responsible for meeting that cost in the event that the repair is not covered by the Warranty.
- **We** will only replace drive belts, filter, lubricants, antifreeze and fluids if damage or loss is caused by the **electrical or mechanical failure** of a covered part.
- **We** will pay for damage caused to a covered part if caused by another covered part.
- **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
- **We** will not pay for any depreciation to **your vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
- **We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.
- As **your** Warranty is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the Warranty terms and conditions. For example, **your** Warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your vehicle** is being repaired.
- **You** should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this Warranty.
- Failure caused by deterioration of a covered part commensurate with its age and mileage ("**wear and tear**") is not covered. This includes, but is not limited to, gradual loss of engine compression requiring the repair of valves or rings and the gradual increase in the oil consumption due to normal operating functions. This Warranty will not pay for deterioration of this type.
- If the **electrical or mechanical failure** is likely to have existed before the Warranty **contract period** or occurred during the **no-claim period**, the Warranty will not pay for that repair.



- If the **electrical or mechanical failure** is covered under any other guarantee, insurance, warranty and/or gesture of goodwill, the Warranty will not pay for that repair.
- The car must not be used for hire or reward (unless correct private hire Warranty applied to Alhambra vehicles only), commercial use, professional instruction, competition or off-road use, motor rally, speed or duration tests or any practice for these events.
- **The following vehicles are excluded from the Warranty:** All non-SEAT vehicles, North American vehicles, Motorhomes/Caravans, Public hire/Private hire vehicles, Grey Imports, Kit cars, Commercial Vehicles (including car-derived vans), All vehicles over 3,500Kg gross vehicle weight, vehicles powered by fuel cell or Liquid Petroleum Gas (LPG), vehicles powered by motorcycle engines, vehicles modified from the Manufacturer's specification, and new vehicles without a Manufacturer's Warranty.
- **Damage caused by any of the following will not be covered:** Alterations, experimental equipment, fire, water ingress, corrosion, frost, floods, snow affected roads or embedding in mud or sand, a recurring problem where **you** have not sought repair advice from a SEAT Retailer or Authorised SEAT repairer, failure to respond to a manufacturer's recall, not maintaining **your** car in a safe and roadworthy condition, improper repair, intentional damage or injury, loss or damage to contents of **your** car, the theft of **your** car, participating in a criminal act, wilful exposure to danger, any type of accident, any failure of a cosmetic nature only, being under the influence of drugs (unless medically supervised) or alcohol, misuse or neglect, any unlawful act or omission, acts of war, nuclear explosion, sonic boom or radioactivity.
- SEAT Warranty reserve the right to have the vehicle inspected by an independent engineer prior to any work being carried out.
- Where the Warranty holder's car insurance should pay for a repair or will deem the car to be a write-off, then the car insurance should be used and not this Warranty.
- Telephone calls made in connection with **your** Warranty may be monitored as part of training and quality assurance processes.
- The Warranty may be invalidated if the owner continues to drive when a fault becomes apparent which results in further damage.
- The quality of the Warranty repairs will be the responsibility of the repairing Retailer.

## Courtesy cars

In the event that **your vehicle** is off the road and needs rectification under **your** All-in Warranty, the repairing Retailer will offer a courtesy car\* wherever possible.

\*Participating Retailers only. Please note that a courtesy car needs to be booked in advance and cannot be guaranteed.



## How to make a claim on your Warranty.

Should it be necessary to make a claim, please take the following steps:

1. Return **your** car to **your** nearest SEAT Approved Retailer or SEAT Authorised Repairer. Show them this document and **your Confirmation of Cover**.
2. They will assess the failure and manage the claims process on **your** behalf.
3. An assessor may be instructed to inspect the car. Should there be no valid claim under this Warranty, the expense incurred for any dismantling of the car will be **your** responsibility. Should it not be possible for **you** to return **your** car to a SEAT Approved Retailer or SEAT Authorised Repairer, please contact SEAT Warranty for authority prior to the completion of any work to **your** car on 0333 043 3783†.

### Claiming while outside the United Kingdom

If **you** need to make a claim, please contact the Warranty team on +44 333 043 3783†. Telephone lines are open Monday to Friday, 8am to 5pm, excluding bank holidays.

If **you** are unable to contact the Warranty team, **you** may arrange for **your vehicle** to be repaired. Please contact at the Warranty team at the address provided within 30 days of any repair and **you** will be advised if repairs completed are covered by **your** Warranty.

Please ensure that **you** retain a detailed repair invoice to support **your** claim. If **your** claim is covered **you** will be reimbursed in GBP at the prevailing exchange rate at the time of settlement.

On **your** return to the **UK**, please send the invoice and copies of **your vehicle's** service records to SEAT All-in Warranty:

- Email: **customerservices@seat-usedwarranty.co.uk**
- Post: **SEAT Warranty, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ.**

Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to you.

**Your** claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.



## Important information.

### Getting in touch

For general enquiries about **your** All-in Warranty, please contact **your** SEAT Retailer in the first instance. Alternatively, you can email [seatfinancecustomerservices@vwfs.co.uk](mailto:seatfinancecustomerservices@vwfs.co.uk) or call SEAT Financial Services on **0370 333 4446** (select the option for service agreements). Lines are open Monday to Friday, 9am to 6pm.

