

Renault Extended Warranty

Website Terms & Conditions

These Terms & Conditions apply to the Renault Extended Warranty website. Other Car Care Plan Ltd. websites will have their own Terms & Conditions. These Terms & Conditions are effective from 1st March 2014, and, together with our Privacy Policy, govern Renault Extended Warranty Administration's relationship with you in relation to this website.

By using the Renault Extended Warranty website, you agree to comply with and be bound by these terms and conditions of use, which shall take effect immediately upon your first use of the website.

We reserve the right to amend our terms and conditions at any time, and you should check for updates from time to time. The amended terms and conditions will be effective from the date they are posted on our site.

Our Company

Renault Extended Warranty Administration is a trading name of Car Care Plan Ltd. which is registered in England, registration number 850195, registered address Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG. We are authorised and regulated by the Financial Conduct Authority as a general insurance intermediary, registration number 309268.

Your Responsibility

We will provide you with the available Warranty cover for your vehicle based on the information you have provided to us. It is essential that all information and answers are true and accurate. Failure to provide accurate information could lead to your Renault Extended Warranty policy being invalid. It shall be your own responsibility to ensure that any products, services or information available through the website meet your specific requirements.

Our Website

Every effort is made to ensure that the Renault Extended Warranty website operates correctly and runs smoothly. If the information displayed back to you is not correct it is your responsibility to identify and rectify the mistake. As such we will not incur any liability in respect of any losses you may suffer as a result. We expressly exclude liability for any such inaccuracies or errors to the fullest extent permitted by law.

We provide no warranty or guarantee as to the accuracy, timeliness, performance, completeness satisfactory quality suitability or fitness for a particular purpose of the information and materials found or offered on this website.

We take no responsibility for, and will not be liable for, the website being temporarily unavailable due to technical issues beyond our control.

Complaints

At Renault Extended Warranty Administration we operate to very high standards. If you are not happy with the level of service you have received we'd like you to tell us so we can make improvements. Complaints should be directed to our Customer Services Helpline on 0844 573 8035 or in writing to the 'Customer Services Manager' at the registered address, above.

We aim to acknowledge your complaint within 5 business days and you will be informed of who is dealing with your complaint. However, it may take up to 20 business days to provide a

full written response, or explain the current position of your complaint and provide you with an indication as to when we expect to provide our final response. If there are elements of the complaint or investigation into the complaint which are out of our control, this may well cause further delay, which we will not be liable for.

If you have been given a final response and you are still dissatisfied then you are entitled to refer your complaint to the Financial Ombudsman Service (FOS) who can be contacted at:

Financial Ombudsman Service, South Quay Plaza, 183 Marsh Wall, London E14 9SR

Any decision made by the Financial Ombudsman Service is only binding on the Insurers and Renault Extended Warranty Administration. You may remain free to take legal action in court.

Intended use

This site is intended for use of UK residents and UK registered vehicles only. Applications from non-UK residents (or residents of the Isle of Man and The Channel Islands) will not be accepted.

Links to Other Sites

There may be links from the Renault Extended Warranty website to third party websites. These links are provided for your convenience only. They do not signify that we endorse the website(s). We accept no liability for any statements, information, content, products or services that are published on, or may be accessible from, these third party sites. We can also give no guarantee they are free from viruses or anything else that could be infectious or destructive.

Website Content

We endeavour to ensure the information contained and displayed on the Renault Extended Warranty website is accurate and up-to-date. However, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the website or the information, products, services, or related graphics contained on the website for any purpose. Any reliance you place on such information is therefore strictly at your own risk.

In no event will we be liable for any loss or damage including without limitation, indirect or consequential loss or damage, or any loss or damage whatsoever arising from loss of data or profits, arising out of or in connection with, the use of this website.

Intellectual Property

All copyright, trademarks, design rights, patents and other intellectual property rights located on this site shall remain vested in Renault Extended Warranty Administration or its licensors. Any person may copy any part of this material, subject to the following conditions:

- The material may not be used for commercial purpose
- The copies must retain any copyrights or other intellectual property notices contained in the original material
- Any images on the site are protected by copyright and other intellectual property rights, and may not be reproduced or used in any manner without written permission from the owner

Nothing in these terms and conditions shall be construed as conferring any license or right to use any Intellectual Property Rights pertaining to Renault Extended Warranty Administration.

Commercial Use

Please note this website is for personal use only and is not intended to be used by business customers.

General

If any of these terms and conditions are determined to be illegal, invalid or otherwise unenforceable, then to the extent that term or condition is illegal, invalid or unenforceable, it shall be severed and deleted from these terms and conditions, and the remaining terms and conditions shall survive and continue to be binding and enforceable.

Any failure or delay of Renault Extended Warranty Administration to exercise or enforce its rights under these terms and conditions will not affect or restrict Renault Extended Warranty Administration's right to enforce such rights.

These terms and conditions shall be governed by and interpreted in accordance with the laws of England and Wales which shall have exclusive jurisdiction over any disputes.