



# **SEAT Approved Used Warranty** Cover Booklet.

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## Use of data.

# Welcome to your SEAT Approved Used Warranty.

**Your SEAT Approved Used Warranty has been designed to give you additional peace of mind when you need it most.**

Your cover is made up of various sections as shown on your Confirmation of Cover. Please ensure you read this Cover Booklet and fully understand the terms and conditions relating to the cover provided to you.

All the details of how to make a claim, together with any conditions that you must comply with, are set out in the following pages. If you have any questions that are not answered within this Cover Booklet, your SEAT Approved Retailer will be able to help you.

To locate your nearest SEAT Approved Retailer please go to [seat.co.uk](https://www.seat.co.uk)

Please keep this Cover Booklet and your Confirmation of Cover in a safe place.

Certain words in both the Approved Used Warranty and MOT sections of your Cover Booklet have a specific meaning. We explain what these words mean under the Meaning of words headings in the Warranty and MOT sections of this Cover Booklet.





# Approved Used Warranty.

## **Who provides your SEAT Approved Used Warranty?**

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# Who provides your SEAT Approved Used Warranty?

This section explains how your SEAT Approved Used Warranty works and the benefits you enjoy as a beneficiary of a group insurance policy arranged by SEAT Financial Services for SEAT UK.

SEAT UK is a trading division of Volkswagen Group United Kingdom Limited (company registration number 514809, VAT registration number 217990930) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes, MK14 5AN, a company authorised to conduct business in the UK.

SEAT Financial Services is a trading name of Volkswagen Financial Services (UK) Limited ("VWFS UK"), registered in England and Wales with company number 2835230. Registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR. VWFS UK is authorised and regulated by the Financial

Conduct Authority ("FCA"), Firm Reference Number ("FRN") 311988. Authorisation details can be checked on the FCA's register at [www.fca.org.uk](http://www.fca.org.uk)

SEAT Approved Used Warranty from SEAT Financial Services is administered by Lawshield UK Limited, registered in England and Wales number: 3360532. Registered office: 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, Cheshire, WA1 1RL. Lawshield UK Limited is authorised and regulated by the FCA, FRN 306793.

SEAT Approved Used Warranty is underwritten by AWP P&C SA. AWP P&C SA is registered as a foreign company in England and Wales with foreign company number FC030280. Registered office: 7 Rue Dora Maar, 93400 Saint-Ouen, France. AWP P&C SA acts through its UK branch AWP P&C UK, registered in the

United Kingdom as a branch of AWP P&C SA (registered branch number: BR015275, registered office: 102 George Street, Croydon, Surrey, CR9 6HD).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

VWFS UK and Volkswagen Group United Kingdom Limited are part of the same corporate group. AWP P&C SA and Lawshield UK Limited are not part of the same corporate group.

# Policy summary.

Your SEAT Approved Used Warranty will pay for the costs of repairing or replacing any components which are covered under this policy. You have not been charged a premium for this cover.

## Significant features and benefits of the policy

This is a Named Component policy which covers only those components that are listed in this policy.

## Significant conditions and exclusions of the policy

The maximum we will pay per claim is £1,000 including VAT. The maximum payable within the period of cover is the market value of your vehicle at the time of sudden failure.

We will not pay for:

- The failure of any components as a result of wear and tear
- The failure of any fixed or portable in car entertainment systems or satellite navigation system

You must ensure your vehicle is serviced in accordance with the manufacturer's recommendations.

## How long does your SEAT Approved Used Warranty last?

SEAT Approved Used Warranty lasts for 12 months. Your period of cover is shown on your Confirmation of Cover.

## Who provides your cover?

Your cover is provided by AWP P&C SA.

## Your right to cancel

You may cancel this SEAT Approved Used Warranty cover at any time, however, as this has been provided free of charge there is no cancellation or surrender value.

## How to make a claim

Take your vehicle to a SEAT Approved Retailer and show your Confirmation of Cover. If you need help finding your local SEAT Approved Retailer please go to [seat.co.uk](https://www.seat.co.uk) Your SEAT Approved Retailer will assess your vehicle and liaise with us on your behalf.

## How to make a complaint

Contact our Customer Services Manager at:

**SEAT Warranty, PO Box 869,  
Warrington WA4 6LD**

By telephone: **0333 043 3783†**

By email:

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

If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Services.

## Financial Services Compensation Scheme

You may be entitled to compensation from the FSCS if the insurer cannot meet its obligations. This policy summary does not contain the full terms and conditions of your policy. These can be found in this Cover Booklet. You will also need to refer to your Confirmation of Cover.



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

# Meaning of words.

When the following words and phrases appear in the Warranty section of this Cover Booklet, they have the specific meanings given below. These words are highlighted in bold print.

## **Confirmation of cover**

Means the document that accompanies this Cover Booklet specifying **your** details and the sections of the cover which apply.

## **Continental Europe**

Means 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 the Vatican City.

## **Maximum claim limit**

The maximum **we** will pay is £1,000 including VAT per claim. The total value of claims within the **period of cover** is limited to the market value of **your vehicle** including VAT at the time of **sudden failure**.

## **Period of cover**

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

## **Private individual**

Means a person who is using the vehicle named on the **Confirmation of Cover** 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.

