

# MITSUBISHI EXTENDED WARRANTY

## POLICY DOCUMENT

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For added peace of mind

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INTELLIGENT MOTION



## INTRODUCTION

This booklet contains three separate documents for warranty.

The 'Demands & Needs Statement' and the 'About our insurance services' documents both explain how the Mitsubishi Extended Warranty policy has been sold to you.

The Policy Wording provides the full terms, conditions and exclusions of the insurance policy for Mitsubishi Extended Warranty.

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## DEMANDS & NEEDS STATEMENT

**Mitsubishi Extended Warranty** is typically suitable for those who wish to insure themselves with respect to Warranty and Roadside Assistance for their vehicle.

You may already possess alternative insurance(s) for some or all of the features and benefits this type of policy provides. It is your responsibility to investigate this.

Mondial Assistance (UK) Limited trading as Mitsubishi Warranty Services has not provided you with any recommendation or advice about whether this product fulfils your specific insurance requirements.



# OUR INSURANCE SERVICES

## 1. THE FINANCIAL CONDUCT AUTHORITY (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if **our** services are right for **you**.

## 2. WHOSE PRODUCTS DO WE OFFER?

- We** offer products from a range of insurers.
- We** only offer products from a limited number of insurers for motor warranty and assistance. Ask **us** for a list of insurers **we** offer insurance from.
- We** only offer products from a single insurer.

## 3. WHICH SERVICE WILL WE PROVIDE YOU WITH?

- We** will advise and make a recommendation for **you** after **we** have assessed **your** needs for motor warranty and assistance.
- You** will not receive advice or a recommendation from **us** for motor warranty and assistance. **We** may ask some questions to narrow down the selection of products that **we** will provide details on. **You** will then need to make **your** own choice about how to proceed.

## 4. WHAT WILL YOU HAVE TO PAY US FOR THIS SERVICE?

- A fee.
- No fee.

**You** will receive a quotation which will tell **you** about any other fees relating to any particular insurance policy.

## 5. WHO REGULATES US?

Mondial Assistance (UK) Limited trading as Mitsubishi Warranty Services, 102 George Street, Croydon CR0 2BF is authorised and regulated by the Financial Conduct Authority. **Our** FCA Register number is 311909.

**Our** permitted business is arranging Motor Warranty and Assistance insurance.

Mondial Assistance (UK) Limited also has permission to conduct the following business with regards to non-investment insurance contracts:

- Arranging
- Assisting in the administration and performance of a contract of insurance
- Dealing as agent
- Making arrangements with a view to transactions

**You** can check this on the FCA's Register by visiting the FCA's website [www.fca.org.uk/register/](http://www.fca.org.uk/register/) or by contacting the FCA on 0845 606 1234.

## 6. WHAT TO DO IF YOU HAVE A COMPLAINT

If **you** wish to register a complaint, please contact **us**:

... in writing Customer Support, 102 George Street, Croydon, CR9 6HD.

... by email [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)

... by phone 0208 603 9853

If **you** cannot settle **your** complaint with **us**, **you** may be entitled to refer it to the UK Financial Ombudsman Service for independent arbitration.

## 7. ARE WE COVERED BY THE FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)?

For **you** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone numbers: 0207 741 4100/0800 678 1100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).

# WELCOME

Thank you for purchasing a **Mitsubishi Extended Warranty policy**. This will help give you peace of mind whilst enjoying the driving experience.

**Your confirmation letter** shows the type of policy **you** have chosen, the **insured vehicle** and any special terms and conditions that apply.

It is very important that **you** read the whole of this policy and ensure that **you** understand exactly what is and what is not covered and what to do if **you** need to claim.

# IMPORTANT TELEPHONE NUMBERS

## HOW TO CONTACT US REGARDING YOUR EXTENDED WARRANTY

If **you** need to contact **us**, **you** should call Mitsubishi Warranty Services on:  
**0845 641 9795**

Alternatively, write to **us** at:  
Mitsubishi Warranty Services  
PO Box 1149  
Croydon  
CR9 1ZQ

## ROADSIDE ASSISTANCE

If calling from a landline within the UK freephone:  
**0800 587 9833**

If calling from a mobile within the UK dial:  
**0208 603 9933**

If in Continental Europe, please call:  
**00 44 208 603 9933**

# SUMMARY OF COVER

The following is only a summary of the main cover limits. **You** should read the rest of this policy for the full terms and conditions. The covered component

section applicable to **your** policy is shown on **your Mitsubishi Extended Warranty confirmation letter**.

