



SEAT Approved Used Warranty Cover Booklet.



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Warranty.**

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SEAT Assistance.

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Use of data.

Welcome.

This document gives you full details of your cover. Please keep it together with your Confirmation of Cover in a safe place.

Your cover is made up of the following sections:

Approved Used Warranty.

SEAT Assistance.

Use of data.

All the details and conditions of each section of your cover are set out in the following pages. If, however, you have any questions that are not answered within this Cover Booklet, your SEAT Approved Retailer will be able to advise you.

To locate your nearest SEAT Approved Retailer please go to **seat.co.uk**

Approved Used Warranty.

Welcome to your SEAT Approved Used Warranty

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Welcome to your SEAT Approved Used Warranty.

This SEAT Approved Used 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 (UK) Limited.

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

All details of how to make a Warranty claim together with the conditions of the cover are set out in the following pages.

Your Confirmation of Cover shows the sections of the cover that are applicable, the covered vehicle and any special terms or conditions that may apply.

It is very important that you read the whole of this cover 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.

If, however, you have any questions your SEAT Approved Retailer will be able to advise you.

Policy wording.

All Component Cover

What is covered

You are covered for the costs of repairing or replacing the factory-fitted mechanical and electrical components of your car that have suffered sudden failure subject to the terms and conditions of this Warranty.

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 components (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
 - The reduction in operating performance (degradation) of any 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 the covered **vehicle's** manufacturer
- If the vehicle is a public service vehicle e.g. Police, Ambulance, Fire

* 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.

Policy wording.

All Component terms and conditions

What you need to know

- The Warranty is valid in the United Kingdom 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 the 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 the covered vehicle serviced in accordance with the manufacturer's 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 the covered vehicle serviced in accordance with the manufacturer's 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.
- The total value of the repair work completed during the period is limited to the purchase price of the car.
- 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, filters, lubricants, antifreeze and fluids if damage or loss is caused by the 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.

Policy wording.

- 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 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 fault causing the part failure existed before the Warranty came into effect, 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:** Vehicles over

3,000cc, 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, new vehicles without a Manufacturer's Warranty. Ariel, Audi R8 models, AC, Alfa Romeo GTA models, Alpina, Aston Martin, Bentley, BMW M Series, Bristol, Bugatti, Caterham, Daimler, Ferrari, Invicta, Jensen, Lamborghini, Lancia, Lister, Lotus, Marcos, Maybach, Mazda RX8, Mercedes-Benz AMG models, Microcar, Mitsubishi EVO, Morgan, Nissan GTR, Nissan Skyline, Noble, Pagani, Porsche, Rolls-Royce, Subaru Impreza Turbo, TVR, Volkswagen Phaeton, Westfield, Yugo, all 4x4 models over 2000cc.

Policy wording.

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

Named Component Cover

What is covered

This Warranty covers your car against sudden mechanical or electrical failure on only the specific parts listed below. Replacement parts and labour will be paid up to the purchase price of the car, subject to the individual claim limit of £1,000 and terms and conditions of this Warranty.

Parts covered:

- Engine: All internal parts; 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.
- Catalytic converter: Internal failure of catalytic converter.

Policy wording.

- Gearbox (automatic or manual):
All internal parts, gear selection linkages and ECUs; automatic selection switchgear; reverse light switch.
- Clutch: Clutch cover; centre plate; release bearing; cable and adjuster; pedal; solenoid; switch.
- Suspension: All parts including self-levelling system; wheel bearings; switchgear; ECU and relay; hydraulic pumps and valves.
- Steering system: All parts including from the steering wheel to the track rod ends; rear wheel steering (if fitted); PAS system (excludes drive belt); solidstate sensors and relays.
- Braking system: All parts including ABS system components; stop light switch; relays; discs; drums; cylinders; pipes and hoses.
- 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.

- Locking system: All electrical parts fitted as standard.
- Heating and cooling: All parts 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).
- Electrics: Control units (excludes software updates unless required as the result of replacing a covered component); switches; relays; motors and instrument clusters.
- Oil leaks: Seals and gaskets replaced to rectify oil leaks on the components in this list of cover.
- Fixed in car entertainment systems and satellite navigation systems: Malfunction of software and/or screen.

Named Component terms and conditions

What you need to know

- The Warranty is valid in the United Kingdom 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

Policy wording.

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 the covered vehicle serviced in accordance with the manufacturer's 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 the covered vehicle serviced in accordance with the manufacturer's 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.
- Repair work is limited to £1,000 per claim inclusive of VAT. Total value of claims within the Warranty period is limited to the purchase price paid for the vehicle.
- 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 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.

Policy wording.

- Failure caused by deterioration of a covered part commensurate with its age and mileage 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 fault causing the part failure existed before the Warranty came into effect, the Warranty will not pay for that repair.
- The car must not be used for hire or reward (unless the correct private hire Warranty has been 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:** Vehicles over 3,000cc, 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, new vehicles without a Manufacturer's Warranty. Ariel, Audi R8 models, AC, Alfa Romeo GTA models, Alpina, Aston Martin, Bentley, BMW M Series, Bristol, Bugatti, Caterham, Daimler, Ferrari, Invicta, Jensen, Lamborghini, Lancia, Lister, Lotus, Marcos, Maybach, Mazda RX8, Mercedes-Benz AMG models, Microcar, Mitsubishi EVO, Morgan, Nissan GTR, Nissan Skyline, Noble, Pagani, Porsche, Rolls-Royce, Subaru Impreza Turbo, TVR, Volkswagen Phaeton, Westfield, Yugo, all 4x4 models over 2000cc.

- **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 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, willful 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.

Policy wording.

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

Courtesy cars

In the event that your vehicle is off the road and needs rectification under your Approved Used 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.

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

- 01.** Return your car to your nearest SEAT Approved Retailer or SEAT Authorised Repairer. Show them this handbook and your Confirmation of Cover.
- 02.** They will assess the failure and manage the claims process on your behalf.
- 03.** 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 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 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 the covered vehicle's service records to SEAT Warranty either by:

Telephone: **0333 043 3783[†]**
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 GBP 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 253,
740 Birchwood Boulevard,
Warrington WA3 9EQ**

By telephone: **0333 043 3783†**

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

By email: **customerservices@
seat-usedwarranty.co.uk**



Vehicle Warranties

Motor Industry Code of Practice

This SEAT Approved Warranty Cover 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**

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.

In the first instance please write to us at:

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

Or email us at **Complaints@VWFS-
SEATwarranty.co.uk**

Or telephone us on **0333 043 3783†**

If you are not satisfied with any 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** or call their Consumer Advice Line: 020 7344 1651 (option 1); lines are open between 9am and 5pm Monday to Friday excluding bank holidays.

Transfer of ownership

This cover can be transferred to any subsequent owner of the vehicle during the period shown on the Confirmation of Cover. This policy cannot be transferred to a new owner if the sale of the vehicle involves a motor trader or third party involvement at any point. Payment for the vehicle must be directly transferred between the old owner and the new owner. We will request proof of this if necessary.

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

Legal rights

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.

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.

You may have statutory rights in relation to the purchase of the vehicle. Your statutory rights are not affected in any way by this Warranty cover.

For further information about your statutory rights, contact your local authority Trading Standards Department or the Citizens Advice Bureau.



SEAT Assistance (optional)

Terms and conditions

We reserve the right to make changes to these Terms and Conditions during the period of eligibility where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority. Such changes will be updated on our website or notified to you in writing from time to time. Please check our website from time to time to take notice of any such changes we make, as they are binding on you.