## **SEAT Approved Retailer**

Means a SEAT Retailer or vehicle servicing facility which is approved by SEAT UK.

## **Sudden failure**

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

## **United Kingdom**

Means England, Scotland, Wales & Northern Ireland.

## **We, Us, Our**

Means AWP P&C SA. All sections of the policy are administered by Lawshield UK Limited on behalf of the insurer.

## **Wear and tear**

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

## **You, Your, Yours**

Means the **private individual** named on the **Confirmation of Cover** and any subsequent owner of the vehicle during the **period of cover**.

## **Your vehicle**

Means the vehicle named on the **Confirmation of Cover** principally used and registered in the **United Kingdom**.

# Policy wording.

**We** will pay for the costs of repairing or replacing the factory-fitted mechanical and electrical components of **your vehicle** listed below that have suffered **sudden failure** during the **period of cover** subject to the **maximum claim limit** and the terms and conditions of this Warranty.

## Components covered

- Braking system: All parts including ABS system components; stop light switch; relays; discs; drums; cylinders; pipes and hoses
- Catalytic converter: Internal failure of catalytic converter
- Clutch: Clutch cover; centre plate; release bearing; cable and adjuster; pedal; solenoid; switch
- Drive-line components: All parts including four wheel drive system; propeller or drive shafts including gaiters and centre bearing; differential and transfer box internal components; switchgear; ECU and relay
- Electrics: Control units (excluding software updates unless required as a result of replacing a covered component); switches; relays; motors and instrument clusters
- Engine: All internal components; timing belt and tensioner; turbocharger; supercharger; all solid-state sensors and control units (including immobiliser ECU) of the engine management system including supply relays; ignition switch; petrol or diesel injection lift pumps; fuel injectors and fuel pipes; starter motor; starter motor relay; alternator; water pump; thermostat; engine mountings
- Gearbox (automatic or manual): All internal components, gear selection linkages and ECUs; automatic selection switchgear; reverse light switch
- Heating and cooling: All components relating to heating and air conditioning systems and engine cooling (excludes coolant pipes and hoses, heated seats, heated rear windows, door glasses and heated mirrors)
- Locking system: All electrical components fitted as standard
- Oil leaks: Seals and gaskets replaced to rectify the oil leaks on the components in this list of cover
- Steering system: All components including from the steering wheel to the track rod ends; rear wheel steering (if fitted); PAS system (excludes drive belt); solid-state sensors and relays
- Suspension: All components including self-levelling system; wheel bearings; switchgear; ECU and relay; hydraulic pumps and valves

## General exclusions

The following exclusions apply to **your** SEAT Approved Used Warranty Cover:

- **We** will not pay for **sudden failure** caused by an excluded component
- **We** will not replace drive belts, filter, lubricants, antifreeze and fluids unless damage is caused by the **sudden failure** of a component covered by the Warranty section of this Cover Booklet
- **We** will not cover damage to components not covered by **your** SEAT Approved Used Warranty even if the damage is caused by a component that is covered
- **We** will not pay for any claim covered under any other guarantee, insurance or Warranty. For the avoidance of doubt this includes a gesture of goodwill from a motor manufacturer
- **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 **sudden failure** of a covered component
- Unless otherwise stated in the Warranty terms and conditions, **we** will not pay for losses that may be caused by defective or damaged components. 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
- **We** will not pay for failure caused by deterioration of a covered component commensurate with its age and mileage. 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
- **We** will not pay for any costs of repair or replacement of any components where the **sudden failure** is as a result of **wear and tear**



# Policy wording.

## General exclusions (continued)

- Design Faults and Recalls – Any component which is subject to recall by the covered vehicle’s manufacturer, a manufacturing defect or design fault
- **We** will not pay more than the manufacturers list prices for parts and labour time in excess of that published by the manufacturer. Please bear this in mind if **you** authorise a repair overseas
- **We** will not pay for damage caused by any of the following:
  - 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 Approved Retailer**
  - failure to respond to a manufacturer’s recall
  - not maintaining **your vehicle** in a safe and roadworthy condition
  - improper repair

- intentional damage or injury
- loss or damage to contents of **your vehicle**
- the theft of **your vehicle**
- 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

**We** will not pay for repair or replacement if the fault causing the component failure or damage existed before the Warranty came into effect.

## General conditions

The following conditions apply to **your** SEAT Approved Used Warranty Cover and **you** must meet them before **we** make a payment:

- The Warranty is valid in the **United Kingdom** and for up to 60 days during the **period of cover** in **Continental Europe**

- There is no mileage limitation on **your vehicle** while the Warranty is in place
- Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine brand components, oils and other fluids or components, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition will result in a Warranty claim being rejected
- Failure to keep **your vehicle** serviced in accordance with the manufacturer’s service schedule will void the Warranty. **You** must keep all servicing receipts and invoices. **We** will be entitled to check that **your vehicle** has been serviced regularly and may ask to see these in the unlikely event that the condition of **your vehicle** does not appear to correspond with **your vehicle** service schedule
- The cost of any investigation work can only be authorised by **you**, in the event that it is found that the problem is not covered by the Warranty, **you** will remain responsible for any costs incurred