COVER	CLAIM LIMIT
Gold Cover	Purchase price of the <b>insured vehicle</b> inclusive of VAT
Silver Cover	Purchase price of the <b>insured vehicle</b> inclusive of VAT
Bronze Cover	Purchase price of the <b>insured vehicle</b> inclusive of VAT
MAP+ (Mitsubishi Assistance Package) (if applicable)	Market price of the <b>insured vehicle</b> for repatriation

For details, please refer to the following:

**TERMS AND CONDITIONS**, page 16.

**MAKING A MITSUBISHI EXTENDED WARRANTY CLAIM**, page 18.

**UNITED KINGDOM ROADSIDE ASSISTANCE BENEFITS**, page 20.



# IMPORTANT INFORMATION

## INSURER

Your **Mitsubishi Extended Warranty** insurance is underwritten by AGA International SA and is administered in the **United Kingdom** by Mondial Assistance (UK) Limited.

## HOW YOUR POLICY WORKS

Your policy and **confirmation letter** is a contract between **you** and **us**. **We** will pay for any claim **you** make which is covered by the policy and level of cover chosen that occurs during the **period of insurance**.

Unless specifically mentioned, the benefits and exclusions within each section apply to the **insured vehicle**. Your policy does not cover all possible events and expenses.

Certain words have a special meaning as shown under the heading 'Definition of Words'. These words have been highlighted by the use of bold print throughout the policy document.

## TELLING US ABOUT THE RELEVANT FACTS

**You** must tell **us** about anything that may affect **your** cover. If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be refused and **we** may not cover any related claims.

## MILEAGE LIMITATION

**You** can only buy Gold and Silver Cover if **your** **vehicle** has covered less than 100,000 miles.

## YOUR CANCELLATION RIGHTS

If this cover does not meet **your** requirements or should **you** decide to cancel this insurance policy for any reason within 14 days of receipt of the original documentation, **you** can obtain a full refund of the premium paid without charge. After this 14 day period **you** will be entitled to a pro-rata refund subject to no claims being paid under the policy, less an administration fee of £25. In either case, if **you** have asked **us** to perform or provide any of the services given under this policy **we** are entitled to recover all costs that **you** have used for the service provided. To obtain a refund please contact **Mitsubishi Warranty Services** on: **0845 641 9795**

## OUR CANCELLATION RIGHTS

If **you** have a **monthly policy** **we** reserve the right to cancel **your** cover at any time by providing **you** 30 days notice in writing to the last address **you** provided **us** with.



MITSUBISHI

GB **WN58 XYF**

www.mitsubishi-cars.co.uk 01888 607777

LANCER

# IMPORTANT INFORMATION

## DATA PROTECTION

Information about **your** policy may be shared between **us**, Mitsubishi Group, and the **insurer** for underwriting and administration purposes.

**You** should understand that the information **you** provide will be used by **us**, **our** representatives, the **insurer**, other insurers and industry governing bodies and regulators to process **your** insurance, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws).

**We** have taken steps to ensure **your** information is held securely.

**Your** information may be used by members of Allianz Global Assistance and shared with Mitsubishi Group companies for marketing, research and to inform **you** from time to time about special promotions, new products or services. If **you** do not want to receive marketing information please write to Mitsubishi Warranty Services, PO Box 1149, Croydon, CR9 1ZQ.

**You** have the right to access **your** personal records should **you** wish to do so.

## FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0207 741 4100/0800 678 1100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).

## GOVERNING LAW

Unless agreed otherwise, English law will apply and all communications and documentation in relation to this policy will be in English.

## CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

The parties do not intend any term of the agreement to be enforceable pursuant to the Contract (Rights of Third Parties) Act 1999.

# DEFINITION OF WORDS

When the following words and phrases appear in the **confirmation letter**, they have the meanings given below.

## ANNUAL POLICY

Means an **annual policy** that runs for a period of twelve months unless cancelled by **you**. If **you** have an **annual policy** this will be shown on **your confirmation letter**.

## MITSUBISHI EXTENDED WARRANTY

The **Mitsubishi Extended Warranty** comprises, **Mitsubishi Extended Warranty** and MAP+ (Mitsubishi Assistance Package) if applicable.

## COMMENCEMENT DATE

Means the date on which **your** cover commences as shown on the **confirmation letter**.

## CONFIRMATION LETTER

The letter sent confirming **your** policy number, **insured vehicle** details, level of cover chosen by **you** and **commencement date** of the policy.

## ELECTRICAL OR MECHANICAL FAILURE

Means the sudden and unexpected failure of a component which is covered by the warranty section of this insurance and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under the definition of **electrical or mechanical failure**.

## GEOGRAPHICAL AREAS OF COVER

**You** will not be covered if **you** travel outside the areas shown below.

- **United Kingdom**  
**United Kingdom** is defined as:  
England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.
- **Continental Europe**  
**Continental Europe** is defined as: Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

# DEFINITION OF WORDS

## IMMOBILISATION

Is electrical or mechanical breakdown, road accident, loss of keys, loss, damage or destruction by fire, theft or vandalism.

## INSURER

AGA International SA.

## MONTHLY POLICY

Means a continuous policy with no fixed end date unless lapsed or cancelled by **you** or **us**. If **you** have a **monthly policy** this will be shown on **your confirmation letter**.