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SEAT Roadside Assistance.

Help when you need it.

When calling for assistance, please have the following information to hand:

- Your name and location
- Registration number and colour of your vehicle
- SEAT model
- Description of the issue
- Your mileage (if known)
- A telephone number where you can be contacted

Please do not make arrangements without first contacting SEAT Roadside Assistance on 0800 526 625.

If you are ringing from a mobile phone in the UK, please call 0330 100 3642*.

All calls to SEAT Roadside Assistance are recorded. This will help us to confirm details of a call that may be incomplete or unclear. Your SEAT Roadside Assistance is renewable at the end of the third year. Details of how to renew your SEAT Roadside Assistance will be sent to you in due course.

SMS text messaging is available for use by deaf, hard of hearing or speech impaired customers in a breakdown situation by sending an SMS to 07900 444 999. Deaf, hard of hearing or speech impaired customers may contact SEAT Roadside Assistance using Text Relay. These services are not available outside the United Kingdom.

SEAT Roadside Assistance is provided by Volkswagen Group United Kingdom Limited in partnership with the AA. We reserve the right to make changes to these Terms and Conditions during the period of eligibility where this is necessary in order to comply with any applicable laws, regulations or the advice or instruction of any regulatory authority. Such changes will be updated on our website or notified to you in writing from time to time. Please check our website from time to time to take notice of any such changes we make, as they are binding on you.

*Not free from a mobile phone.

Roadside Assistance.

SEAT Roadside Assistance

SEAT Roadside Assistance provides the following (please refer to the Terms and Conditions on page 17):

1. SEAT Roadside Assistance

In the event of a breakdown, SEAT Roadside Assistance will attend to either repair or recover the vehicle.

2. Home assistance

In the event of a breakdown at home, SEAT Roadside Assistance will attend to either repair or recover the vehicle.

3. Vehicle recovery

In the event that the vehicle cannot be repaired at the roadside or at home, SEAT Roadside Assistance will arrange for the vehicle to be taken to the most appropriate authorised SEAT Retailer or Repairer for repair.

4. Accident recovery

If the vehicle has been immobilised due to a road traffic accident, we may in our absolute discretion arrange for the vehicle to be taken to an authorised body shop or the most appropriate authorised SEAT Retailer or Repairer.

5. Onward travel

In the event of recovery following breakdown, where your vehicle cannot be repaired within a reasonable time, we may in our absolute discretion organise one of the following:

Car hire*

In the event of mechanical or electrical breakdown only, SEAT Roadside Assistance will arrange and pay for a replacement vehicle up to a maximum of two days. This excludes road traffic accidents.

or:

Hotel accommodation

In overnight accommodation for the driver and up to seven passengers. (This does not include the cost of meals and drinks).

or:

Alternative travel

SEAT Roadside Assistance may arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

6. Secure storage

In the event that the immobilised vehicle needs overnight storage following a breakdown, we may in our absolute discretion arrange for such storage.

*Please note: If car hire is made available, the driver must be able to satisfy the requirements of the vehicle hiring company, which may include age restrictions. They will wish to see a valid driving licence and may also ask for a refundable deposit to cover fuel charges, insurance costs and any extra days hire.

Roadside Assistance.

7. Message service

SEAT Roadside Assistance will pass on any urgent messages to friends, family and business colleagues following a breakdown and, in our absolute discretion, following an accident.

8. Caravan/trailer assistance

SEAT Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovered vehicle to be transported to a place of safety. Size/weight restrictions apply. Please see point 14 on page 43 for more information.

9. European Assistance

SEAT Roadside Assistance will also provide roadside assistance, recovery and, in our absolute discretion, repatriation, replacement vehicle and accommodation whilst you are travelling outside the United Kingdom within Europe. Should you need to call us, please use the relevant number for the country.

SEAT European Roadside Assistance 24 hour helpline: 00800 1330 3939*

When calling don't forget that dialling and ringing tones differ from country to country and that the **00800 1330 3939** number may not work from some telephone networks.

If you experience difficulties, please use the following alternative to reach SEAT European Roadside Assistance:

0033 (0) 472 171 258

The telephone numbers are correct at the time of going to print. Your network provider may charge you for this call.

Checklist before leaving the United Kingdom:

Make sure that you have the following original documents and other items with you and have familiarised yourself with the Terms and Conditions of SEAT Roadside Assistance:

- Credit card (required if you need to take advantage of the vehicle hire benefit)
- Motor insurance certificate/Green Card (contact your motor insurer before taking a vehicle out of the United Kingdom to find out if you need a Green Card or to upgrade to fully comprehensive insurance) vehicle registration document, plus letter of authority if vehicle is hired or borrowed
- Driving licence (including paper counterpart if photocard licence)
- Spare set of car keys
- Passport
- Statement of insurance or booking reference
- International driving permit (where necessary)
- Warning triangle
- High visibility jackets (at least two)

*Not free from a mobile phone.

Roadside Assistance.

SEAT Roadside Assistance can also provide you with the following services:

1. Accident Assistance

If the vehicle is immobilised as a result of a road traffic accident, SEAT Roadside Assistance may in our absolute discretion, provide an Accident Assistance Helpline to guide the driver through the legalities of liability and insurance notification following the accident.

2. Legal helpline

SEAT Roadside Assistance may in our absolute discretion provide general advice on any UK personal legal motoring matter, although this is not a substitute for taking independent specialist legal advice where necessary. Please note that this is a purely telephone service and does not provide any level of legal representation.

The service is, therefore, unable to view and advise on any documentation. The legal helpline cannot advise against SEAT, the SEAT retail/service dealer network, our **contractors** and/or their respective group, associated and/or subsidiary companies from time to time.

To take advantage of either of the above services, please call **0800 526 625** and select the appropriate option.



Roadside Assistance.

Roadside Assistance

SEAT Roadside Assistance is provided by Volkswagen Group United Kingdom Limited in partnership with the AA.

1. How to obtain Assistance

Services in the UK

If the vehicle has a breakdown in the United Kingdom, please follow these simple steps:

1. Telephone us on the following number – 0800 5266 25.
2. Advise the operator that you have SEAT Roadside Assistance.
3. Provide your details to the operator.
4. Advise the operator of the location of the vehicle, the nature of any fault, and provide any other information requested by the operator.

Please do not go ahead and make your own arrangements, as we cannot arrange reimbursement of costs incurred without prior authorisation.

Services whilst Abroad

To obtain help in the event of a breakdown and, in our absolute discretion, accident, fire or theft, or if the only qualified driver is medically unfit to drive, please call the SEAT Roadside Assistance and state that the vehicle has SEAT European Roadside Assistance and give the following information:

- Your name.
- Your location and telephone number – if you are on a MOTORWAY see also note 3 opposite.
- The make and registration number of the vehicle.

2. Please call: UK 0800 5266 25

(freephone)

Breakdowns on French motorways

Motorways in France are privately managed, so if you break down on a French motorway or motorway service area, the Volkswagen Group European Roadside Assistance centre cannot arrange for assistance to be sent to you.

1. If you can get to an emergency telephone box, please press the button and the police will send assistance to your location.
2. If you are using a public phone, please dial 17 or, from a mobile phone, dial 112.
3. Once you have been towed off the motorway/service area, call the Volkswagen Group European Roadside Assistance centre 24-hour helpline for further assistance.

Roadside Assistance.