- **Your vehicle** must not be used for hire or reward, public services (e.g. emergency services), commercial use, professional instruction, competition or off-road use, motor rally, speed or duration tests or any practice for these events
- **We** reserve the right to have **your vehicle** inspected by an expert before authorising repairs and may also arrange for components to be examined by an expert. **You** may be asked to ensure any faulty component is retained for **our** inspection following a repair
- Where **your** motor insurance should pay for a repair or will deem **your vehicle** to be a write-off, then **your** motor insurance must be used and not this Warranty
- **Your** Warranty may be invalidated if **your vehicle** continues to be driven when a fault becomes apparent which results in further damage
- If **your vehicle** is registered to a VAT registered company or individual, the VAT element of a valid Warranty claim can be claimed by that company or individual and it is the responsibility of that company or individual to do so. **We** will not be liable for any such amount

# Policy wording.

- This policy is governed by English law. If there is a dispute it will only be dealt with in the courts of England or within the **United Kingdom** in which **your** main residence is situated
- If a claim is made which **you** or anyone acting on **your** behalf knows is false, fraudulent or exaggerated, **we** will not make any payment to **you** and all cover under this section will cease
- Modification to the vehicle – If **you** would like **your vehicle** to be modified in any way, **you** should obtain **our** prior approval. In the event that a modification, which was not approved by **us**, contributes to a fault, **we** reserve the right to reject any claim **you** may wish to make in relation to that fault
- **You** must take all reasonable steps to safeguard **your vehicle** against **sudden failure**
- If a claim occurs **you** must comply with the relevant claim procedures within this section of this Cover Booklet. Failure to do so may invalidate **your** cover





# How to make a claim.

If **you** need to make a claim, please take the following steps:

- 01.** Take **your vehicle** to any **SEAT Approved Retailer** and show them **your Confirmation of Cover**. If **you** need help finding **your** local **SEAT Approved Retailer** please go to **seat.co.uk**
- 02.** **Your SEAT Approved Retailer** will assess **your vehicle** and liaise with **us** on **your** behalf.
- 03.** If it is not possible for **you** to return **your vehicle** to a **SEAT Approved Retailer**, please contact **us** for authority prior to the commencement of any work to **your vehicle** on **0333 043 3783†**

## Claiming while outside the United Kingdom

If **you** need to make a claim please contact **us** on **+44 333 043 3783†**

If **you** are unable to contact **us**, **you** may arrange for **your vehicle** to be repaired. Please contact **us** at the address below 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 the covered vehicle's service records to SEAT Warranty either by:  
 Telephone: **0333 043 3783†**  
 Email: **customerservice@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.

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

# Important information.

## Getting in touch

You can contact us at:

**SEAT Warranty, PO Box 869,  
Warrington WA4 6LD**

By telephone: **0333 043 3783†**

By email:

**customerservices@seat-usedwarranty.co.uk**

## What to do if you are not satisfied with the cover or service provided

Our aim is to get it right. If we make a mistake, we will put it right promptly. We will confirm to you the receipt of your complaint within five working days and in most instances will have sent you the firm's final response to your complaint within four weeks.

In rare instances, where the investigation into your complaint takes longer than four weeks, the firm will provide you its final response within eight weeks. You may refer your complaint to the Financial Ombudsman Service if you remain dissatisfied with the firm's final response or we fail to provide a final response within eight weeks.

If you have a complaint, please contact our Customer Services Manager at:

**SEAT Warranty, PO Box 869,  
Warrington WA4 6LD**

By telephone: **0333 043 3783†**

By email:

**customerservices@seat-usedwarranty.co.uk**

## Financial Services Compensation Scheme

For your added protection, the insurer is covered by the Financial Services Compensation Scheme (FSCS). If the insurer is unable to pay a valid claim, you may be entitled to compensation from the scheme. Depending on the type of business and circumstances of the claims, the scheme will cover 90% of the claim with no maximum claim amount.

## How to cancel your cover

You may cancel your Approved Used Warranty at any time, however, as this has been provided free of charge there is no cancellation or surrender value.

## Transfer of ownership

If you sell your vehicle the remaining Warranty will be transferred to the new owner subject to the terms and conditions of the Warranty as outlined in this booklet being met.

## Change of address

You can change your address by contacting your local SEAT Approved Retailer.

In writing to **SEAT Warranty, PO Box 253,  
740 Birchwood Boulevard,  
Warrington WA3 9EQ**

By telephone: **0333 043 3783†**

By email:

**customerservices@seat-usedwarranty.co.uk**

## Sale of Goods Act

All vehicles sold are subject to the Sale of Goods Act 1979 as from time to time amended.

The legal rights that the buyer enjoys against the seller if the goods are not of merchantable quality or are unfit for their purpose or are not as described and which cannot be lawfully restricted are in no way affected by this Warranty.



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



# MOT Cover.

## **Contents.**

## **Welcome.**

## **Who provides your SEAT MOT Cover?**

## **Policy wording.**

- What is covered
- What is not covered
- General exclusions
- General conditions

## **How to make a claim.**

## **Fraudulent claims.**

## **Important information.**

# Welcome to your SEAT MOT Cover.

**Your SEAT MOT Cover has been designed to give you additional peace of mind when you need it most.**

Please ensure **you** read this Cover Booklet and fully understand the terms and conditions relating to the MOT Cover provided to **you**.