## PASSENGERS

**Passengers** are those persons travelling with **your vehicle** at the moment MAP+ (Mitsubishi Assistance Package) is required.

## PERIOD OF INSURANCE

If **you** have purchased an **annual policy** and have paid the premium when due **your Mitsubishi Extended Warranty** will last for twelve months.

If **you** have purchased a **monthly policy**, **your Mitsubishi Extended Warranty** will last for one month from the **commencement date** and thereafter for one month following each monthly payment paid by **you** when due.

## PRIVATE OWNER

An individual not engaged in the business of purchasing, selling or servicing of motor vehicles.

## VEHICLE INSURED/INSURED VEHICLE/YOUR VEHICLE

The vehicle shown on the policy **confirmation letter**, for which the appropriate insurance premium has been paid.

## WE, OUR, US

Mondial Assistance (UK) Limited trading as **Mitsubishi Warranty Services**, which administers the insurance on behalf of the insurer.

## YOU, YOUR, YOURSELF

The owner or user of the **insured vehicle** as specified on the **confirmation letter**.

# MITSUBISHI EXTENDED WARRANTY

Depending on the level of component cover chosen by **you** and **you** having paid the correct premium when due, **you** are covered for the costs (limited to parts and labour inclusive of VAT) of repairing or replacing the following components that have suffered **electrical or mechanical failure** during the **period of insurance**.

The level of component cover that is applicable to **your Mitsubishi Extended Warranty** policy is shown on the **confirmation letter**.

## GOLD COVER

The maximum total claims liability covered by the **Mitsubishi Extended Warranty Gold Cover** is the purchase price paid for the **insured vehicle**, inclusive of VAT. **Your Gold Cover** covers all factory-fitted mechanical and electrical components of the **insured vehicle** with the exception of the following:

Battery, all exhaust components (except catalytic converter), brake and clutch facings, discs and drums, bulbs and fuses, channels and guides, weather strips and seals, handles, hinges and check straps, trim, upholstery and cosmetics finishes, bodywork, paintwork, wheels and tyres, wiper blades and arms, glass, auxiliary drive belts, coolant and fuel hoses, the cleaning or adjustment of any component, and all service items which will require periodic replacement.

Please also refer to 'Wear and Tear Exclusions' on page 15.

## SILVER COVER

The maximum total claims liability covered by the **Mitsubishi Extended Warranty Silver Cover** is the purchase price paid for the **insured vehicle**, inclusive of VAT. **Your Silver Cover** covers the following factory-fitted components:

**Engine:** Cylinder head, cylinder head gasket, valves (excluding decarbonisation, burnt or pitted valves and valve seats), valve springs, valve guides, camshaft and bearings, camshaft followers, hydraulic lifters, timing gears, timing chains, piston and piston rings, cylinder liners and liner seals, cylinder block, connecting rods and small end bearings, gudgeon pins, crankshaft and crankshaft bearings, oil pump and oil pump drive, distributor driveshaft, flywheel, starter motor ring gear, engine management sensors.

**Timing belts:** Timing belts and tensioners are covered providing that the last due change has taken place as specified by the manufacturer's schedule (proof required). Damage subsequently caused if timing belt has not been changed as specified by the manufacturer is specifically excluded.

**Turbocharger:** Factory-fitted turbocharger, intercooler and wastegate.

# MITSUBISHI EXTENDED WARRANTY

**Gearbox:** Gears, shafts, synchroniser hubs and baulk rings, selector shafts and selector forks, internal bearings and bushes, oil pump, valve and valve block, clutches and brake bands, governor, torque converter, modulator valve, gearbox sensors (excluding external linkages).

**Final drive:** All internally lubricated components, including but not limited to the following:

Crown wheel and pinion, differential gears and bearings, 4X4 transfer box, halfshaft, halfshaft bearings, driveshafts, bearings and constant velocity joints, propeller shaft universal joints and centre bearing, wheel bearings, final drive sensors. (Excluding rubber boots and gaiters).

**Clutch:** Release bearing, master and slave cylinders. (Excluding burnt out parts and general wear and tear).

**Steering:** Steering rack or box, power steering pump, idler box, reservoir (excluding rubber boots and gaiters).

**Braking system:** All hydraulic components, including but not limited to the following:

Master cylinder, brake callipers (excluding seized units), wheel cylinders, brake limiter valve, apportioning and compensator valves, brake servo unit, vacuum pump, ABS pump, ABS modulator/control valve and sensors.

**Fuel system:** Fuel injection pump, pump drive gear, lift pump, fuel pump relay, fuel system electronic control unit, solenoids, throttle potentiometer, idle control valve and fuel pressure regulators (excluding fuel injectors/glow plugs).

**Cooling system:** Water pump, viscous fan coupling, radiator and expansion tank, oil cooler, heater matrix, cooling fan motor.

**Electrical system:** Alternator, starter motor, starter solenoid, distributor, electronic control units, electronic ignition module, wiper motors, heater fan motors, central locking motors and solenoids, window motors, horn, washer pump motors, sun roof motor, electric door mirror motors, relays, fuel tank sender unit, switches.

