



# Audi Priority Purchase Warranty Cover Booklet



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Welcome

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## Important information

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# Welcome

Welcome to Audi Priority Purchase Warranty. This Cover Booklet gives you full details of your cover; please keep it in a safe place.

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# Important Information

It is very important that you read the whole of this Cover Booklet. If you do not understand anything, please ask for further information.

If you need to contact us, please call Audi Priority Purchase Warranty on 0345 222 4530, or write to us at Audi Priority Purchase Warranty, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ.

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

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

## How this cover works

This document forms the contract of cover between you and us. We will pay for the claims you make which are covered by this cover, occurring during the period of cover and within the area of cover.

## Data protection

Information about this cover will be shared between us for underwriting and administration purposes.

You should understand that the information you provide will be used by us, our representatives and industry governing bodies and regulators to process your cover, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). We have taken steps to ensure your information is held securely.

Audi Priority Purchase Warranty is administered on behalf of Audi Group Companies by Volkswagen Financial Services (UK) Limited; your information may be used by Volkswagen Group for marketing, research and to inform you from time to time about special promotions, new products or services. If you do not want to receive marketing information please contact us.

## Cover activation

The cover will start the day it is activated. You can check the warranty status by logging onto the VWFS Warranty System: [www.vwfsARRANTYSYSTEM.CO.UK](http://www.vwfsARRANTYSYSTEM.CO.UK)

## Cover duration

The policy will last for one month from the activation date. It is not possible to extend or renew this period of cover.

## Cover termination

If you sell the covered vehicle whilst the policy is still active, the cover will expire the day the vehicle is sold. You are required to inform the warranty administrator so that this policy can be cancelled.

If you return the vehicle to VWFS, you are required to inform the warranty administrator so that the policy can be cancelled.

## Transfer of ownership

This cover cannot be transferred to the future owner, motor trader, garage, business or individual of the covered vehicle during the period of cover.

## Eligibility

Only Audi vehicles aged less than 60 months will be eligible for cover under the Audi Priority Purchase Warranty.

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# Meaning of words

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

## Area of cover

The premises of your dealership(s), located in the UK.

## Audi Priority Purchase Warranty, we, our, us

Audi UK and/or any third party acting on our behalf.

## Beneficiary, beneficiary's, beneficiaries

The Audi Centre, or group that purchases the vehicle from Volkswagen Financial Services (UK) Limited.

## Bodywork

All **bodywork**, paintwork, body component (including encased aerals, gas struts, sunroof assemblies, soft top roofs and seat frames).

## Brake frictional materials

Brake discs, drums and frictional material.

## Clutch frictional material

Clutch pressure plates, bearings and frictional material.

## Consequential failure

The failure of any part which has directly resulted from the **electrical or mechanical failure** of a covered component, except where this subsequent or secondary failure has arisen from an excluded cause (such as abuse, accident, fire, impact or neglect) or has occurred to batteries, **bodywork**, **brake frictional materials**, bulbs, carpets, **clutch frictional material**, glass, trim, tyres, upholstery, wheels and wipers. The maximum payable for **consequential failure** is £5,000 per claim including VAT.

## Covered vehicle

The vehicle shown on the VWFS Warranty System: [www.vwfsARRANTYSYSTEM.CO.UK](http://www.vwfsARRANTYSYSTEM.CO.UK)

## Electrical or mechanical failure

The sudden and unexpected failure of a component which is covered by the Warranty section of this cover and which needs immediate repair or replacement. **Water ingress** is included. **Consequential failure** is included for up to £5,000 per claim inclusive of VAT.

## Maximum claim limit

The price you paid for the **covered vehicle** or means up to a maximum of the price you paid for the **covered vehicle** in total on the VWFS warranty system.

## Period of cover

The duration of the warranty cover, as shown on the VWFS Warranty System: [www.vwfsARRANTYSYSTEM.CO.UK](http://www.vwfsARRANTYSYSTEM.CO.UK)

## UK

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

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## Water ingress

The general seepage of externally originating water (such as rainfall or surface splashing) through misaligned **bodywork** or seals which protect mechanical and electrical components, but excluding the total submersion, immersion or flooding of an affected component.

## Wear and tear

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

Any Audi Centre affiliated to the group that purchased the vehicle.

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# Policy wording

You are covered for the costs (limited to parts and labour inclusive of VAT up to the maximum claim limit) of repairing or replacing the covered components below that have suffered a sudden electrical or mechanical failure occurring within the area of cover and during the period of cover.

**Electrical and mechanical failure** includes damage by **water ingress** and **consequential failure**, limited to £5,000 per claim inclusive of VAT for the latter.

## What is covered

All electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**.