All the details of how to make a claim, together with any conditions that **you** must comply with, are set out in the following pages. If **you** have any questions that are not answered within this Cover Booklet, please contact **us**.

Please keep this Cover Booklet and **your Confirmation of Cover** in a safe place.

Certain words in this section have a specific meaning. **We** explain what these words mean under the Meaning of words section.



# Who provides your SEAT MOT Cover?

This booklet explains how **your** MOT Cover works and the benefits **you** enjoy as a beneficiary of a group insurance policy arranged by SEAT Financial Services for SEAT UK.

SEAT Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, registered in England number: 2835230 (registered office: Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR). Volkswagen Financial Services is authorised and regulated by the Financial Conduct Authority.

SEAT UK is a trading division of Volkswagen Group United Kingdom Ltd (company registration number 514809, VAT registration number 217990930) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes MK14 5AN, a company authorised to conduct business in the United Kingdom (“SEAT UK”).

SEAT MOT Cover from SEAT Financial Services is administered by Lawshield UK Ltd, registered in England (company registration number 3360532) whose registered office is 850 Ibis Court, Lakeside Drive, Centre Park, Warrington, WA1 1RL who are authorised and regulated by the Financial Conduct Authority.

This insurance is underwritten by Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited. Watford Insurance Company Europe Limited is a Gibraltar based insurance company with its registered office at; P O Box 1338, First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar.

Bspoke Underwriting Ltd is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. **You** can check **our** details on the Financial Services Register <https://register.fca.org.uk>

Watford Insurance Company Europe Limited is authorised and regulated by the Gibraltar Financial Services Commission under incorporation number 112869. This can be checked by visiting the Gibraltar FSC website at <https://www.fsc.gi>

As an insurance company authorised in Gibraltar, Watford Insurance Company Europe Limited is permitted under the Financial Services and Markets Act 2000 (Gibraltar) Order 2001 to conduct business in the United Kingdom under FCA reference 714197. **You** can check this by visiting the Financial Services Register on the FCA website at <https://register.fca.org.uk>

Details about the extent of its regulation by the Financial Conduct Authority are available on request.

Volkswagen Financial Services UK Ltd, Lawshield UK Ltd, Bspoke Underwriting Ltd and Watford Insurance Company Europe Limited are not part of the same corporate group.



# Meaning of words.

The words or expressions detailed in this MOT Cover section have the following meaning wherever they appear in this policy in **bold**.

## **Confirmation of cover**

The document that accompanies this cover booklet specifying **your** details and **your** cover.

## **Excess**

The first amount of any claim payable by **you** which is £10.

## **Insurer/We/Our/Us**

Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited. This policy is administered by Lawshield UK Ltd on behalf of the **Insurer**.

## **MOT Certificate (VT20)**

**MOT Certificate (VT20)** issued by the **MOT Test** station.

## **MOT Test**

Ministry of Transport test completed by a company authorised by The Vehicle & Operator Services Agency to offer an MOT Testing service on behalf of the Secretary of State for Transport.

## **Notification of refusal to issue an MOT Certificate (VT30)**

The **notification of refusal to issue an MOT Certificate (VT30)** issued by an **MOT Test** station should **your vehicle** fail to meet the requirements of the **MOT Test**.

## **Period of cover**

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

## **SEAT Approved Retailer**

Means a SEAT franchise retailer or vehicle servicing facility which is approved by SEAT UK.

## **United Kingdom**

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

## **You/Your/Yours**

The person named on the **Confirmation of Cover** being the registered owner of **your vehicle**, or any subsequent owner of the vehicle during the period in which this cover remains valid.

## **Your vehicle**

The vehicle detailed on the **Confirmation of Cover**. **Your Confirmation of Cover** will confirm if MOT Cover is applicable to **you**.



# Policy wording.

## What is covered

**We** will pay the reasonable cost of repairing or replacing such part or parts of **your vehicle** listed below up to a maximum of £750 (inclusive of VAT) in the event of a part or parts covered herein being cited on an official “Refusal of an MOT Certificate” (Form VT30) as the reason for **your vehicle** failing to pass the **MOT Test**, in the **United Kingdom**, during the **period of cover**.

- Lighting Equipment: Front and rear lamps, headlamps, stop lamps, rear reflectors, direction indicators, hazard warning lamps, switches, tell tales, high intensity discharge (HID), LED headlamps, washing and levelling system, power steering malfunction indicator lamp (MIL), electronic parking brake MIL, illumination of speedometers, brake fluid level warning lamps, electronic stability control system MIL, tyre pressure monitoring system warning lamp
- Steering and Suspension: Steering control, steering mechanism, power steering, transmission shafts, wheel bearings, front suspension, rear suspension, shock absorbers, wheel alignment, steering, suspension, brake, transmission dust covers/gaiters, and steering wheel locking mechanism

- Brakes: ABS warning system / controls, condition of service brake system, condition of parking brake system, service brake performance, parking brake performance, brake fluid levels where below the minimum indication
- Seatbelts: All seatbelt mountings, their condition and operation; front driver’s and passenger seat mountings; driver’s seat adjustment mechanism, backrest security in an upright position and supplementary restraint systems (SRS) including airbags and seatbelt pre-tensioners
- General: Emission control systems including catalytic converter, electronic stability control system, fuel injection, engine mountings, ECU replacement as a result of calibration failure to meet MOT exhaust gas emission standards, horn, mirrors, registration plates, speedometer, driving controls, windscreen wipers and washers