**Casings:** Casings are covered only when damaged by the failure of an insured component.

**Sundries:** Working materials e.g. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the **insured vehicle** is not within 1,000 miles of its next scheduled service.

**Miscellaneous:** The rectification of oil leaks is not covered and the cost of seals and gaskets will only be accepted where they are required as a direct consequence of a valid claim under the insurance.

# MITSUBISHI EXTENDED WARRANTY

## BRONZE COVER

The maximum total claims liability covered by the **Mitsubishi Extended Warranty Bronze Cover** is the purchase price paid for the **insured vehicle**, inclusive of VAT. Your Bronze Cover covers the following factory-fitted components:

**Engine:** Cylinder head, cylinder head gasket, valves (excluding decarbonisation, burnt or pitted valves and valve seats), valve springs, valve guides, camshaft and bearings, camshaft followers, hydraulic lifters, timing gears, timing chains, piston and piston rings, cylinder liners and liner seals, cylinder block, connecting rods and small end bearings, gudgeon pins, crankshaft and crankshaft bearings, oil pump and oil pump drive, distributor driveshaft, flywheel, starter motor ring gear, engine management sensors.

**Timing belts:** Timing belts and tensioners are covered providing that the last due change has taken place as specified by the manufacturer's schedule (proof required). Damage subsequently caused if timing belt has not been changed as specified by the manufacturer is specifically excluded.

**Turbocharger:** Factory-fitted turbocharger, intercooler and wastegate.

**Gearbox:** All internally lubricated components, including but not limited to the following:

Gears, shafts, synchroniser hubs and baulk rings, selector shafts and selector forks, internal bearings and bushes, oil pump, valve and valve block, clutches and brake bands, governor, torque converter, modulator valve, gearbox sensors (excluding external linkages).

**Final drive:** All internally lubricated components, including but not limited to the following:

Crown wheel and pinion, differential gears and bearings, 4X4 transfer box, halfshaft, halfshaft bearings, driveshafts, bearings and constant velocity joints, propeller shaft universal joints and centre bearing, wheel bearings, final drive sensors. (Excluding rubber boots and gaiters).

**Casings:** Casings are covered only when damaged by the failure of an insured component.

**Sundries:** Working materials i.e. oils, filters, antifreeze are claimable as a direct result of a valid claim providing the **insured vehicle** is not within 1,000 miles of its next scheduled service.

**Miscellaneous:** The rectification of oil leaks is not covered and the cost of seals and gaskets will only be accepted where they are required as a direct consequence of a valid claim under the insurance.



# MITSUBISHI EXTENDED WARRANTY

Applicable to all levels of component cover

## WEAR AND TEAR EXCLUSIONS

As the **insured vehicle's** age and mileage increases, more components will reach the end of their serviceable life due to normal wear and tear. These components will require replacement at **your** cost and will not be covered under this policy.

## MAP+

Unless **you** have purchased the MAP+ option, under the terms of **your Mitsubishi Extended Warranty you** will not be covered for the benefits of MAP+ (Mitsubishi Assistance Package).

To receive MAP+ cover **you** must have chosen this when **you** purchased **your** policy and paid the premium when due. If this is applicable to **your** policy it will be shown on **your confirmation letter** as included.

# MITSUBISHI EXTENDED WARRANTY

## TERMS AND CONDITIONS

### What must I do to keep the warranty valid?

The terms and conditions of the warranty listed below must be adhered to. Failure to do so will result in the rejection of a claim or the termination of **your Mitsubishi Extended Warranty**. This does not affect **your** statutory rights.

1. Failure to comply with the service schedule recommended by Mitsubishi may invalidate this warranty. All service and warranty work must be carried out by an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point using only Mitsubishi approved parts. **Your** Mitsubishi Service Booklet should be stamped, dated and detailed with the correct mileage at the time of service by the servicing dealer.
2. **Your Mitsubishi Extended Warranty** may also be invalidated if **you** continue to drive when a fault becomes apparent.
3. Reasonable diagnostic charges will only be accepted as part of a valid claim.
4. The **insurer** reserves the right to inspect **your** vehicle and examine damaged parts.
5. For **annual policies** only and provided that a refund has not been claimed, any balance of **your Mitsubishi Extended Warranty** remaining may be transferred to another **private owner** who buys **your vehicle** from **you** but not to a buyer engaged in the business of purchasing, selling or servicing motor vehicles.

**Monthly Policies** are not transferable. **Mitsubishi Extended Warranty** cover is not transferable to **you** from a Motor dealer.

