



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





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# 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.**

**MOT Cover.**

**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 component (including encased aerals, gas struts, sunroof assemblies, soft top roofs, and seat frames, strikers, hinges or any component which may require adjustment from time to time) glass and seals (including heated door mirrors and windows)

• Worn and perishable items as follows:

- All adjustments, timing and cleaning
- 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

\* 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 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 manufacturers 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 manufacturers 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, filter, 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.

# Policy wording.

- 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.
- 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 offroad 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.

# Policy wording.

- Catalytic converter: Internal failure of catalytic converter.
- 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

# Policy wording.

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 manufacturers 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 manufacturers 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.



# Policy wording.

- 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 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



# Policy wording.

- or omission, acts of war, nuclear explosion, sonic boom or radioactivity.
- 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:**

- 1.** Return your car to your nearest SEAT Approved Retailer or SEAT Authorised Repairer. Show them this handbook and your Confirmation of Cover.
- 2.** They will assess the failure and manage the claims process on your behalf.
- 3.** 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 0333 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 869, Warrington WA4 6LD**

Please retain a copy of the repair invoice and the original service records for your own safekeeping as we will be unable to return these to you.

Your claim will then be processed and reimbursed to you in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that your claim is valid.

If you are VAT registered you remain responsible for settling the VAT content of any claim separately.



# Important information.

## Getting in touch

You can contact us at:

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

By telephone: **0333 043 3783**

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

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



## 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 869,  
Warrington WA4 6LD**

Or email us at **customerservices@  
seat-usedwarranty.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.

### **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.



# MOT Cover.

**Welcome to your  
SEAT MOT Cover.**

**Who provides your  
SEAT MOT Cover.**

**Policy summary.**

**Meaning of Words.**

**Policy wording.**

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

**How to make a claim.**

**Important information.**







# Welcome to your **SEAT MOT Cover.**

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

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

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

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

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

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

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

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

SEAT UK is a trading division of Volkswagen Group United Kingdom Ltd (company registration number 514809, VAT registration number 217990930) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes MK14 5AN, a company

authorised to conduct business in the United Kingdom ("SEAT UK").

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

SEAT MOT Cover is underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ. UK General Insurance Ltd is authorised and regulated by the Financial Conduct Authority.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

Volkswagen Financial Services (UK) Ltd, Lawshield (UK) Ltd, UK General Insurance Ltd and Great Lakes Insurance SE are not part of the same corporate group.

# Policy summary.

Your MOT Cover will cover the cost of repairs to your vehicle as a result of a part covered by this cover being cited on an official notification of refusal to issue an MOT Certificate (VT30) being issued during the period of cover.

## **Significant features and benefits of the policy**

The most we will pay is £750 inclusive of VAT. You will need to pay the first £10 towards any claim (the excess).

## **Significant conditions and exclusions of the policy**

- We will not pay for items subject to wear and tear (such as bulbs, fuses, tyres etc).
- We will not pay for repairs to bodywork or glass.
- We will not pay for the MOT Test or re-test fee.
- You must ensure your vehicle is serviced in accordance with the manufacturers recommendations.

## **How long does your MOT Cover last?**

Your period of cover is shown on your Confirmation of Cover.

## **Who provides your cover?**

Your SEAT MOT Cover is provided as a benefit of group insurance policy issued to SEAT UK by UK General Insurance on behalf of Great Lakes Insurance SE.

## **Your right to cancel**

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

## **How to make a claim**

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

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

## **How to make a complaint**

Contact our Customer Services Manager at:  
**SEAT MOT Cover, PO Box 869,  
Warrington, WA4 6LD**  
By telephone: **0333 043 3783**  
By email: **customerservices@  
seat-motcover.co.uk**

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

## **Financial Services Compensation Scheme**

You may be entitled to compensation from the FSCS if the insurer cannot meet it's obligations.

This policy summary does not contain the full terms and conditions of your policy. These can be found in this Cover Booklet. You will also need to refer to your Confirmation of Cover.

# Meaning of words.

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

## **SEAT Approved Retailer**

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

## **Confirmation of Cover**

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

## **Excess**

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

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

UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

This policy is administered by Lawshield UK Ltd on behalf of the **Insurer**.

## **MOT Certificate (VT20)**

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

## **MOT Test**

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

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

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

## **Period of cover**

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

## **United Kingdom**

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

## **You/Your/Yours**

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

## **Your vehicle**

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



# Policy wording.

## What is covered

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

- Lighting Equipment: Front and rear lamps, headlamps, stop lamps, rear reflectors, direction indicators, hazard warning lamps, switches, tell tales, high intensity discharge (HID), LED headlamps, washing and levelling system, power steering malfunction indicator lamp (MIL), electronic parking brake MIL, illumination of speedometers, brake fluid level warning lamps, electronic stability control system MIL, tyre pressure monitoring system warning lamp.

- Steering and Suspension: Steering control, steering mechanism, power steering, transmission shafts, wheel bearings, front suspension, rear suspension, shock absorbers, wheel alignment, steering, suspension, brake, transmission dust covers / gaiters, and steering wheel locking mechanism.
- Brakes: ABS warning system / controls, condition of service brake system, condition of parking brake system, service brake performance, parking brake performance, brake fluid levels where below the minimum indication.
- Seatbelts: All seatbelts mountings, their condition and operation; front driver’s and passenger seat mountings; driver’s seat adjustment mechanism, backrest security in an upright position and supplementary restraint systems (SRS) including airbags and seatbelt pre-tensioners.