### Motor industry code of practice

This SEAT Warranty conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for you, please visit [themotorombudsman.org](http://themotorombudsman.org)



### How to make a complaint about your Warranty

**We** aim to provide **you** with first class cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell the Warranty team about it so that **we** can do **our** best to solve the problem.

In the first instance, please write to the Warranty team at:

**SEAT Warranty, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ.**

Or email [customerservices@seat-usedwarranty.co.uk](mailto:customerservices@seat-usedwarranty.co.uk)

Or telephone on **0333 043 3783**† (press 1 “Claims”, then press 2 “Warranty” to get the correct team)

†Telephone lines are open Monday to Friday, 8am to 5pm, excluding bank holidays.

If **you** are not satisfied with **our** response, **we** have a complaint handling procedure that **you** can use to resolve matters.

If **you** are not satisfied following the conclusion of this procedure, the Motor Ombudsman Service and Conciliation Service will offer free impartial advice and, when appropriate, an Alternative Dispute Resolution (ADR) service that **we** are fully committed to in the event that **you** are not satisfied with the outcome of a dispute.

For further information **you** can visit their website at [themotorombudsman.org](http://themotorombudsman.org) or call their Consumer Advice Line: 020 7344 1651 (option 1); lines are open between 9am and 5pm Monday to Friday excluding bank holidays.

### Cancellation rights

**You** have the right to cancel the **agreement** within 14 days without giving any reason. The cancellation period will expire after 14 days from the start date in **your Confirmation of**



**Cover.** To exercise the right to cancel, **you** must inform Volkswagen Financial Services (UK) Limited ('SEAT Financial Services') of **your** decision to cancel **your agreement** by clear statement (e.g. a letter sent by post or e-mail) or contact SEAT Financial Services by phone on 0370 333 4446.

**You** can use a copy of the model cancellation form, but it is not obligatory. Alternatively, write to SEAT Financial Services by email [seatfinancecustomerservices@vwfs.co.uk](mailto:seatfinancecustomerservices@vwfs.co.uk) and include **your** full name, address and policy number. To meet the cancellation deadline, it is sufficient for **you** to send **your** communication concerning **your** exercise of the right to cancel before the cancellation period has expired. **Your** right to cancel is lost once a performance of the services is expressly requested and begins during the 14 day cancellation period. For the avoidance of doubt, if **you** cancel this **agreement** all aspects of the All-in plan including the servicing/MOT and roadside assistance will also be cancelled and **you** will no longer benefit from any aspect of the **agreement**.

### Transfer of ownership

**You** may assign this **agreement** to any subsequent owners of **your vehicle** for the **contract period** provided that **you** pay all the payments shown on **your Confirmation of Cover** before the **agreement** is assigned. Once all payments have been received, SEAT Financial Services will agree to the assigning of the **agreement** providing that **you** advise SEAT Financial Services in writing following the transfer of ownership and that the purchaser of **your vehicle** agrees in writing to SEAT Financial Services to be bound by the terms and conditions of this **agreement** in every way. **You** and the purchaser of **your vehicle** can contact SEAT Financial Services in writing by emailing [seatfinancecustomerservices@vwfs.co.uk](mailto:seatfinancecustomerservices@vwfs.co.uk). The **agreement** is not transferable to another vehicle.

### Governing law

Unless **you** and **we** agreed otherwise, the laws of England and Wales will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute between us, the courts of England and Wales shall have jurisdiction.





## Use of your data.

SEAT All-in Warranty cover is administered on behalf of SEAT UK by Volkswagen Financial Services (UK) Limited ("SEAT Financial Services"). SEAT Financial Services will use **your** information and share it with Opteven Services SA ("Opteven") for the following reasons:

- To provide **you** with the product and notify **you** about important changes or developments to the features and operation of those products and services
- Manage **your** account, including responding to **your** enquiries and complaints
- Comply with audits
- Carry out risk management
- Carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services

SEAT Financial Services may share **your** information with other Volkswagen Group companies for audit purposes, risk management and to carry out customer modelling, statistical and trend analysis, with the aim of developing and improving products and services, and to comply with legal requirements. **We** will not disclose **your** information to anyone else except:

- Where the law says **we** may or must do so
- To companies that provide services to SEAT Financial Services and/or Volkswagen Group United Kingdom Limited to perform activities relating to **your** contract and/or to protect **our** rights and/or property
- To **our** franchised retailers to manage claims under **your** warranty cover

If **your** personal information is stored outside of the UK, **we** will require **your** personal information to be protected to UK standards.

Further information on how **your** information is used, how **we** maintain the security of **your** information, **your** right to access information **we** hold on **you** and details of relevant third party and Volkswagen Group companies for data sharing purposes is in **our** Privacy Policy which is available:

- At this website: <https://customer.vwfs.co.uk/privacy-policy.html>
- By contacting SEAT Financial Services at [DPO@vwfs.co.uk](mailto:DPO@vwfs.co.uk)
- From the SEAT Retailer submitting **your** application for **your** All-in Plan.