

Mitsubishi Warranty Services

Extended Warranty, MAP+ and MOT Protection



**MITSUBISHI
MOTORS**

Drive your Ambition

Contents

	Page
Demands and needs statement	5
About us and our insurance services	6
Welcome	9
Important information	10
Definition of words	13
How to make a claim	15
How to make a complaint	16
Policy renewal	17
<hr/>	
EXTENDED WARRANTY	18 - 21
What is covered?	19
Terms and conditions	20
<hr/>	
MAP + (MITSUBISHI ASSISTANCE PACKAGE)	22 - 30
What to do when you need assistance?	23

	Page
UK cover - benefits	24
UK cover - terms and conditions	25
UK cover - exclusions	26
Continental Europe cover - benefits	27
Continental Europe cover - terms and conditions	29
Continental Europe cover - exclusions	30
<hr/>	
MOT PROTECTION	31 - 35
Cover details	32
Exclusions	34
Obligations	35
<hr/>	
Transfer of ownership form	36
Change of address form	37



Demands and needs statement

Mitsubishi Warranty Services meets the demands and needs of customers who wish to insure themselves with respect to warranty, roadside assistance and MOT protection for their vehicle.

Mitsubishi Warranty Services does not cover everything. You should read this policy carefully to make sure it provides the cover you need.

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.

AWP Assistance UK Ltd trading as Mitsubishi Warranty Services and Mitsubishi Assistance has only provided you with information and has not provided you with any recommendation or advice about whether this product fulfils your specific insurance demands and needs.

About us and our insurance services

Mitsubishi Warranty Services
102 George Street
Croydon
CR9 6HD

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 are an insurance intermediary that offers products from a single insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf.

3. What services will we provide you with?

You will not receive any personal advice or recommendation from us for motor warranty, roadside assistance and MOT protection. 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?

You will only pay us the premium for your policy, and you will not pay us a fee for arranging this on your behalf. We are paid for our services to you by the insurance company, AWP P&C SA. The nature of such payment is a mixture of commission and other fees based on our costs for administering your policy.

5. Who regulates us?

Mitsubishi Warranty Services which is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311909.

Our permitted business includes arranging motor warranty, roadside assistance and MOT protection.

You can check this on the Financial Services Register by visiting the FCA's website www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

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

in writing Customer Service, Mitsubishi Warranty Services, 102 George Street, Croydon CR9 6HD
by email customersupport@allianz-assistance.co.uk
by phone 020 8603 9853

If you cannot settle your complaint with us you can contact the Financial Ombudsman Service:
Visit www.financial-ombudsman.org.uk; write to Financial Ombudsman Service, Exchange Tower, London E14 9SR;
call 0800 023 4567 or 0300 123 9 123; or email complaint.info@financial-ombudsman.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet its obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, telephone number 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk



Welcome

Thank **you** for choosing Mitsubishi Warranty Services. **We** hope **you** feel reassured in the knowledge that **your** Mitsubishi is in safe hands, should **you** need **us**.

There are up to three products Mitsubishi Warranty Services can cover **you** for. Please check **your confirmation of cover** to verify which of the below **you** have chosen.

- **Mitsubishi Extended Warranty**
- **MAP+ (Mitsubishi Vehicle Protection)**
- **MOT Protection**

Contacting us

Please call **us** on: **0345 641 9795**.

Our address details:

Mitsubishi Warranty Services
PO Box 1149
Croydon
CR9 1ZQ

We will be happy to help and answer any questions **you** have about **your** cover.

If you need roadside assistance

Calling from a landline within the **UK**
freephone: **0800 587 9833**.

Calling from a mobile within the **UK**:
0208 603 9933.

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

To make a claim please go to page 15 for all the details you need.

N.B. Pages 5 - 17 relate to all sections of the policy document, regardless of which product(s) **you** have chosen.

Important Information

Insurer

You Mitsubishi Warranty Services insurance is underwritten by AWP P&C SA and is administered in the **United Kingdom** by AWP Assistance UK Ltd.

How your policy works

You policy and **confirmation of cover** is a contract between **you** and **us**. **We** will pay for any claim **you** make which is covered by the policy, 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.

What you need to tell us

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 Mitsubishi Warranty Services if **your vehicle** has covered less than 125,000 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 a discretionary 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: **0345 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** notice in writing to the last address **you** provided **us** with.

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

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.