Mobile and car phones

SEAT Roadside Assistance will not reimburse the cost of any telephone calls you make in connection with any breakdown (including mobile phone calls). It may not be possible for the Volkswagen Group European Roadside Assistance centre to call a mobile or car phone but when it is, you may still have to pay the cost of any international call. Some service providers charge for calls to freephone numbers. The regulations on the use of mobile and car phones vary from country to country. Please check with your service provider that your phone meets the requirements and standards for the countries in which you are travelling.

The services

There is an overall maximum total benefit of £2,500 per claim.



Definitions.

Below are certain words that have a specific meaning and wherever these words appear they have the following meaning: These words are highlighted in **bold print**.

Accident – means an accidental crash immobilising the vehicle.

Approved Repairer – means a repairer approved by SEAT UK.

Breakdown – means unforeseen mechanical or electrical failure during the **period of eligibility** in the UK or in the **territory** which has either immobilised **your vehicle** or made it unsafe to drive.

Conditions of Eligibility – means those conditions set out in this document.

Contractor – means any person, who we use to provide the services described in this document.

DVLA – means the Driver and Vehicle Licensing Agency, Swansea SA6 7JL responsible for registration of vehicles

in the England, Scotland and Wales, the Isle of Man Department for Transport responsible for registration of vehicles in the Isle of Man and the equivalent authorities in Northern Ireland, Jersey and Guernsey for vehicles in Northern Ireland, Jersey and Guernsey respectively.

Details – means **your** name and **vehicle** registration number and model.

Fulfilment Material – means your name and vehicle registration number and model.

Home – means **your** permanent residence in the **United Kingdom**.

Period of Eligibility – means the period during which the **vehicle** has SEAT Roadside Assistance, as set out in the **fulfilment material**.

Resident of the United Kingdom – means a person living permanently in the **United Kingdom** or a person employed by a company having its registered office in

the **United Kingdom**.

Specialist Equipment – is equipment not carried by SEAT Roadside Assistance patrols.

Territory – Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Former Yugoslav Republic of Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Russia, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine, Vatican City.

Definitions.

The Party/Your Party – means the persons including you, travelling with **you** for the whole period of the journey during which the relevant **breakdown** or **accident** occurs.

United Kingdom – means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Vehicle – means the vehicle **you** are driving whose **details** have been provided by **us** to **our contractor** and is within the **period of eligibility**.

We/Our/Us – means Volkswagen Group United Kingdom Limited and/or any third party acting on **our** behalf.

You/Your – means the owner of the **vehicle** and any other person driving the **vehicle** with the owner's consent. This service applies to **vehicles** registered with the **DVLA** only, and is available throughout the **territory**.



Service in the UK.

How to obtain Assistance

If the **vehicle** has a **breakdown** in the **United Kingdom**, please follow these simple steps:

1. Telephone us on the following number – 0800 5266 25.
2. Advise the operator that **you** have SEAT Roadside Assistance.
3. Provide **your details** to the operator.
4. Advise the operator of the location of the vehicle, the nature of any fault, and provide any other information requested by the operator.

Please do not go ahead and make **your** own arrangements, as **we** cannot arrange reimbursement of costs incurred without prior authorisation.

Roadside Assistance

If **you** are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result

of a **breakdown** to **your vehicle**, **we** will arrange for a **contractor** to assist **you** who will try to repair the vehicle at the roadside. Roadside includes labour at the scene of the **breakdown** but not labour at any garage to which the vehicle is taken.

If the **vehicle** cannot be repaired at the roadside, or if repairs are unwise, **we** will arrange for the vehicle and up to eight people to be taken to an **Approved Repairer**. If **you** wish the **vehicle** to be taken to any other destination **we** will use reasonable endeavours to assist if **you** pay for the towage costs for the whole distance.

If **you** cannot readily get to the **vehicle**, **we** will arrange, if practicable, to have it towed to a place of safety and stored until **you** can collect it. The customer must be in attendance with the **vehicle** at the time of **breakdown** and at the time of assistance. If the **vehicle** is stored, this is at the customer's cost.

Roadside Assistance does not include:

Routine servicing of the **vehicle**

Breakdowns which would be prevented by routine servicing of **your vehicle**.

Any labour other than that incurred at the roadside including, without limitation, garages.

The cost of parts, fuel or other supplies.

Replacing tyres or windows.

Missing or broken keys. **We** may in **our** absolute discretion attempt to arrange the services of a locksmith if **you** pay them direct.

The cost of ferry crossings, road toll and congestion charges.

Vehicles being demonstrated or delivered by motor traders, or used under trade plates.

Service in the UK.

Vehicles, which in the reasonable opinion of **our** patrol or **contractor**, had broken down or were unroadworthy before **your vehicle** became eligible for SEAT Roadside Assistance.

Vehicles within a quarter of a mile of **your home** or where **you** normally keep the **vehicle**.

Contaminated fuel. However, **we** may in **our** absolute discretion, arrange for the **vehicle** to be taken to a local garage for **you** to arrange and pay for any work carried out.

Any **vehicle** storage charges before, during or after any assistance provided by **us**.

Assistance following an **accident**, fire, theft or vandalism or other incident normally covered by a motor insurance policy. **We** may in **our** absolute discretion arrange assistance, if **you** pay for the cost of assistance. [**You** may be able to recover

these costs under the terms of **your** motor insurance policy.]

The tow or transport of any **vehicle**, which, in **our** reasonable opinion, is loaded beyond its legal limit.

Any **vehicle** in a position where **we** cannot work on it or tow it, or wheels have been removed. **We** can arrange to rectify this but **you** will have to pay the costs involved.

If there are animals in the **vehicle**, their onward transportation is at **our** sole discretion and is carried out solely at **your** risk. We will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside assistance but with the following variations:

Recovery operates only in the **United Kingdom**.

If **we** cannot arrange for the **vehicle** to be repaired locally within a reasonable time, **we** will arrange for the **vehicle** and up to eight people to be taken to an **Approved Repairer** or to any other single address. If there are more than five people this may require two separate **vehicles**. An adult must accompany any persons under the age of 16.

Residents of Northern Ireland are also entitled to be recovered from the Republic of Ireland.

In the event that the **vehicle** is vandalised or is involved in a road traffic **accident**, **we** may in **our** absolute discretion provide Recovery to the nearest SEAT UK approved body shop or, if **you** pay for the towage for the whole distance, to a destination of **your** choice.

Service in the UK.

Recovery does not include:

Breakdowns of caravans, trailers or other objects being towed. If **your vehicle** suffers a **breakdown we** will recover any caravan, trailer or other object which has not broken down and which was being towed by the **vehicle** at the time of **breakdown**, subject to the terms of SEAT Roadside Assistance including the length restrictions.

A second recovery if:

- a) The original issue has not been repaired properly by a party other than SEAT Roadside Assistance;
- b) SEAT Roadside Assistance have advised **you** that it is a temporary repair; or
- c) The desired destination cannot accept the **vehicle** due to company opening hours or other restrictions.

If a second **Recovery** is required this service can be provided but a charge

will be made dependent on the service required, time of day and distance. These charges will be payable by credit/debit card prior to the relevant service being provided.

Use of the services having the object or effect of avoiding repair costs. For example, if a **vehicle** can be repaired in a reasonable time **we** may not arrange recovery but arrange for repair instead.

At Home

At Home has the same features and limitations as Roadside assistance but with the following variations:

At Home is only available in the **United Kingdom**.

At Home allows **you** to use Roadside assistance services within a quarter of a mile of **home** or the place where **you** normally keep the **vehicle**.

At Home does not include:

Rectifying failed repairs attempted by

you or someone on **your** behalf.