### Other than:

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 aerals, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time)
- ▶ All adjustments, cam belt timing, diesel pump timing or cleaning
- ▶ Batteries
- ▶ **Brake frictional material**
- ▶ Non-Xenon and non-LED bulbs
- ▶ Coolant pipes and hoses

### ▶ Clutch frictional material

- ▶ CV boot gaiters
- ▶ DPF filters
- ▶ Exhaust systems (catalytic converters are covered for internal failure)
- ▶ Fuses
- ▶ Upholstery, interior and exterior trims
- ▶ Non-manufacturer's original parts or second hand parts
- ▶ Tyres and wheels
- ▶ Unencased drive belts
- ▶ Wiper blades and arms
- ▶ Wiring and connections (including HT leads and aerial coaxial cables)

This cover cannot be used to refurbish a vehicle.

## Working materials/casings

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

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## Warranty exclusions

This cover does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc), water submersion, water immersion or flooding.
2. **Wear and tear**, regardless of mileage.
3. Faulty repairs, incorrect servicing or failure to have the covered vehicle serviced in accordance with the manufacturer's specification. If you fail to have the covered vehicle serviced in accordance with the manufacturer's specification, cover will still apply for components, which are not connected to vehicle servicing.
4. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives, which the manufacturer of the **covered vehicle** does not recommend.
5. Vehicles modified in any way from the original manufacturer's specification.
6. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising our right to inspect the **covered vehicle** under this cover.
7. Damage or failure caused by an excluded component.
8. If the vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off-road use including track days, for any form of hire or reward and usage for or by driving schools.
9. Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent.
10. Any component which is subject to recall by the manufacturer.
11. **Electrical or mechanical failure** that happens outside the area of cover.
12. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
13. **We** will not pay for any damage to parts caused by **consequential failure** exceeding £5,000 per claim inclusive of VAT.
14. **We** will not pay for any depreciation to **your covered 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.
15. 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 covered vehicle** is being repaired.
16. **You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this cover.
17. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
18. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.

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19. Acts of war, invasion, acts of foreign enemies, terrorism, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, explosions, fire, radiation and falling objects.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any other Warranty, insurance or cover.
22. Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the **covered vehicle** or the persons.
23. This cover will not cover any loss, damage or failure caused wholly or partially from abuse, neglect or as a result of accident. It will not cover a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle unless specifically included under **wear and tear**.
24. The quality of the Warranty repairs will be the responsibility of an Audi Centre or any other Audi authorised repairer.
25. Emergency service vehicles are excluded.
26. **Your** car must not be one of the following: American, Australian or Canadian (unless built for the UK), AC, Aston Martin, Bentley, Bristol, Ferrari, Lamborghini, Lotus, Maserati, Morgan, Porsche (not Boxster), Rolls Royce, TVR, stretched limousines, kit cars, cars modified outside manufacturer's specification.

What **we** will pay is limited, the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. The maximum payable in respect of consequential failure is up to £5,000 per claim inclusive of VAT. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

## How to make a Warranty claim

Claims must be submitted through the VWFS Warranty system. For full details, please visit [www.vwfsinsuranceportal.co.uk](http://www.vwfsinsuranceportal.co.uk) and download the 'Guide - How to make a Warranty or MOT claim'.

**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.

**We** reserve the right to examine the **covered vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If you or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **covered vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

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# General terms and conditions

These conditions apply to all sections of **your** Warranty and **you** must meet them before **we** make a payment or provide a service.

## Providing information

**We** will only provide the cover described in this document if, as far as you know, the information **you** gave at the time of taking out this cover is true and complete.

**You** must tell **us** about anything that may affect **your** cover (including also any changes during the **period of cover**). If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be invalidated and **we** may not cover any related claims.

## Claims – Your duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

## Claims – Our rights

**We** can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this cover.

If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

## Looking after your vehicle

**You** must take all reasonable steps to safeguard the **covered vehicle** against breakdown/immobilisation and/or **electrical or mechanical failure**.

**IMPORTANT:** If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

## How to make a complaint

**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 **us** about it so that **we** can do our best to solve the problem. If **you** make a complaint your legal rights will not be affected.

In the first instance, please contact us by post – **Audi Priority Purchase Warranty**, PO Box 253, 740 Birchwood Boulevard, Warrington WA3 9EQ. Alternatively, you can contact us by email [customerservices@audi-usedwarranty.co.uk](mailto:customerservices@audi-usedwarranty.co.uk) or call 0333 043 3780. Telephone lines are open Monday to Friday, 8am to 5pm, excluding bank holidays.

Please supply **us** with **your** name, address, cover number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help us to deal with your complaint in the shortest possible time.

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

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