6. This **Mitsubishi Extended Warranty** will not cover:
  - repair or replacement required due to a gradual reduction in the operating performance of a covered part, commensurate with its age or mileage. Please refer to the Wear and Tear Exclusions on page 15;
  - repair or replacement required wholly or partially due to lack of maintenance, abuse or neglect or as a result of accident;
  - pre-existing faults;
  - an **insured vehicle** that has been subject to alterations, has had experimental equipment fitted or has in any way been modified from Mitsubishi's approved specification, or

- an **insured vehicle** used for courier or private hire services, track days, off road use, competitions or racing of any kind.
- cleaning, polishing, recalls, operations performed under normal maintenance, corrosion, adjustments, modifications, alterations, or damage caused by tampering, disconnection, improper adjustments or repairs or incorrect fuel.
- **we** will pay for damage caused to a covered part if caused by another covered part.
- **we** will not pay for damage to parts not covered by this warranty even if the damage is caused by a covered part.
- as **your** policy 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 policy terms and conditions. For example, **your** policy may cover repairs to or replacement of a wheel bearing but not cover any loss of earnings that **you** may suffer while **your car** is being repaired.

**You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this policy.

7. The quality of warranty repairs will be the responsibility of the repairing dealer.

### 8. Continental European Use

**You** may authorise repair work in **Continental Europe** and claim reimbursement under this **Mitsubishi Extended Warranty** (up to the usual cost for the work if carried out in the **UK**) on the following terms:

**Mitsubishi Extended Warranty** cover in **Continental Europe** is only valid for travel not exceeding 91 days in any single trip.

Monies for valid claims will be paid in pounds sterling at the rate of exchange for the relevant currency at the time of failure.

A receipt must be provided, and the repair work must be covered within the terms and conditions of this **Mitsubishi Extended Warranty**.

# MITSUBISHI EXTENDED WARRANTY

## TERMS AND CONDITIONS

9. Policy Premium Payments & Policy Duration:

### Annual Policy

**You** must pay **us** the full annual premium prior to the **commencement date** in order to receive any cover under **your** policy. If **you** have purchased an **annual policy** and have paid the premium when due **your Mitsubishi Extended Warranty** will last for twelve months.

### Monthly Policy

**You** must pay the monthly premium every month on or before the date when it is due for the coming month.

Should **you** fail to pay a monthly premium when it is due, all cover will cease immediately from that date. If **you** have purchased a **monthly policy, your Mitsubishi Extended Warranty** will last for one month from the **commencement date** and thereafter for one month following each monthly payment paid by **you** when due and received by **us**.

**We** reserve the right to vary **your** monthly premium at any time by giving **you** 30 days notice in writing to the last address **you** provided **us** with.

At renewal **you** must tell **us** about any relevant facts relating to **your insured vehicle**. These relevant facts will include but are not limited to, vehicle mileage and vehicle service history. Failure to do so may invalidate **your Mitsubishi Extended Warranty**.

For continuity of cover, **your Mitsubishi Extended Warranty** must be purchased prior to the expiry of **your current Mitsubishi Extended Warranty**.

# MAKING A MITSUBISHI EXTENDED WARRANTY CLAIM

## MITSUBISHI EXTENDED WARRANTY CLAIM

Contact **your** nearest Mitsubishi Authorised Dealer or Mitsubishi Authorised Service Point and inform them that **your vehicle** is protected by a **Mitsubishi Extended Warranty**.

The Mitsubishi Authorised Dealer or Mitsubishi Authorised Service Point will arrange to investigate the fault. **You** will be responsible for diagnostic costs not covered by the terms and conditions of the **Mitsubishi Extended Warranty**. The Mitsubishi Authorised Dealer or Mitsubishi Authorised Service Point will only process a warranty claim on **your** behalf if the fault identified is covered within the terms and conditions of the warranty detailed within this **Mitsubishi Extended Warranty** Policy Book.

To find **your** local Mitsubishi Authorised Dealer or Mitsubishi Authorised Service Point please visit [mitsubishi-cars.co.uk](http://mitsubishi-cars.co.uk) or call Mitsubishi Motors Customer Services on 01285 647774.

**You** may authorise repair work in **Continental Europe** (as defined on page 16) and claim reimbursement under this **Mitsubishi Extended Warranty** (up to the usual cost for the work if carried out in the **UK**) on the following terms:

**Mitsubishi Extended Warranty** cover in **Continental Europe** is only valid for travel not exceeding 91 days in any single trip or the policy expiry date.

Monies for valid claims will be paid in pounds sterling at the rate of exchange for the relevant currency at the time of failure.

A receipt must be provided, and the repair work must be covered within the terms and conditions of this **Mitsubishi Extended Warranty**.

## MAP+ (MITSUBISHI ASSISTANCE PACKAGE)

MAP+ has been designed to provide assistance for motoring emergencies and includes a comprehensive range of benefits, including car hire, vehicle recovery and redelivery.

MAP+ will offer all possible assistance under the terms of agreement set out in this handbook. Please remember that if your vehicle requires repair, MAP+ will take your vehicle to an Authorised Mitsubishi Dealer or a Mitsubishi Authorised Service Point.

By doing so you can be assured that only Mitsubishi approved parts and materials will be used and fitted by fully trained Mitsubishi technicians.