Caravans, trailers or other objects being towed.

The reimbursement of taxi fares.

Onward travel

If **we** cannot arrange for the **vehicle** to be repaired locally within a reasonable time, **we** may, in **our** absolute discretion, arrange and cover the costs of one of the following:

Either a hire car of similar size/capacity for 48 hours to enable **you** to complete **your** journey, providing that there is one available and that **you** can meet the requirements of the car hire supplier which may include:

- a. Age limitations. Drivers must be at least 21 years of age;
- b. The need to have a current driving licence and driving licence photocard with **you**;

Service in the UK.

- c. Limitations on acceptable endorsements; and
- d. The need to provide a valid credit card number. (Alternatively, the car rental provider will require a deposit of no less than £50 and may also undertake a simple credit check, before releasing the **vehicle to you**.) All hires are subject to the supplier's terms and conditions.

Or overnight accommodation for **you** and **your party** up to a maximum of £150 per person in total or £500 for **your party** whichever is less. This does not include the cost of providing meals and drinks. You will have to pay for any extra hotel or transport costs.

Or a refund of the cost of public transport for the driver, and passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for **your party**, whichever is less.

The following do not form part of SEAT Roadside Assistance:

Caravans, trailers or other objects being towed. However, if **your vehicle** suffers a **breakdown** we will recover any caravan, trailer or other object which has not broken down and which was being towed by the **vehicle** at the time of **breakdown**, subject to the terms of SEAT Roadside Assistance including the length restrictions.

Any Onward Travel Benefits, as stated opposite, before **our** attendance of the **breakdown** incident.

Any charges arising from **your** use of the hire car, such as fuel costs, deposit, any insurance excess charges, collecting and returning the **vehicle** and any costs due to **you** keeping the car after the agreed period of hire (**you** must settle these charges directly with the supplier).

A second use of Onward Travel Benefits if the original issue has not been properly

repaired by a third party other than SEAT Roadside Assistance or if SEAT Roadside Assistance have advised **you** that it is a temporary repair.

Any Onward Travel Benefits, as stated opposite, if the **vehicle** has been involved in an **accident**.

Any Onward Travel Benefits, as stated above, due to misfuelling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

Lost and broken keys

In the event that **you** lose, break, or lock **your** keys in **your vehicle**, **we** may in **our** absolute discretion attempt to locate a replacement/spare key and get this to **you**. Or **we** may in **our** absolute discretion decide to recover **you**, the **vehicle** and its passengers to the nearest SEAT UK Retailer.

Service in the UK.

Accident Management

Accident Management may be provided in **our** absolute discretion and, where provided, is subject to all of the relevant terms set out in this document, in addition to the terms set out below.

Accident Management

Services at the scene:

These are the services that **we** can provide to **you** at the scene:

Advice

When **you** phone, **we** will give **you** advice on a wide range of issues, including what information **you** need to collect, whether **you** need to contact the police, and how to deal with the other party.

Vehicle driveability check

Through asking **you** a series of questions, **we** will assist **you** in determining the driveability of **your vehicle**.

Virtual insurance claim form

We can collect and record all the relevant

information about the **accident** for **you**, which **we** can supply to **you** at anytime in writing, by fax or email, or over the telephone.

Liability assessment

We can if **we** have enough information give **you** a preliminary view on who **we** think is liable and advise **you** how to deal with the situation.

Motor Insurance claim reporting

We can, if **your** insurers will let **us**, report the **details** of **your accident** to **your** insurance company, and ask them to contact **you** at a time convenient to **you** to arrange repairs etc. Alternatively, **we** can assist **you** in arranging repairs.

Please note that many of the above services can also be provided to **you** once **you** have left the scene of the **accident**.

Further services

These are the services **we** can provide to **you** once **you** have left the scene:

Call back – at a time that suits you

We will call **you** back to deal with any other issues that **you** may have and provide a more detailed view of **your** options.

Legal advice

We can provide **you** with initial legal advice related to **your accident** including uninsured losses, repair advice, traffic offences, consumer disputes and the best ways of getting the best value for **your vehicle** if it is a write-off.

Replacement vehicle assistance

If **you** are not liable for the **accident** and the other party's insurer agrees with this (and in certain other circumstances at an additional cost) **we** may be able to assist **you** in obtaining a like for like temporary replacement **vehicle** until **your vehicle** is repaired. This will be subject to certain restrictions and the terms and conditions of the **vehicle** supplier who will contract with **you** directly.

Service in the UK.

Personal injury claims assistance

We can provide a personal injury consultation with a qualified legal professional to assess the prospects of pursuing a claim for compensation for **your** injuries or uninsured losses, where **we** consider **you** have a claim.

For further information, call us on **0800 526 625**, please select the appropriate option for Accident Management.

Accident Management

Terms and Conditions:

1. Accident Management services do not form a policy of Insurance.
2. Accident Management will only be provided following **your** involvement in an **accident** in the **United Kingdom** (please note that restrictions on certain services may apply in Northern Ireland).
3. We can stop providing **you** with Accident Management at any time if **we** reasonably believe (at **our** discretion)

that the service **you** are requesting goes beyond the scope of Accident Management or will cause **us** to incur unreasonable costs on **your** behalf (for example, if any claim is disputed by **your** insurers, **we** will not be obliged to assist **you** in pursuing the claim). This will not affect any other aspects of SEAT Roadside Assistance.

4. Any contract for goods or services **we** obtain on **your** behalf will be between **you** and the third party supplier (unless **we** notify **you** otherwise). **We** will not be responsible for the terms of any agreement with a third party supplier, or for the implications to **you** of entering into a contract on those terms. You should therefore check the terms of any such agreement carefully, to ensure that **you** are happy with them.
5. There may be additional charges for goods or services **we** arrange on **your**

behalf including, but not limited to, services such as the sourcing of car hire or car repair. You will be notified of any additional charges (either by us or the third party supplier) before **you** are obliged to enter into any contracts with any third party suppliers.

Service whilst Abroad.

A **vehicle** is only eligible to receive this aspect of SEAT Roadside Assistance if it is being used for a journey and returning to the **United Kingdom** within the **period of eligibility**. Any number of journeys are up to 90 days each in duration are eligible for SEAT Roadside Assistance, but longer stays are not.

In the event of a **breakdown**, **we** will procure the following subject to the limitations for each section:

European Roadside Assistance

Service in the UK

If you are stranded on a public highway through **breakdown** of the **vehicle** on the outward journey from **home**, to **your** point of departure from the UK, or on the inward journey from **your** point of entry to the UK, to **home**, **we** will arrange and cover the cost of services as if you were abroad. In addition, **we** may, in **our** absolute discretion, procure a contribution of up to £750, towards the

cost of self-drive hire car including collision damage waiver and replacement Green Card as necessary, to complete the planned journey if SEAT Roadside Assistance confirms the **vehicle** cannot be repaired within 24 hours.

Service whilst Abroad

SEAT Roadside Assistance will arrange and cover the cost of:

1. Attendance of local **breakdown** or garage services to repair the **vehicle** at the roadside if possible; or
2. Tow of the **vehicle** from the place of **breakdown** or, in **our** absolute discretion, **accident** to the nearest local repairer where you may arrange repairs; and
3. Either:
 - a. Contribution towards labour charges at a garage if it is possible to effect the repairs necessary to enable the **vehicle** to continue the journey on the date of **breakdown**;

or

- b. Inspection fees, in the event of a **breakdown**, to confirm that the **vehicle** cannot be repaired by **your** return travel date and **your** request for assistance will include authorisation for us to arrange this; and
4. Storage charges for the **vehicle** while awaiting repair or repatriation up to £100, such assistance to be provided in **our** absolute discretion; and
5. The cost of wheel changes but not for replacement tyres, such assistance to be provided at **our** absolute discretion.