## What is not covered

**We** will not pay for:

- Bulbs, fuses, wiring or connections
- Tyres or wheels
- Brake pads and shoes where the condition is wear related
- Bodywork or glass
- Exhaust system
- Items listed as “advisory” only
- Adjustments, tuning or cleaning
- The first £10 of any claim
- The **MOT Test** or re-test fees

## General exclusions

Notwithstanding any other provision herein, this insurance does not cover;

- Damage caused by a road traffic accident and/or fire
- Structural damage, rust or corrosion
- Parts fitted as part of the repairs that are not detailed under the ‘What is covered section’
- Repairs arising as a result of any deliberate damage, neglect or misuse of **your vehicle** or any modifications such as the fitting of replacement or experimental parts or other equipment not approved by the manufacturer

- Repair or servicing of the **your vehicle** or parts subject to recall for repair or replacement by the manufacturer
- A fault or defect in any part which can reasonably be said to have been known to exist before the commencement of the **period of cover**
- Any repairs covered under the manufacturer’s or supplier’s warranty or any other form of cover
- Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority, terrorism
- Any direct or indirect consequence of:
  - Irradiation, or contamination by nuclear material; or
  - The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or

# Policy wording.

## General exclusions (continued)

- Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter
- Anyone that is not a resident of the **United Kingdom** and has not been living permanently in the **United Kingdom** six months prior to the purchase of this policy
- Any actual or alleged loss, damage, liability, injury, sickness, cost or expense, regardless of any other cause contributing concurrently or in any sequence, in any way caused by or resulting directly or indirectly:
  - (a) Infectious or contagious disease;
  - (b) any fear or threat of (a) above; or
  - (c) any action taken to minimise or prevent the impact of (a) above.
 Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means
- Any loss or damage which occurred prior to the commencement of this insurance

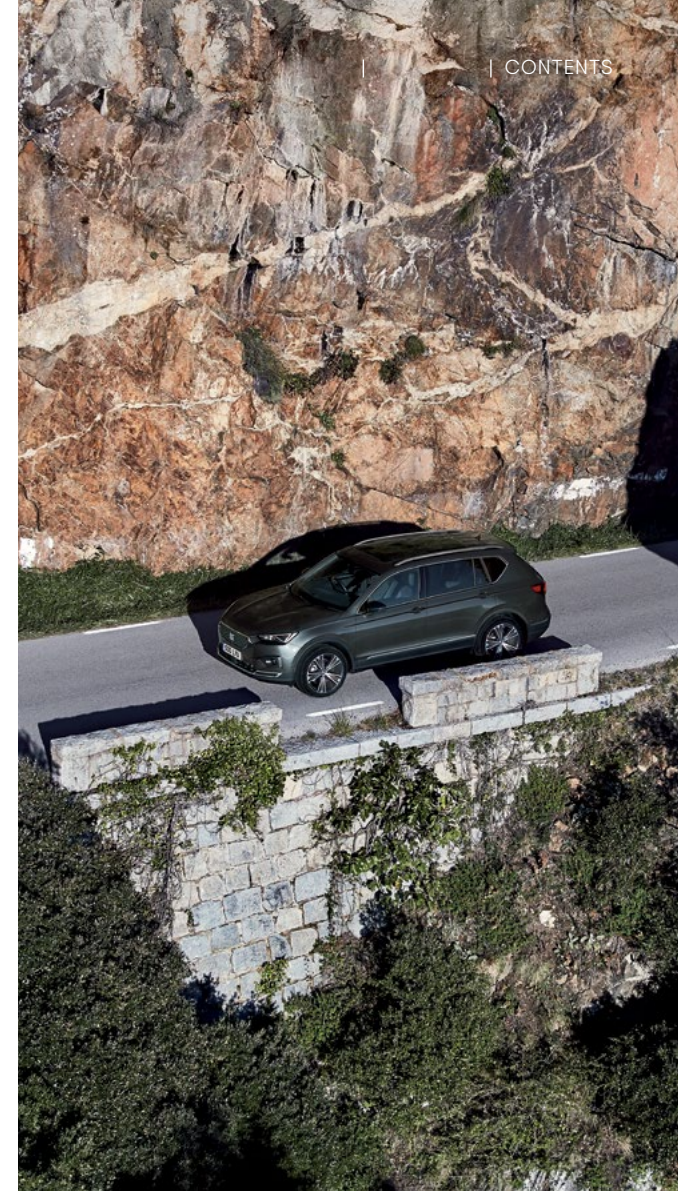
## General conditions

These conditions apply to all sections of this MOT Cover and **you** must meet them before **we** make a payment.