### WHAT TO DO WHEN YOU NEED ASSISTANCE

If you are in any doubt as to whether you require assistance, please telephone MAP+ first. Do not make your own arrangements without first contacting MAP+. Should you require assistance following an accident, vehicle breakdown, fire or theft contact MAP+ with the following details:

- Your name and exact location
- A contact telephone number
- Registration number or Mitsubishi Approved Used Car Warranty policy number and colour of your vehicle
- Details of what has happened

If calling from a landline within the UK freephone:  
0800 587 9833

If calling from a mobile within the UK call:  
0208 603 9933

If in Continental Europe, please call:  
00 44 208 603 9933

The following pages detail the extensive range of benefits provided by MAP+. Please read these carefully.

# MAP+ (MITSUBISHI ASSISTANCE PACKAGE)

## UNITED KINGDOM BENEFITS

### HOME AND ROADSIDE ASSISTANCE

In the event of the immobilisation of your vehicle, whether at home or elsewhere, MAP+ will arrange assistance for you. Whenever practical, we will endeavour to fix the vehicle at the roadside but if the problem cannot be resolved at the roadside, we will pay the costs of taking your vehicle to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point nearest to your home address in the UK.

Onward travel/hotel accommodation Following assistance and in the event that repairs to your vehicle cannot be completed within four hours as a result of immobilisation, we will, whenever possible, organise and pay for you and your passengers to continue your journey or return home by the most appropriate means. Alternatively, if breakdown occurs more than 50 miles from your home address and overnight accommodation is a more practical option, we will pay for the cost of bed and breakfast for you and your passengers up to £100 per person (£150 in Greater London). The maximum allowance under this benefit is £500 including VAT.

### CAR HIRE

In the event that, following assistance by MAP+, your vehicle cannot be repaired within four hours, we will, whenever possible, organise and pay for a replacement vehicle for up to two days. The rental provider will need to see your valid driving licence and you will be asked for a deposit to cover fuel charges and any additional days hire. For further information please refer to the Terms and Conditions relating to United Kingdom Cover on page 21.

### VEHICLE REDELIVERY

Provided that your vehicle has been recovered by MAP+ to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point other than your local Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point, we will arrange for it to be returned to your home address in the UK. Alternatively, if you wish to collect your vehicle personally, we will pay the appropriate transport costs to enable you to do so.

### GLASS BREAKAGE

Glass is not covered by this policy, however, in the UK if required we can contact an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point on your behalf who will usually be able to arrange replacement glass for you. Alternatively, if a repair cannot be effected at your location, we can arrange to have your vehicle stored securely until the necessary parts are available for repair. The additional benefits detailed in this document will not be provided in the event of glass breakage and you will be liable for the cost of replacement parts.

# TERMS AND CONDITIONS RELATING TO MAP+ UNITED KINGDOM COVER

## CAR HIRE

Whenever possible MAP+ will attempt to provide you with a replacement vehicle from the repairing Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point. If we are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies. You must be able to comply with their conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. Insurance requirements stipulate that you must have held a full UK driving licence for a minimum of 12 months.

## RELEASE FEES

Should your vehicle be stolen and subsequently recovered by the police, you may be asked to pay a release fee before we can remove your vehicle to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point or to your home address. Although we can arrange to guarantee these costs on your behalf, the payment of such fees is your responsibility.

## SPECIALIST CHARGES

In the event that the use of specialist equipment is required to provide assistance when your vehicle has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been immobilised by the removal of its wheels, we will arrange recovery but you will be responsible for the costs. The costs may be refundable under the terms of your motor insurance policy.

## ADVERSE WEATHER CONDITIONS

On those occasions when we experience adverse weather conditions, such as high winds, snow, floods, etc., external resources may be stretched and some operations become physically impossible until the weather improves. At such times, our priority is to ensure that you and your passengers are taken to a place of safety and so the recovery of your vehicle may not be possible until weather conditions permit.

## LOCK OUT/LOST KEYS

Whilst we will always endeavour to provide assistance by the most practical method should you be unable to gain entry to your vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, you will be asked to sign a declaration stating that you have given permission for this to take place and that any costs for resultant damage will be your sole responsibility.

## INCORRECT FUEL

If your vehicle is immobilised as a result of refuelling with incorrect fuel, we will pay for the cost of recovering your vehicle to the nearest Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point. The additional benefits detailed in this Mitsubishi Approved Used Car Warranty handbook will not be provided in the event of refuelling with incorrect fuel.

# EXCLUSIONS RELATING TO MAP+ UNITED KINGDOM COVER

## We will not pay for:

- Any expenses incurred without prior authorisation of MAP+.
- Expenses which would normally have been payable by you, such as fuel and toll charges.
- The cost of replacement parts and/or labour costs of anyone other than us.
- Any costs resulting from participation in motor racing, rallies, speed or duration tests.
- Any costs resulting from your vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of MAP+ we believe that a recurring fault is due to poor maintenance of your vehicle, we reserve the right to request proof of servicing and to specify immediate recovery to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point.
- Any costs as a result of your participation in a criminal act or offence.
- Any costs as a result of your being under the influence of intoxicating liquor, or solvent abuse or drugs.
- Any losses arising directly or indirectly from the immobilisation.