SEAT Roadside Assistance is not available for:

1. Any labour costs other than those incurred at the roadside. **We** will not pay labour costs at any garage to which the **vehicle** is taken other than under paragraph 3; or

Service whilst Abroad.

2. Repair costs, including labour, if the **vehicle** was in an **accident**, damaged by fire or stolen or is considered uneconomical to repair; or
3. The cost of parts used for roadside or garage repairs; or
4. The cost of any repairs not directly necessary to enable the **vehicle** to continue the journey on the date of the **breakdown**; or
5. The cost of any other supplies, including but not limited to specialist equipment. If **we** cannot arrange the repair of the **vehicle** within 12 hours of being notified of a **breakdown**, **we** may in **our** absolute discretion arrange and cover the costs of either:

(a) Additional accommodation expenses

A contribution of up to £60 per person per day towards necessary additional (not

alternative) accommodation expenses (room only) while you wait for the **vehicle** to be repaired, providing the appropriate SEAT Roadside Assistance control centre can confirm repairs will take more than 12 hours, or if it is to be repatriated to the **United Kingdom**.

SEAT Roadside Assistance is not available for:

1. The costs of meals, drinks or any other costs.
- or**
2. Journey continuation or return **home** if the appropriate SEAT Roadside Assistance control centre can confirm repairs to the **vehicle** will take more than 12 hours, or if the **vehicle** is to be repatriated to the **United Kingdom**, **we** may, in **our** absolute discretion, make a contribution to travel expenses to allow **you** to either:

- i. continue the planned journey during the period the **vehicle** is not roadworthy; or
- ii. return **home** by direct route.

Expenses can comprise self-drive car hire up to a maximum of £750 including collision damage waiver (see “Important self-drive hire car information”) and replacement Green Card as necessary, or second/standard class rail, or a combination of both.

SEAT Roadside Assistance will in its reasonable discretion decide which course of action to adopt, but SEAT Roadside Assistance will take into consideration **your** preference.

You must collect the **vehicle** when repaired as once the **vehicle** is repaired and **you** have been notified, SEAT Roadside Assistance will not pay any further expenses other than the costs of collection.

Service whilst Abroad.

This benefit may also, at **our** absolute discretion, be available if the **vehicle** is stolen and not recovered within 24 hours of reporting the matter to the police. A police report must be obtained. However, this benefit will cease if and when the **vehicle** is recovered in a roadworthy condition.

SEAT Roadside Assistance is not available for:

1. Fuel, oil, personal insurance, any collection charge if a hire car is left at a different location to that arranged or any other costs in connection with self-drive hire car.
2. The cost of any car hire beyond the period agreed with the Volkswagen Group European Roadside Assistance centre.
3. Any car hire expenses after the **vehicle** is repaired except for the direct journey to return and collect it.
4. First class rail fares.

5. Any costs under this benefit if they are for a service you used at the same time as the above section "Additional accommodation expenses".
6. International drop charges where a **vehicle** hired from abroad is dropped within the UK.
7. The costs of hiring a motorcycle.
8. Any hire costs not arranged through SEAT Roadside Assistance or agreed by SEAT Roadside Assistance.

If SEAT Roadside Assistance confirms that repairs cannot be completed by **your** planned return date to the **United Kingdom** and providing the cost of repatriation is not uneconomical assistance may, in **our** absolute discretion, be available for either:

(a) **Vehicle Repatriation to the United Kingdom**

The cost of taking the **vehicle** by a road transporter from abroad to **your home**

or chosen UK repairer for repair in the UK. When repatriation is authorised it normally takes 10-14 working days for delivery to a UK address from most west European countries. At busy times and from east European countries it may take longer. If the **vehicle** has been fitted with a roof box or bicycle rack, you must remove and place it inside the **vehicle**. The roof box keys need to be left with the **vehicle** keys.

SEAT Roadside Assistance is not available for:

1. Any repatriation not authorised by the Appropriate Volkswagen Group European Roadside Assistance centre.
2. The cost of repatriation if this is uneconomical. Repatriation will be uneconomical if it will cost more than the UK market value of the **vehicle** according to Glass's Guide.
3. Repatriation if the **vehicle** is roadworthy.

Service whilst Abroad.

4. Any **vehicle** being repatriated if Customs in any country find its contents are breaking the law.
5. Any further costs in connection with the **vehicle** once declared a write-off by **us**.

or

(b) Collection of vehicle left Abroad for Repair

SEAT Roadside Assistance is available for the following costs for one person to collect the **vehicle**, repaired abroad after **breakdown** subject to an overall limit of £600:

1. Standard/second class rail fare plus other public transport fares which are necessary to reach the place of collection.
2. Additional homeward cross channel ferry or rail fare for the repaired **vehicle** (calculated by taking the actual fare less the value of any unused homeward

portion of **your** original cross channel ticket).

3. Up to £60 per night for single room hotel accommodation necessary to complete the round trip – limited to room only.

SEAT Roadside Assistance is not available for:

1. First class rail fares.
2. The cost of any meals.
3. The costs of more than one person.

Note: The appropriate Volkswagen Group European Roadside Assistance centre will make the sole decision whether **your vehicle** should be repaired abroad for you (or someone nominated by you) to return and collect. When you are advised the **vehicle** is repaired and ready for collection you must immediately notify the Volkswagen Group European Roadside Assistance centre by telephoning the 24 hour hotline: 00800 1330 3939.

Authority for repatriation or repair

If the **vehicle** is not able to be driven due to an **accident**, fire, break-in or theft, any damage which you are entitled to have repaired by **your** motor insurers must be reported to them immediately. **Your** insurers must decide whether to declare the **vehicle** as a write-off, authorise repair abroad or have the **vehicle** repatriated. **We** cannot repatriate the **vehicle** unless **your** insurers first give their permission. Any repatriation after an **accident** is at **our** absolute discretion.

SEAT Roadside Assistance also reserve the right to negotiate with them to reclaim costs incurred. If **your** insurers cannot or do not give permission to repatriate then it is SEAT Roadside Assistance's decision alone whether to declare the **vehicle** as a write-off, or repatriate or repair locally a **vehicle** which cannot be driven as a result of a **breakdown**, or as a result of an

Service whilst Abroad.

accident, fire or theft, for which **you** do not have fully comprehensive cover.

Additional Services

SEAT Roadside Assistance may in **our** absolute discretion provide the following if applicable:

Spare Parts Dispatch – If as a result of a **breakdown** the **vehicle** needs parts but these are unavailable locally **we** will, in **our** absolute discretion, pay for:

1. Freight, handling and ancillary charges for dispatch of spare parts not obtainable locally.
2. The fare for one person to collect parts from the appropriate railway station or airport.

SEAT Roadside Assistance is not available for:

1. The cost of parts themselves, which must be paid on receipt. When telephoning the Volkswagen Group

European Roadside Assistance centre you will be asked for **your** credit card details. Alternatively you will be asked to pay for the part(s) direct to the repairer.

Vehicle break-in, emergency repairs

In the event of damage to windows, windscreens or locks caused solely by forcible entry, or attempted forcible entry, **you** MUST report the matter to the police before contacting us or within 24 hours of contacting **us**, and MUST obtain a written report from the police. **We** may, in **our** absolute discretion treat the **vehicle** as if a **breakdown** had occurred meaning that you will be entitled to all of the services set out in this document except repatriation of the **vehicle**.