- **Your vehicle** must be under 10 years old and must have done under 100,000 miles to be eligible for cover
- Servicing must be carried out in accordance with vehicle manufacturer recommendations. Failure to keep **your vehicle** serviced in accordance with the manufacturer's service schedule will void this MOT Cover. **You** must keep all servicing receipts and invoices. **We** will be entitled to check that **your vehicle** has been serviced regularly and may ask to see these in the event of a claim
- **We** reserve the right to have **your vehicle** and failed components inspected by an expert before authorising repairs.
- This MOT Cover has no surrender value or provision for a refund or repayment
- Only one claim can be made during the **period of cover**
- This MOT Cover is governed by English law.
- **We** reserve the right to take over and carry out the defence or settlement of any claim

after a payment has been made under this policy. Legal action may be taken in **your** name to recover payment from a third party made under this policy

- In the event of a claim under **your** policy, **you** must refer to the How to make a claim section of **your** policy
- Where dismantling of a covered component is necessary to determine the validity of a claim, **you** must authorise any dismantling. Costs incurred will only be met as part of a valid claim where **we** agree to meet the cost of repair
- Within 30 days prior to the MOT due date, **your vehicle** must be submitted for an **MOT Test** and any faults identified on the **MOT Test** failure certificate must be rectified by a **SEAT Approved Retailer**
- Only MOTs scheduled 30 days prior to the MOT due date will be covered
- This cover will be invalidated if during the term:
  - **Your vehicle** is not serviced or repaired, in accordance with the manufacturer's recommendations;
  - **Your vehicle** has been used for racing, rallying or other competition purposes





# How to make a claim.

If **you** need to make a claim please take the following steps within seven days from the date of issue of the **VT30**.

**01.** Take **your vehicle** to a **SEAT Approved Retailer** and show **your Confirmation of Cover**. If **you** need help finding **your local SEAT Approved Retailer** please go to **seat.co.uk**

**02.** **Your SEAT Approved Retailer** will assess **your vehicle** and liaise with **us** on **your** behalf.

**03.** If **your** claim is valid **we** will authorise **your SEAT Approved Retailer** to repair **your vehicle** and **we** will settle the costs covered by **your** MOT Cover directly to **your SEAT Approved Retailer**.

**04.** **You** will be responsible for the following costs:

- The first £10 of any repairs, (the **excess**)
- Costs not covered by this policy
- Costs in excess of £750 inclusive of VAT
- Any VAT arising on the repairs (only where **you** are VAT registered)
- Any **MOT Test** or re-test fee

# Fraudulent claims.

If **you** or anyone acting for **you** makes a false or fraudulent claim, which includes but is not limited to;

- making a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
- sending **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
- making a claim for any loss or damage **you** caused deliberately; or
- acting dishonestly or exaggerating a claim