# MAP+ (MITSUBISHI ASSISTANCE PACKAGE) IN CONTINENTAL EUROPE

Roadside assistance and recovery. In the event that your vehicle is immobilised in Continental Europe, we will arrange assistance for you. If the problem cannot be resolved at the roadside, we will organise and pay for the recovery of your vehicle to the nearest Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point.

## STORAGE

If your vehicle has to be stored whilst awaiting recovery or repatriation, we will pay storage costs up to £100.

Onward travel/hotel accommodation In the event that the immobilisation has occurred en route to your planned destination and your vehicle has been taken to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point and cannot be repaired within four hours, you may wish to continue your original journey; we will, wherever possible, organise and pay the cost of the most appropriate method of onward transport to that destination.

Alternatively, you may wish to wait for the completion of repairs. If this necessitates an unscheduled overnight stay, we will, wherever possible, pay the costs of the hotel accommodation for you and your passengers up to a maximum of four days and £100 per person per night on a bed and breakfast basis.

## CAR HIRE

Provided that your vehicle has been recovered by MAP+, we will, whenever possible, organise and pay for a replacement vehicle within Continental Europe whilst your vehicle is being repaired, up to a maximum period of two weeks. The rental provider will need to see a valid driving licence and you will be required to pay a deposit for fuel and any additional days hire.

Please note that we cannot guarantee availability of vehicles with accessories such as roof racks, tow bars, etc.

For further information please refer to the Terms and Conditions relating to MAP+ in Continental Europe on page 24.

## PARTS DELIVERY

If the parts needed to repair your vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere.

## VEHICLE REPATRIATION

If your vehicle cannot be repaired in Continental Europe or if the repairs will not be completed before your intended return date to the UK, we will arrange and pay for the repatriation of your vehicle to the Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point nearest to your home address in the UK. Alternatively, following your return to the UK and on completion of the repairs, should you wish to collect your vehicle personally, we will arrange and pay the cost of your outward journey.

The maximum amount payable by MAP+ for vehicle repatriation will not exceed the market value of your vehicle.

## ADDITIONAL UK CAR HIRE

If your vehicle is being repatriated or has been left in Continental Europe pending completion of repairs following electrical or mechanical failure (not accident or theft), we will organise and pay for a replacement vehicle in the UK up to a maximum of three days. Terms and Conditions for UK vehicle hire apply in this instance (See page 21).

If the only qualified driver travelling in the party is repatriated to the UK due to illness, we will pay the cost of an alternative driver to return your vehicle to your home address in the UK and arrange and pay for the costs of returning other passengers to their homes in the UK.

If you experience any issues whilst travelling abroad with your car, even if you encounter a legal or medical problem our experienced team of multilingual staff will be able to provide you with practical help and advice.

# TERMS AND CONDITIONS RELATING TO MAP+ CONTINENTAL EUROPEAN COVER

## CONTINENTAL EUROPE

Continental Europe is defined as: Albania, Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus Czech Republic, Denmark (excluding the Faroe Islands), Estonia, Finland (excluding Åland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

## VALIDITY

This service is only available for travel not exceeding 91 days in any single trip or beyond expiry.

## REPATRIATION

If your vehicle has to be repatriated from Continental Europe, you should ensure that any items of value are removed. You will be asked to provide MAP+ with a signed inventory of any items left in your vehicle. Neither MAP+ nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

## ADVERSE WEATHER CONDITIONS

During periods of adverse weather conditions, snow, floods, etc., external resources may be stretched and some operations become impossible until the weather improves. At such times, our main priority is to ensure that you and your passengers are taken to a place of safety and so the recovery of your vehicle may not be possible until weather conditions permit.

## CAR HIRE

Whenever possible MAP+ will attempt to provide you with a replacement vehicle from the repairing Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point. If we are unable to do so then a vehicle will be sourced through one of the major vehicle rental companies. Under any circumstances you must be able to comply with their conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. Insurance requirements stipulate that you must have held a full UK driving licence for a minimum of 12 months.

## INCORRECT FUEL

If your vehicle is immobilised as a result of refuelling with incorrect fuel, we will pay for the cost of recovering your vehicle to the nearest Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

## AUTOROUTE RESTRICTIONS

If assistance is required on a French autoroute, and certain autoroutes in some other European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service because the roads are privatised and we are prevented from assisting on them.

You should contact MAP+ at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered from the autoroute. Costs incurred for recovery from the autoroute should be claimed back from MAP+.