SEAT Roadside Assistance is not available for:

1. Any costs if you do not obtain a police report and submit it to us within 14 days of request.
2. Repatriation benefits as described under the section entitled “**Vehicle Repatriation to the United Kingdom**”.

Accidental damage to or loss of tent

We may, in **our** absolute discretion, provide a contribution of up to £30 to accommodation expenses if, during the period of eligibility, you are camping and **your** tent is damaged accidentally making it unusable, or it is stolen. Alternatively, **we** may in **our** absolute discretion authorise the cost of a replacement tent. If **your** tent is stolen, you must report the theft to the police as soon as reasonably possible and obtain a written report.

Service whilst Abroad.

SEAT Roadside Assistance does not extend to:

1. The cost of meals or any other costs.
2. Damage caused by weather conditions.
3. The cost of a replacement tent not authorised by us.
4. Any costs if **your** tent was stolen and **you** do not report the theft to the police as soon as reasonably possible and obtain a written report.

Urgent message relay service

We may in **our** absolute discretion pay for the cost of relaying urgent messages from the appropriate Volkswagen Group European Roadside Assistance centre to **your** immediate relatives or close business associates if the **vehicle** cannot be driven because of **breakdown, accident** or fire or it is stolen. SEAT Roadside Assistance does not provide assistance with:

1. Non urgent messages or messages to persons not described in the previous paragraph.
2. The cost of relaying any urgent message not arranged through the appropriate SEAT Roadside Assistance control centre.

Replacement driver

We may in **our** absolute discretion arrange and cover the costs of:

1. A replacement driver to drive the **vehicle** and **your** party to **your our** destination or **home**, if a registered doctor declares you medically unfit to drive and you are the only qualified driver.

A replacement driver will not be arranged if there is another qualified driver in the party who is fit to drive. Replacement drivers are limited to one per journey abroad.



Requirements and Limitations.

A. Service in the UK and Abroad

Credit card details

We will require **your** credit card details if **we** agree to arrange a service for you which does not form part of SEAT Roadside Assistance or exceeds the limits set out in this document. If **you** do not provide SEAT Roadside Assistance with **your** credit card details, SEAT Roadside Assistance will not be able to provide certain services which will be notified to **you** when credit card details are requested.

Caravans and trailers

The **vehicle** restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the **vehicle** which has suffered a **breakdown** is towing a caravan or trailer and **we** provide recovery, the caravan or trailer will be recovered together with the **vehicle** to a single destination. Other than as

set out in this paragraph caravans and trailers are not eligible to receive SEAT Roadside Assistance. **We** do **our** best to find solutions to motoring problems, but **we** regret **we** cannot arrange a replacement caravan or trailer in the event of **breakdown** or **accident** damage which cannot be repaired. It is also virtually impossible to hire vehicles with tow bars and it may become necessary to repatriate a caravan or trailer together with a towing **vehicle** which cannot be repaired abroad by the return date.

Unforeseeable losses or events

Except in relation to any claim **you** may have for death or personal injury or for fraud or fraudulent misrepresentation, neither **we** nor **our contractors** will be liable for any increased costs or expenses or any loss, damage, cost or expense incurred as a result of, or in connection with, SEAT Roadside Assistance that is not reasonably foreseeable, including loss

of profit, business, contracts, revenue or anticipated savings, or for any business losses. **We** do not guarantee the provision of any of the benefits under this document, if there is anything beyond **our** reasonable control (for example storm, flood, severe weather, severe road traffic congestion, natural disaster, terrorist attack, war, strikes) or the reasonable control of any service provider which prevents **us** or a service provider from providing that benefit. Where such an event occurs, **our** obligations under SEAT Roadside Assistance will be suspended and the time for performance of **our** obligations will be extended for the duration of the event outside **our** control. Benefits may be refused if **you** or any of **your party** behaves in a threatening or abusive way to any persons providing service.

Taxi bookings

In some circumstances it can be quicker and easier for **you** to arrange a taxi.

Requirements and Limitations.

We may ask **you** to make **your** own arrangements for taxi service. If so, please send **your** receipts to **us** and **we** will reimburse **you** subject to these Terms and Conditions, in particular the limits set out in the 'Onward Travel' and 'Service Whilst Abroad' sections above Service Providers. Unless the services are provided by SEAT Roadside Assistance patrols or

Contractors acting on **our** instructions and on **our** behalf, **we** do not give any guarantee as to the services provided by:

- garages,
- **breakdown**/recovery companies,
- repairers,

car hire companies, and other third party service providers whose emergency services **we** arrange on **your** behalf and/or pay for under European Motoring Assistance. Such entities do not act as **our** agents or subcontractors and **we** do not accept responsibility for their acts

or omissions. **You** should check that any repairs to **your vehicle** are carried out to **your** reasonable satisfaction.

B. Service in the United Kingdom only

Battery related issues

We may in **our** absolute discretion provide the following benefits:

- Initial attendance for a battery related issue
- The fitting of any parts or batteries purchased by **you** prior to **our** attendance is not covered. This is to ensure that parts are fitted from reputable sources in order to avoid secondary call outs
- SEAT Roadside Assistance will test **your** battery at that initial **breakdown** attendance. If the battery is no longer serviceable and so fails the test **you** will be advised to replace it

C. Service Abroad only

Motor Insurance – **we** strongly recommend **you** tell **your** motor insurers before taking the **vehicle** abroad. If **you** do not, **your** insurance policy may only cover **you** for damage **you** might cause to other people or their property (third party cover). This means that **you** will not be covered for any loss or damage to the **vehicle**. **Your** insurers will also need to know if **you** are towing a caravan or trailer.

Important Self-Drive Hire Car Information

SEAT Roadside Assistance will normally try to arrange a hire car similar in seating capacity and volume to, but not necessarily the same as, the vehicle, if there is one available. If **you** were travelling in an MPV or similar **vehicle** SEAT Roadside Assistance may arrange two hire cars. SEAT Roadside Assistance will only arrange this if there are two qualified

Requirements and Limitations.

drivers in **your party**. Otherwise, SEAT Roadside Assistance will arrange alternative means of transport.

Self-drive car hire arranged will be subject to the normal conditions of the hiring company – **you** will be required to enter into a **vehicle** hire contract with the relevant hire car provider, and such contract will be between **you** and the relevant hire car provider. Hire car providers do not act as **our contractors**.

The terms of such contracts will generally include limitations on driver age, driving convictions and other licence endorsements etc. The driver must also have held a full UK driving licence or equivalent for a minimum of one year (two years for France). **Your** credit card details will also be required as security for the hire and to cover extras such as top up of the fuel tank when returning the vehicle. Car hire companies insist on having credit card details at the time of booking and the card

must be produced at the time of hiring the car. The name on the credit card and the name of the driver of the hire **vehicle** must be the same. Switch cards and debit cards are not acceptable. If **you** leave a hire car at a different location to the one arranged by the SEAT Roadside Assistance control centre **you** must pay any collection charge which may be made.

Please note that many car hire companies across Europe charge a damage excess which is not covered by the collision damage waiver. In some parts of Europe, hire cars are not allowed to cross national borders. It may be necessary to arrange two hires or alternative transport to complete **your** journey. A car hired abroad must not be brought into the **United Kingdom**.



Requirements and Limitations.