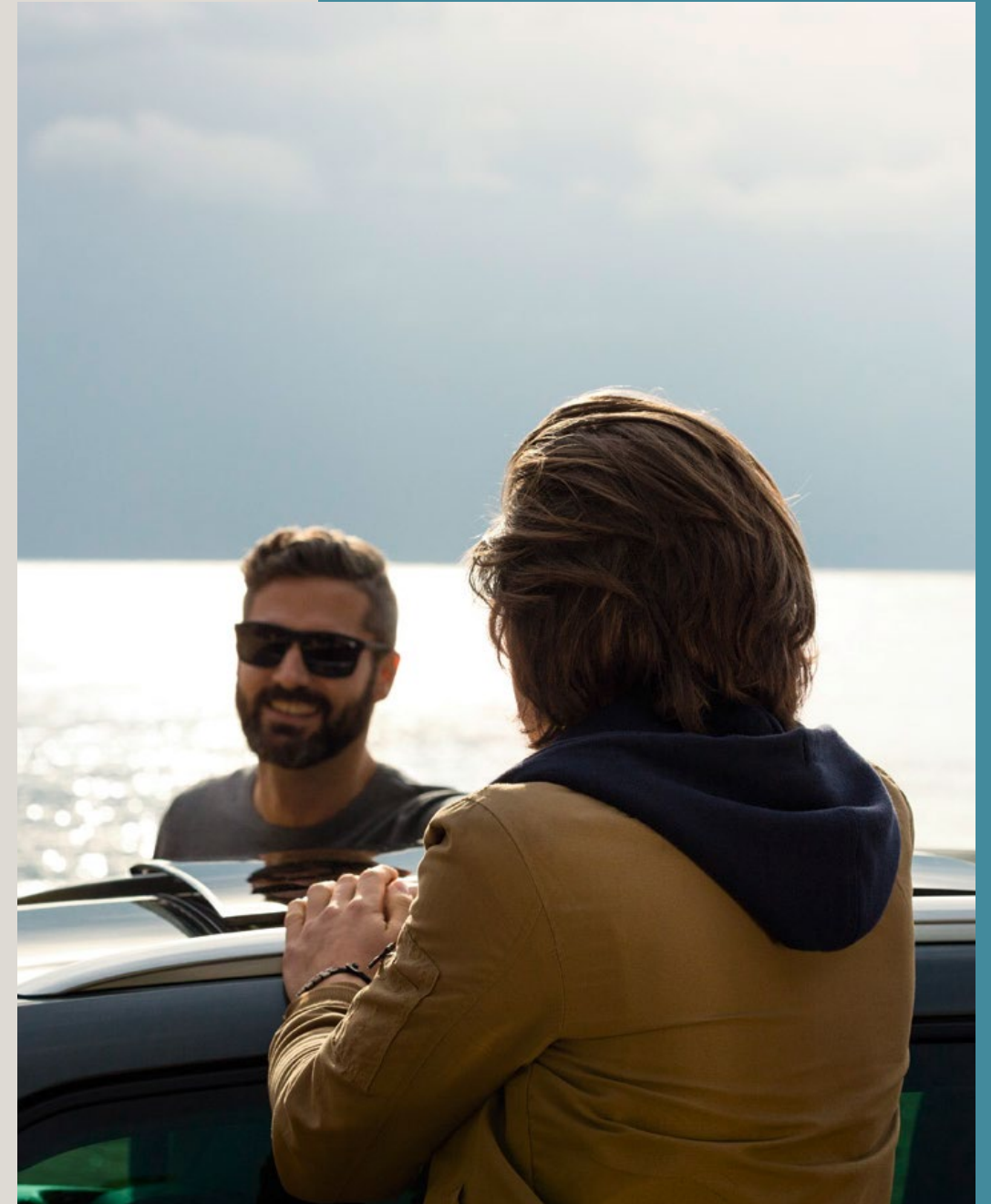
**We;**

- a) are not liable to pay the claim; and
- b) may recover from **you** any sums paid by **us** to **you** in respect of the claim; and
- c) may by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act

If **we** exercise **our** right under (c) above, **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

**We** will not return any of the premiums paid.

This information may also be shared with the police and other insurers for fraud prevention purposes.



# Important information.

## Getting in touch

You can contact us at:

**SEAT MOT Cover, P.O. Box 869,  
Warrington WA4 6LD**

Telephone: **0333 043 3783†**

Email:

**customerservices@seat-motcover.co.uk**

## What to do if you are not satisfied with the cover or service provided

It is **our** intention to give **you** the best possible service, however, if **you** do have any cause for complaint about this insurance or the handling of any claim **you** should follow the complaints procedure below.

If **you** have a complaint, please contact **our** Customer Services Manager at:

**SEAT MOT Cover, P.O. Box 869,  
Warrington WA4 6LD**

Telephone: **0333 043 3783†**

Email:

**customerservices@seat-motcover.co.uk**

## Financial Ombudsman

If **we** have not completed our investigations into **your** complaint within 8 weeks of receiving **your** complaint or if **you** are not happy with **our** Final Response, **you** may ask the Financial Ombudsman Service (FOS) to look at **your** complaint. If **you** decide to contact them, **you** should do so within 6 months of receiving **our** Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Ombudsman Service,  
Exchange Tower, London E14 9SR

Tel: 0800 023 4567

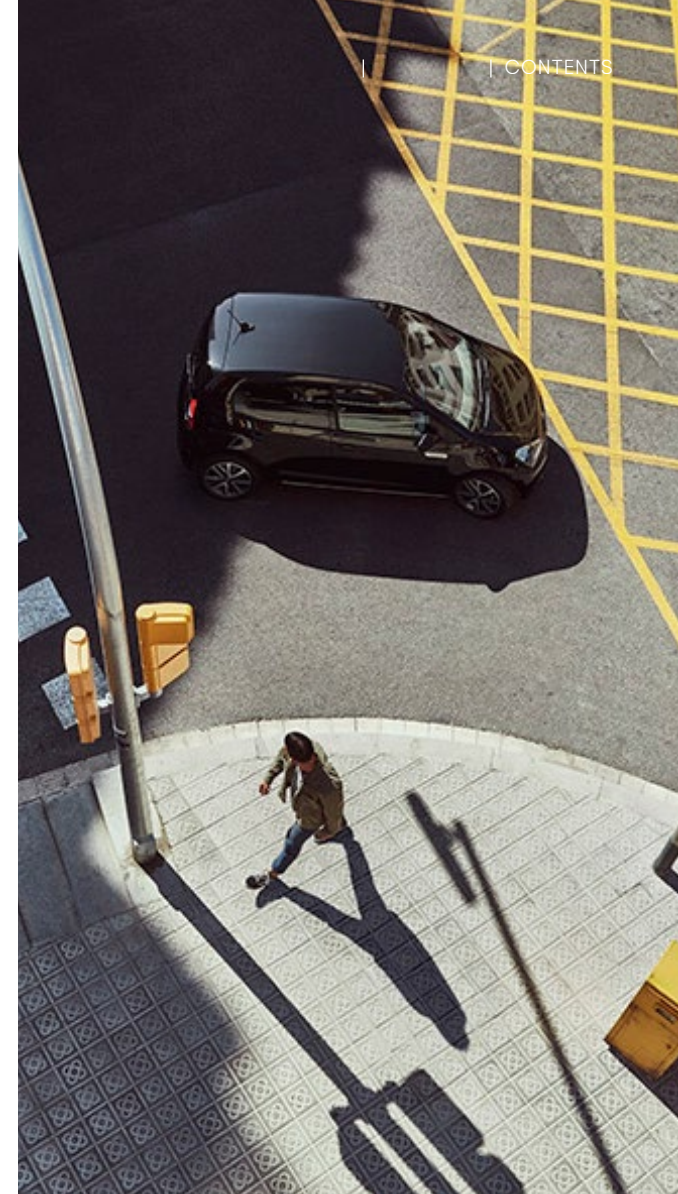
Get in touch on line:

**[www.financial-ombudsman.org.uk/  
contact-us/complain-online](http://www.financial-ombudsman.org.uk/contact-us/complain-online)**

## Financial Services

### Compensation Scheme (FSCS)

If Watford Insurance Company Europe Limited cannot meet their obligations, **you** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit **[www.fscs.org.uk](http://www.fscs.org.uk)**



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

# Important information.

## **Bspoke Underwriting Ltd information notice**

**We** are Bspoke Underwriting Ltd, **our** data controller registration number, issued by the Information Commissioner's Officer, is **Z7739575**.