- General: Emission control systems including catalytic converter, electronic stability control system, fuel injection, engine mountings, ECU replacement as a result of calibration failure to meet MOT exhaust gas emission standards, horn, mirrors, registration plates, speedometer, driving controls, windscreen wipers and washers.

## What is not covered

**We** will not pay for:

- Bulbs, fuses, wiring or connections
- Tyres or wheels
- Brake pads and shoes where the condition is wear related
- Bodywork or glass
- Exhaust system
- Items listed as “advisory” only
- Adjustments, tuning or cleaning

# Policy wording.

- The first £10 of any claim
- The **MOT Test** or re-test fees

## General exclusions

These exclusions apply to all sections of **your** cover.

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

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

- Any direct or indirect consequence of:

- Irradiation, or contamination by nuclear material; or
- The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
- Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

## General conditions

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

- **Your** car must be under 10 years old and must have done under 100,000 miles to be eligible for cover

# Policy wording.

- Servicing must be carried out in accordance with vehicle manufacturer recommendations. Failure to keep **your vehicle** serviced in accordance with the manufacturer's service schedule will void this MOT Cover. You must keep all servicing receipts and invoices. **We** will be entitled to check that **your vehicle** has been serviced regularly and may ask to see these in the event of a claim.
- **We** reserve the right to have **your vehicle** and failed components inspected by an expert before authorising repairs.
- This MOT Cover has no surrender value or provision for a refund or repayment.
- Only one claim can be made during the **period of cover**.
- This MOT Cover is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which **your** main residence is situated.
- **We** reserve the right to take over and carry out the defence or settlement of any claim after a payment has been made under this policy. Legal action may be taken in **your** name to recover payment from a third party made under this policy.
- In the event of a claim under **your** policy, **you** must refer to the "How to make a claim" section of **your** policy.
- Where dismantling of a covered component is necessary to determine the validity of a claim, **you** must authorise any dismantling. Costs incurred will only be met as part of a valid claim where **we** agree to meet the cost of repair.
- Within 30 days prior to the MOT due date, **your vehicle** must be submitted for an **MOT Test** and any faults identified on the **MOT Test** failure certificate must be rectified by a **SEAT Approved Retailer**.
- Only MOTs scheduled 30 days prior to the MOT due date will be covered.
- This cover will be invalidated if during the Term:
  - **Your vehicle** is not serviced or repaired in accordance with the manufacturers recommendations;
  - A claim is made on a fraudulent basis;
  - **Your vehicle** has been used for racing, rallying or other competition purposes.

# How to make a claim.

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

- 1. Take your vehicle to a SEAT Approved Retailer and show your Confirmation of Cover.** If **you** need help finding **your** local **SEAT Approved Retailer** please go to [seat.co.uk](https://www.seat.co.uk)
- 2. Your SEAT Approved Retailer** will assess **your vehicle** and liaise with **us** on **your** behalf.
- 3. If your claim is valid we** will authorise **your SEAT Approved Retailer** to repair **your vehicle** and **we** will settle the costs covered by **your** MOT Cover directly to **your SEAT Approved Retailer**.
- 4. You** will be responsible for the following costs:
  - The first £10 of any repairs, (the **excess**)
  - Costs not covered by this policy
  - Costs in excess of £750 inclusive of VAT
  - Any VAT arising on the repairs (only where **you** are VAT registered)
  - Any **MOT Test** or re-test fee





# Important information.

## Getting in touch

You can contact us at:

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

Telephone: **0333 043 3783**

Email: **customerservices@**

**seat-motcover.co.uk**

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

Our aim is to get it right, first time, every time. If we make a mistake we will try and put it right promptly. We will always confirm to you the receipt of your complaint within five working days and do our best to resolve the problem within four weeks.

If we cannot, we will let you know when an answer may be expected. If we have not resolved the situation within eight weeks we will provide you with information about the Financial Ombudsman Service.

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

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

Telephone: **0333 043 3783**

Email: **customerservices@**

**seat-motcover.co.uk**

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of less than €2million and fewer than ten staff.

You may contact the Financial Ombudsman Service at:

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

Telephone: **0300 123 9 123**

Email: **complaint.info@**

**financial-ombudsman.org.uk**

The above complaints procedure is in addition to your statutory rights as a consumer. For further information about your statutory rights contact your local authority Trading Standards Service or Citizens Advice Bureau.

## Financial Services Compensation Scheme (FSCS)

For your added protection the insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim.

Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit **fscs.org.uk**

# UK General Insurance Ltd.

## Privacy notice.

We are UK General Insurance Ltd, referred to as “we/us/our” in this notice. Our data controller registration number issued by the Information Commissioner’s Officer is Z7739575. This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as “you/your” in this notice.

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

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

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be

able to proceed appropriately or handle any claims if you decide not to do so.

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

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

For specific types of insurance policies, for example when offering you a travel insurance policy, we may process some special categories of your personal data, such as information about your health.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process

the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

### **UK General’s full privacy notice**

This notice explains the most important aspects of how we use your data. You can get more information about this by viewing our full privacy notice online at [ukgeneral.com/privacy-notice](https://ukgeneral.com/privacy-notice) or request a copy by emailing us at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk)

Alternatively, you can write to us at:

**Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ**

### **Great Lakes Insurance SE Information Notice**

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. For more information, please visit [munichre.com](https://munichre.com)

# 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](https://insurewithseat.co.uk/privacy)**
- By contacting us at **[DPO@vwfs.co.uk](mailto:DPO@vwfs.co.uk)**
- From the retailer submitting your application for our product



**[insurewithseat.co.uk](https://insurewithseat.co.uk)**

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