Please note: On mainland Europe, the rental provider may only accept credit cards for fuel and other deposits. It cannot be guaranteed that a hire car will be available. SEAT Roadside Assistance cannot arrange the hire of motorised caravans, motorcycles, convertibles or vehicles with tow bar, roof rack, roof boxes, automatic gearbox, sports cars, 4x4 or luxury class vehicles and cannot guarantee the hire of minibuses or vans. SEAT Roadside Assistance will not be responsible for any delays in obtaining a hired **vehicle** and cannot guarantee to provide it in time to connect with **your** pre-booked ferry, etc. **You** may have to collect a hired **vehicle** from the nearest available place of supply. Drivers must be at least 21 years old and have a full year's car driving experience. Special documents and tachographs are mandatory throughout the EU.

For more information, contact **your** local Department of Transport Area Office for details.

Repayment of credit

You must pay back to **us** on demand:

- a. any costs **we** have paid for which do not form part of SEAT Roadside Assistance as described in this document;
- b. the cost of any spare parts supplied.

Spares dispatch

After **you** have asked the appropriate Volkswagen Group European Roadside Assistance centre to dispatch parts **you** are responsible for paying for them in full, even if **you** later obtain them locally.

We will arrange the dispatch of parts as quickly as possible but delays will occur at weekends and bank holidays. **We** will not be responsible for manufacturer's or supplier's errors, loss or damage of parts in transit or any delay in delivery.

Contractors

SEAT Roadside Assistance is provided by Volkswagen Group **United Kingdom** Limited. **We** reserve the right to change any contractor (including the AA) in **our** sole discretion from time to time.

Please note: **our contractors** provide services to **us** and to drivers of vehicles on **our** behalf. Nothing in these Terms and Conditions creates a direct contract between **you** and **our contractors**.

Exclusions.

(Service in the UK and Abroad)

In addition to any limits and exclusions noted elsewhere, SEAT Roadside Assistance does not provide assistance in respect of the following:

1. Costs for anything which was not caused by the **breakdown**.
2. Breakdowns as a result of taking part in a motor sport event which takes place off the road and/or is not subject to the normal rules of the road or which **breakdown** as a result of a motor sport event which takes place on a permanent or temporarily constructed race track (e.g. Snetterton, Oulton Park) or rally circuit. For example, vehicles participating in a treasure hunt, touring assembly or navigational road rally which takes place on the road and comply with normal rules of the road are eligible to receive SEAT Roadside Assistance but vehicles participating in

any off road rally will not be eligible to receive SEAT Roadside Assistance.

3. The cost of all parts, garage, labour or other costs in excess of the limits set out in this document. Please note: these costs are likely to be higher than in the European **territory** than in the UK.
4. Loss caused by any delay, whether the benefit or service is being provided by SEAT Roadside Assistance or someone else (for example a garage, hotel, car hire company, carrier, etc).
5. Any incident affecting a **vehicle** hired by **you** even if arranged for **you** by us.
6. Routine servicing of **your vehicle**, replacing tyres, missing or broken keys*, or replacing windows. **We** may be able to arrange for the provision of these services but **you** must pay any costs incurred.

* In relation to keys which are locked inside a **vehicle**, **we** may, in **our** absolute discretion, arrange for a contractor to

attend. However, any damage which may occur in trying to retrieve the keys will be at **your** risk.

7. Any **breakdown** or **accident** caused directly or indirectly by:
 - a. **Your** property being held, taken, returned, destroyed or damaged under the order of any Government or other Authority;
 - b. war, invasion, civil unrest, revolution, terrorism or any similar event.
 - c. running out of oil or water, frost damage, rust or corrosion, tyres which are not roadworthy and/or using the incorrect fuel.
8. Any **breakdown** or **accident** caused directly or indirectly by the overloading of the **vehicle** and/or any caravan or trailer.
9. Any **breakdown** or **accident** caused directly or indirectly by the effect of intoxicating liquors or drugs

Exclusions.

10. Any request for assistance where the **vehicle** is being driven by persons who do not hold a full **United Kingdom** or other recognised and accepted driving licence valid for use in the UK.
11. Any claim which **you** have made under any other policy of insurance held by you. If the value of **your** claim is more than the amount **you** can get from **your** other insurance, **we** may pay the difference subject to limits and exclusions.
12. The cost of any transportation, accommodation or care of any animal. Any onward transportation is at SEAT Roadside Assistance's discretion and solely at **your** risk. SEAT Roadside Assistance will not insure any animal during any onward transportation.
13. Any period outside **your Period of Eligibility**.
14. Any **vehicle** other than a car motor caravan, minibus fitted with not more than 17 seats including driver, light van, estate car, MPV or 4 x 4 sport utility **vehicle** and provided the **vehicle** conforms to the following specification:
 - Maximum legal laden weight of 3,500kg (3.5 tonnes). This weight is called the Gross Vehicle Mass (GVM);
 - Maximum overall dimensions of: length 5.5m; height 3m; width 2.3m (all including any load carried).The **vehicle** restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7m. If the **vehicle** which has suffered a **breakdown** is towing a caravan or trailer and **we** procure recovery, the caravan or trailer will be recovered together with the **vehicle** to a single destination. Other than as set out above caravans and trailers are not eligible for SEAT Roadside Assistance. In the territory, if the **vehicle** requires repatriation **we** will procure repatriation of the caravan or trailer as well.
15. Any request for service by **you** unless **you** are a resident of the **United Kingdom** and the **vehicle** is registered with the relevant Vehicle Licensing Agency.
16. Any **vehicle** that is not roadworthy and in good mechanical condition at least seven days before any booked journey within **your** period of eligibility. **You** must also make sure it is serviced as the manufacturer recommends.

Exclusions.

17. Any **vehicle** carrying more persons than recommended by the manufacturer, up to eight persons maximum (including the driver). For minibuses the maximum is increased to 17 persons (including the driver). Each person must occupy a separate fixed seat fitted during **vehicle** construction and to the manufacturer's specification.

18. The **vehicle** if it is unattended.

19. Any personal effects, valuables or luggage left in the **vehicle** or in any trailer, boat or caravan or any other item being towed by or used in conjunction with the **vehicle**. These are **your** responsibility.

20. Specialist Equipment costs. **We** will however arrange for the specialist services if needed, but **you** will have to pay for any additional costs direct to the contractor.

21. **Vehicles** which were broken down/ had suffered a **breakdown** or unroadworthy at the start of this **period of eligibility**.

22. It is a legal requirement that **vehicles** used or recovered with their wheels in contact with the public highway must have a valid current excise licence. Where no current excise licence is displayed **we** may in **our** absolute discretion attempt to fix **your vehicle** at the roadside but will not provide any other service or benefit.

The above is not applicable to those vehicles exempt under Section 5 of the Vehicle Excise and Registration Act 1994 (which include certain types of vehicles, including certain old vehicles, agricultural vehicles and emergency vehicles) or under Section 5 of the Vehicle Duty Order 2010 in Isle of Man. For further information, please contact

either **DVLA** at www.dvla.gov.uk or Vehicle Licensing, Dept of Transport for Isle of Man at www.gov.im/transport/highways/dandv/welcome.xml

23. The costs of any parts provided by SEAT Roadside Assistance to fix your **vehicle** at the roadside must be paid in full by credit/debit card at time of **breakdown** before work can commence.

Exclusions.

24. Auxiliary equipment that does not form part of the factory specification. Service can be arranged on a Pay on Use basis.

25. In relation to any **accidents** or customer induced faults including:

- flat battery due to user error,
- running out of fuel,
- use of incorrect fuel; and
- tyre defects due to user error e.g. driving over potholes/kerbs, or failure to maintain correct tyre pressures unless in **our** absolute discretion **we** elect to do so.