This information is relevant to anyone who uses **our** services, including policyholders, prospective policyholders, and any other individuals insured under a policy.

**We** are dedicated to being transparent about what **we** do with the information that **we** collect about **you** and **we** process **your** personal data in accordance with the relevant data protection legislation.

### **Why do we process your data?**

The provision of **your** personal data is necessary for **us** to administer **your** insurance policy and meet **our** contractual requirements under the policy. **You** do not have to provide **us** with **your** personal data, but **we** may not be able to proceed appropriately or handle any claims if **you** decide not to do so.

## **What information do we collect about you?**

Where **you** have purchased an insurance policy through one of **our** agents, **you** will be aware of the information that **you** gave to them when taking out the insurance. The agent will pass **your** information to **us** so that **we** can administer **your** insurance policy and fulfil **our** contract of insurance.

For specific types of insurance policies, for example when offering **you** a travel insurance policy, **we** may process some special categories of **your** personal data, such as information about **your** health. **We** collect this data as **we** are required to use this information as part of **your** insurance quotation or insurance policy with **us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

**We** also process special categories of **your** personal data as it is in the substantial public interest and it is necessary: i) for administering **your** insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

## **Privacy Notice**

**You** can get more information about this by viewing **our** full Privacy Notice online at <https://bspokegroup.co.uk/wp-content/uploads/2023/07/Bspoke-Group-Privacy-Policy-JUL23-V2.pdf> or request a copy by emailing **us** at [dataprotection@bspokeunderwriting.co.uk](mailto:dataprotection@bspokeunderwriting.co.uk). Alternatively, **you** can write to **us** at: Data Protection, Bspoke Underwriting Ltd, Brookfield Court, Selby Rd, Leeds LS25 1NB

## **Watford Insurance Company Europe Limited information notice**

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at [www.watfordre.com/privacy-policy](http://www.watfordre.com/privacy-policy)





# Use of data.

SEAT Approved Used Warranty is administered by Lawshield UK Limited on behalf of Volkswagen Financial Services (UK) Limited (“VWFS”) for Volkswagen Group United Kingdom Limited, underwritten by AWP P&C SA and reinsured by Volkswagen Versicherung AG. In addition, please note that all warranty claims are administered by Opteven Services SA on behalf of AWP P&C SA.

MOT Cover is administered by Lawshield UK Limited and underwritten by Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited.

The Data Controllers of the personal data processed for the provision of the Approved Used Warranty product (referred to collectively as the “Data Controllers”) are listed below. Each of the Data Controllers will process your personal data for their own separate purposes. For information regarding how each of the Data Controllers processes your personal data, the purpose(s) for processing, how they maintain the security of your personal data, the third parties with whom they may share your personal data, or to make contact with the Data Controllers, please refer to the relevant privacy policy(s):

- **AWP P&C SA** – please note the insurer, AWP P&C SA, is a subsidiary company of Allianz Partners SAS
  - Website: [www.allianz-assistance.co.uk/privacy-notice.html](http://www.allianz-assistance.co.uk/privacy-notice.html)
  - Post: Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon, Surrey CR9 6HD.
  - Telephone: 0208 603 9853
  - Email: [AzPUKDP@allianz.com](mailto:AzPUKDP@allianz.com)
- **Volkswagen Versicherung AG**
  - Website: [www.insurewithseat.co.uk/media/1240/seat-auw-dpi.pdf](http://www.insurewithseat.co.uk/media/1240/seat-auw-dpi.pdf)
  - Email: [Dataprotectionrights.VW-Versicherung-AG@vwfs.com](mailto:Dataprotectionrights.VW-Versicherung-AG@vwfs.com)
- **VWFS**
  - Website: [www.insurewithseat.co.uk/privacy](http://www.insurewithseat.co.uk/privacy)
  - Post: Data Protection Officer, Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR
  - Email: [DPO@vwfs.co.uk](mailto:DPO@vwfs.co.uk)



# Use of data.

- **Bspoke Underwriting Ltd**

- Website: <https://bspokegroup.co.uk/wp-content/uploads/2023/07/Bspoke-Group-Privacy-Policy-JUL23-V2.pdf>

- Email: [dataprotection@bspokeunderwriting.co.uk](mailto:dataprotection@bspokeunderwriting.co.uk)

- Address: Data Protection, Bspoke Underwriting Ltd, Brookfield Court, Selby Rd, Leeds LS25 1NB

- **Watford Insurance Company Europe Limited**

- Website: [www.watfordre.com/privacy-policy](http://www.watfordre.com/privacy-policy)

- Email: [WatfordDPO@WatfordHoldings.com](mailto:WatfordDPO@WatfordHoldings.com)

- **VWFS specific information**

VWFS may share your information with other Volkswagen Group companies for audit, risk management and/or customer modelling purposes, for 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 third parties that provide services to us or who perform activities relating to your product and/or to protect our rights and/or property; and
- To our franchised retailers to handle 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 referred to on the previous page.



