

Renault Electric Vehicle Extended Warranty

Insurance Product Information Document

Company: Renault Extended Warranty Administration

Product: Extended Warranty

This insurance is provided by Renault Extended Warranty Administration, a trading style of Car Care Plan Limited, a company registered in the UK. Car Care Plan Limited is authorised and regulated by the Financial Conduct Authority. Financial Services Register number: 309268.

This document contains some important facts about Renault Electric Vehicle Extended Warranty. It is to be regarded as only a summary of cover to help assist you in making an informed purchase decision. Full terms and conditions of the policy are provided in your policy document. Please take time to read this policy document to make sure you understand the cover it provides.

What is this type of insurance?

The Renault Electric Vehicle Extended Warranty is a Mechanical Breakdown Insurance which is designed to protect you against the unexpected cost of repairs should your vehicle develop a problem.

This insurance is underwritten by Motors Insurance Company Limited which is registered in the UK. Motors Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Financial Services Register number: 202875.



What is insured?

- ✓ Your vehicle providing that:
 - It is under 10 years old with less than 100,000 miles on the odometer at the time of purchase; and
 - It has an existing warranty administered by Renault Extended Warranty Administration or it must still be within the Manufacturer's warranty period.
- ✓ 12 months' extensive warranty cover for most mechanical and electrical components with the exception of any components listed as 'Excluded Items' in the 'Details of Cover' section of the policy document.
- ✓ The amount you may claim over the whole period of this warranty is limited to the purchase price of your vehicle.
- ✓ UK and European cover.
- ✓ Vehicle hire for up to seven days.



What is not insured?

- ✗ Any components listed as 'Excluded Items' in the 'Details of Cover' section of the policy document.
- ✗ Batteries and external charging system components (charge connector and cable, home charging dock and fast charging port)
- ✗ Diagnostic time of any type unless part of a valid claim.
- ✗ The gradual reduction in operating performance (wear and tear) consistent with the age and mileage of the covered vehicle.
- ✗ Items which do not form part of the manufacturer's original specification for the vehicle.
- ✗ Component failure resulting from overloading, power surges or abnormal use.
- ✗ Damage to a non-covered or excluded component.
- ✗ If any of the vehicle's components has an inherent design fault or is recalled by its manufacturer, the component which is the subject of the design fault or recall is not covered by this warranty.



Are there any restrictions on cover?

This warranty does not cover:

- ! Mechanical or electrical failure caused by faults which a qualified engineer appointed by Renault Extended Warranty Administration thinks could have reasonably existed before this warranty began.
- ! Non-European specification imports, commercial vehicles with a Gross Vehicle Weight (GVW) exceeding 3.5 tonnes, motorcycles, motor homes, any non-Renault vehicle and any petrol, diesel or hybrid vehicle.
- ! Any vehicle used as a taxi, minicab, driving school vehicle, made available for hire or reward or used in any sort of competition, track days, rally or racing.
- ! Any public service vehicles including police, ambulance, fire service or military service.



Where am I covered?

- ✓ Throughout the United Kingdom which includes England, Scotland, Wales and Northern Ireland;
- ✓ The Channel Islands; and
- ✓ The Isle of Man.
- ✓ Cover is also provided in the European Union or EFTA for up to 60 days.



What are my obligations?

- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.
- If you don't follow the manufacturer's service schedules, this warranty may not apply.
- **If you need to make a claim:** We recommend you take your vehicle to a local Renault dealer and provide them with your handbook and your Welcome Letter. **IMPORTANT** – Repair work must not commence until the administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.



When and how do I pay?

You can pay your premium as a one-off payment prior to the start of cover or in monthly instalments.



When does the cover start and end?

Your cover will take effect and end on the dates stated in your Welcome Letter.



How do I cancel the contract?

To cancel your policy please contact the administrator on 0344 573 8035. Cancellations made within the first 30 days of purchase receive a full refund, thereafter a pro-rata refund can be obtained subject to an administration fee of £30.

Please note you will not receive a refund where you have already made a successful claim on the policy.