26. In circumstances where provision of the SEAT Roadside Assistance would involve a breach of the law.

27. When **your vehicle** is on private property e.g. garage premises, unless **you** can establish that **you** have the permission of the owner or the occupier.

28. Assistance is also not available following a **breakdown** or **accident** (where **we** elect in **our** absolute discretion to provide service) attended by the police or other emergency service, until the vehicle's removal is authorised. If the police insist on recovery by a third party, the cost must be met by you.

Claims procedure and conditions

When providing assistance **we** make every effort to arrange on **your** behalf all costs within the limits set out in this document. However, in some instances **you** may be asked to pay locally and reclaim costs on **your** return to the **United Kingdom**.

There may also be occasions when **you** arrange and pay for assistance direct and wish to reclaim the cost. Any cost to be reclaimed must be agreed in advance and up to the limits as set out in these Terms and Conditions.

If **you** have paid any cost which **you** believe is included as part of SEAT Roadside Assistance, please telephone the AA for an application form immediately on **your** return **home**, quoting **your** reference and **vehicle** registration number. When returning **your** completed application form **you** should enclose relevant original receipts (not photocopies). To obtain an application form, please telephone 01256 493580 or email: overseasclaims@theAA.com

Exclusions.

Receipts

You must keep all relevant original receipts (not photocopies) as they will be needed for any claim. **We** may refuse to arrange reimbursement of expenses **you** are claiming back if **you** cannot provide original receipts or bills for the items **you** have paid.

Claims for reimbursement are subject to **you** complying with the following conditions:

1. **You** must do all **you** can to prevent **accident**, injury, loss or damage, as if **you** were not eligible to receive SEAT Roadside Assistance.
2. **You** must forward to the AA any writ, summons, legal document or other communication about a claim as soon as **you** receive it.
3. **You** must obtain any original receipts, certificates, police reports, evidence, etc and give all the information and help **we** may need at **your** expense.

This includes medical certificates and details of **your** household insurance if necessary.

4. **You** must not admit liability or offer or promise payment without the AA's written permission.
5. The **vehicle** must be in roadworthy and in good mechanical condition when **you** commence **your** journey.
6. If any claim is found to be fraudulent in any way **your** claim will be forfeited.

You must, within seven days of any request from the AA, send to the AA copies of any European accident statements (called a "Constatd'amiable" in France) and/or any police reports should you make a claim following a road traffic incident.

**Caring for our customers
If you need to complain (UK and European Roadside Assistance).**

SEAT Roadside Assistance aims to provide **you** with a high level of service at all times. However, there may be a time when **you** feel that **our** service has fallen below the standard **you** expect. If this is the case and **you** want to complain, **we** will do **our** best to try and resolve the situation.

a) There are several ways **you** can contact **us**:

Phone: 0344 209 0556

Email: vwgcustomercareoperations@theaa.com

Post: SEAT Roadside Assistance
Customer Care, Lambert House,
Stockport Road, Cheadle, Cheshire
SK8 2DY.

Fax: 0161 488 7544

Text Phone users can contact **us** using Next Generation Texting by prefixing any of **our** numbers with 18001.

Exclusions.

We will either acknowledge **your** complaint within five working days of receipt, or offer **you our** final response if **we** have concluded **our** investigations within this period.

When **we** acknowledge **your** complaint, **we** will advise **you** of who is dealing with **your** concerns and when **we** expect to respond. If **our** investigations take longer, a full response will be given within 20 working days or an explanation of **our** position with timescales for a full response.

Please note that the above number should only be used for complaints about SEAT Roadside Assistance's level of service, once **you** have returned **home**. Any general enquiries relating to repatriation, claims for reimbursement of costs or other matters associated with **our** European Service should be directed to SEAT European Roadside Assistance on 00800 1330 3939. (Calls may be recorded and/or monitored.)

If **you** have an issue not related to SEAT Roadside Assistance, then please write to:

SEAT Customer Services Centre,
Selecta post 34,
Sheffield S97 3FA.

Tel: **08457 745 745**.

Email: **customerservices@seat.co.uk**.



Use of data.

Use of personal information

1. Information **you** provide or **we** hold about **you** (whether or not under **our** contract (or contracts) with **you**) may be used by **us** or **our contractors** or third party agents to:

- a) Identify **you** when **you** contact **us**;
- b) Help identify accounts, services and/or products which **you** could have from **us** from time to time. **We** may do this by automatic means using a scoring system, which uses the information **you** have provided, any information **we** hold about **you** and information from third party agencies (including credit reference agencies);
- c) Help administer, and contact **you** about improved administration of, any accounts, services and products **we** have provided before, or provide now or in the future;

- d) Carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
- e) Help to prevent and detect fraud or loss; and
- f) Contact **you** in any way (including mail, email, telephone, visit, text or multimedia messages) about products and services offered by us, **our contractors** and selected partners unless **you** have previously asked **us** not to use the relevant data for such purposes.

2. **We** may allow other people and organisations to use information **we** hold about **you** for the purpose of providing services **you** have asked for, as part of the process of selling one or more of **our** businesses, or if **we** have been legitimately asked

to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the **United Kingdom**. In this instance, every effort will be made to maintain data security.

- 3. **We** may monitor and record communications with **you** (including phone conversations and emails) for quality assurance, legal, compliance, training and contractual purposes.
- 4. **We** will check **your details** with fraud prevention agencies. If **you** provide false or inaccurate information and **we** suspect fraud, **we** will record this. **We** and other organisations may use and search these records to:

Use of data.

- a) Help make decisions about credit and credit related services for **you** and members of **your** household;
 - b) Help make decisions regarding the entitlement to SEAT Roadside Assistance for **you** and other members of **your** household;
 - c) Trace debtors, recover debt, prevent fraud, and to manage **your** accounts or SEAT Roadside Assistance; and
 - d) Check **your** identity to prevent money laundering unless **you** give **us** other satisfactory proof of identity.
5. Where **you** give **us** information on behalf of someone else, **you** confirm that **you** have provided them with the information set out in this document, and that they have not objected to the uses of their personal information described in it. Where **you** give **us**

sensitive data about yourself or others (such as health details or details of any criminal convictions of members of **your** household), **you** agree (and confirm that the relevant subject of the information has agreed) to **us** processing such information in the manner set out in this document.

6. In connection with this contract we, and other companies in **our** group, may carry out credit and fraud prevention checks with one or more licensed credit reference and fraud prevention agencies. **We** and they may keep a record of the search. Information held about **you** by these agencies may be linked to records relating to other people living at the same address. These records will also be taken into account in credit and fraud prevention checks. Information from **your** application and payment details

of **your** account will be recorded with one or more of these agencies and may be shared with other organisations to help make decisions about **you** and members of **your** household and for debt collection and fraud prevention. This includes those who have moved house and who have missed payments.

7. If **you** provide false or inaccurate information to **us** and **we** suspect fraud, **we** will record this and may share it with other people and organisations. We, and other organisations, may also use technology to detect and prevent fraud.

Use of data.

SEAT Approved Used Warranty cover is administered on behalf of SEAT UK by Volkswagen Financial Services (UK) Limited ("VWFS").

VWFS will use your information and share it with Lawshield UK Limited and 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

VWFS 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 VWFS 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 our website **insurewithseat.co.uk/privacy**
- By contacting us at **DPO@vwfs.co.uk**
- From the retailer submitting your application for our product



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