## EXCLUSIONS RELATING TO MAP+ CONTINENTAL EUROPEAN COVER

### We will not pay for:

- Any expenses incurred without the prior authorisation of MAP+.
- Expenses which would normally have been payable by you, such as fuel and toll charges.
- The cost of replacement parts.
- Any costs resulting from participation in motor racing, rallies, speed or duration tests.
- Any costs resulting from your vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of MAP+, we believe that a recurring fault is due to poor maintenance of your vehicle, we reserve the right to request proof of servicing and to specify immediate recovery to an Authorised Mitsubishi Dealer or Mitsubishi Authorised Service Point.
- Any costs as a result of your participation in a criminal act or offence.
- Any costs as a result of your being under the influence of intoxicating liquor, or solvent abuse or drugs.
- Any consequential losses arising directly or indirectly from the breakdown.

## RENEWAL OF YOUR MITSUBISHI EXTENDED WARRANTY ANNUAL POLICY

If **you** have an **annual policy** we will send **you** a renewal notice prior to the expiry of the **period of insurance** as shown on **your confirmation letter**.

**We** may vary the terms of **your** cover and the premium rates at the renewal date. **We** will give **you** at least 21 days written notice before the renewal date should this happen.

At renewal **you** must tell **us** about any relevant facts relating to **your insured vehicle**. These relevant facts will include but are not limited to, vehicle mileage and vehicle service history. Failure to do so may invalidate **your Mitsubishi Extended Warranty**.

For continuity of cover, **your Mitsubishi Extended Warranty** must be purchased prior to the expiry of **your** current **Mitsubishi Extended Warranty**.

## RENEWAL OF YOUR MITSUBISHI EXTENDED WARRANTY MONTHLY POLICY

Unless **your** policy has been cancelled by **us** or **you** or has lapsed for any reason, each time **you** make a monthly payment when due **your** monthly policy will renew for a period of one month from when the payment is received by **us**.

**We** reserve the right to vary **your** monthly premium at any time by providing **you** 30 days notice in writing to the last address **you** provided **us** with.

## MAKING A COMPLAINT

**We** aim to provide **you** with a first class policy and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do our best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance please contact:

### BY POST:

Customer Support,  
**Mitsubishi Extended Warranty Services**,  
PO Box 1149,  
Croydon CR9 1ZQ.

### BY EMAIL:

customersupport@allianz-assistance.co.uk

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

If **you** are still dissatisfied, **you** can refer the matter to the Financial Ombudsman Service for independent arbitration.

# CHANGE OF ADDRESS FORM

**PLEASE ENTER NEW ADDRESS AND DETAILS BELOW:**

Policy Number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_

Initials \_\_\_\_\_

Surname \_\_\_\_\_

New Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

I confirm that the details provided are correct.

\_\_\_\_\_  
Your signature

\_\_\_\_\_  
Date

**PLEASE SEND TO:**

Mitsubishi Extended Warranty Services, PO Box 1149, Croydon CR9 1ZQ



# NOTES

# TRANSFER OF OWNERSHIP REQUEST FORM (APPLICABLE TO ANNUAL POLICIES ONLY)

If your car is sold, the remaining cover may be transferred to the new owner providing that the registration fee of £20 is paid (please make your cheque payable to Mitsubishi Warranty Services). Cover will not be transferred until the payment has been made. Please note that the form below must be signed by the existing policyholder named on the **confirmation of cover letter**. Please make cheques or postal orders payable to Mitsubishi Warranty Services.

## PLEASE ENTER NEW ADDRESS AND DETAILS BELOW:

Policy Number \_\_\_\_\_

Vehicle VIN/chassis number \_\_\_\_\_

Vehicle registration number \_\_\_\_\_

Title \_\_\_\_\_ Initials \_\_\_\_\_

Surname \_\_\_\_\_

Address \_\_\_\_\_  
\_\_\_\_\_

Postcode \_\_\_\_\_

Telephone number \_\_\_\_\_

E-mail address \_\_\_\_\_

Mileage at transfer \_\_\_\_\_

I (name) \_\_\_\_\_ wish to transfer the balance of my Mitsubishi Extended Warranty to the new owner detailed below.

Signature of previous owner \_\_\_\_\_ Date \_\_\_\_\_

Signature of new owner \_\_\_\_\_ Date \_\_\_\_\_

## PLEASE SEND TO:

Mitsubishi Extended Warranty Services, PO Box 1149, Croydon CR9 1ZQ



**This policy is available in large print, audio and Braille. Please phone 0845 641 9795 and we will be pleased to organise an alternative for you.**

Mitsubishi Extended Warranty is underwritten by AGA International SA and is administered in the UK by Mondial Assistance (UK) Limited (Trading as Mitsubishi Warranty Services), Registered in England No. 1710361. Registered Office Mondial House, 102 George Street, Croydon CR9 6HD.

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AGA International SA is duly authorised in France and the United Kingdom, and is subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority. Details about the extent of our authorisation and regulation by the Financial Conduct Authority are available from us on request.

Mondial Assistance (UK) Limited acts as an agent for AGA International SA with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.