Data protection notice

We care about **your** personal data. This summary and **our** full privacy notice explain how **Mitsubishi Warranty Services** protects **your** privacy and uses **your** personal data.

Our full privacy notice is available at:

www.mitsubishi-warranty.co.uk/privacypolicy

If a printed version is required, please write to **us** at: Customer Service (Data Protection), Mitsubishi Warranty Services, 102 George Street, Croydon CR9 6HD.

How will we obtain and use your personal data?

We will collect **your** personal data from a variety of sources including:

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties such as the manufacturer of **your vehicle** and their franchised dealers and authorised repairers.

We will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

Who will have access to your personal data?

We may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as motor dealerships and recovery operators;

- To meet **our** legal obligations including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us** **your** consent to do so.

How long do we keep your personal data?

We will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will your personal data be processed?

Your personal data may be processed both inside and outside the **United Kingdom (UK)** or European Economic Area (EEA).

Whenever **we** transfer **your** personal data outside the **UK** or EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the **UK** or EEA receive an adequate level of protection.

What are your rights in respect of your personal data?

You have certain rights in respect of **your** personal data.

You can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- File a complaint.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can you contact us?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any queries about how **we** use **your** personal data, **you** can contact **us** as follows:

By post: Customer Service (Data Protection), AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

By telephone: 0208 603 9853

By email: AzPUKDP@allianz.com

Definition of words

When the following words and phrases appear in this document or **your confirmation of cover**, they have the meanings given below.

Area of cover

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

- **United Kingdom/UK:** England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.
- **Continental Europe:** 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.

Confirmation of cover

The email sent confirming what cover **you** have, **your** policy number, **your vehicle** details and **start date** of the policy.

Electrical or mechanical failure

The unexpected failure of a component which is covered by the warranty section of this insurance and which needs immediate repair or replacement. **We** will cover wear and tear components up to 100,000 miles.

Immobilisation

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

Insured vehicle/your vehicle

The vehicle shown on the policy **confirmation of cover**.

Insurer

AWP P&C SA.

Passengers

The people travelling with **your vehicle** at the moment MAP+ (Mitsubishi Assistance Package) is required.

Period of insurance**Extended Warranty and MAP+**

If **you** have purchased an annual policy and have paid the premium when due **your** cover will last for twelve months from the **start date**. If **you** have purchased a monthly policy, **your** cover will last for one month from the **start date** and thereafter for one month following each monthly payment paid by **you** when due.

MOT Protection

This cover lasts twelve months from the **start date**. There is no monthly option available.

Private owner

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

Start date

The date on which **your** cover begins as shown on **your confirmation of cover**.

We, our, us, Mitsubishi Warranty Services, Mitsubishi Assistance

AWP Assistance UK Ltd which administers the insurance on behalf of the **insurer**.

You, your

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

How to make a claim

Extended Warranty

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

The authorised Mitsubishi Dealer or authorised Mitsubishi Service Point will arrange to investigate the fault. **You** will be responsible for diagnostic costs not covered by the warranty. The dealer or service point will only process a warranty claim on **your** behalf if the fault identified is covered.

To find **your** local authorised Mitsubishi Dealer or authorised Mitsubishi Service Point please visit: www.mitsubishi-cars.co.uk or call Mitsubishi Motors Customer Services on: **01285 647774**.

You may authorise repair work in **Continental Europe** and claim reimbursement under the Mitsubishi Extended Warranty (up to the usual cost for the work if carried out in the **UK**) by taking the invoice into a Mitsubishi Dealer. The following terms apply:

- 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 to a UK Mitsubishi Dealer who will reimburse **you** for **your** repair work subject to the repair being covered under this warranty.

MAP+

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

- **Your** name and exact location;
- A contact telephone number;
- Registration number or 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** call: **00 44 208 603 9933**.

MOT Protection

Contact **your** nearest Mitsubishi Dealer or authorised Mitsubishi Service Point to book **your vehicle** in for it's MOT test when it is due. Make the dealer aware that **your vehicle** is protected by Mitsubishi MOT Protection. If any failure items are covered under **your** policy the dealer will process the claim on **your** behalf.

How to make 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 Service
Mitsubishi 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.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Call: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Policy renewal

Extended Warranty and MAP+

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 of cover**.

We may vary the terms of **your** cover and the premium rates at the renewal date by providing **you** notice in writing to the last address **you** provided **us** with.

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

For continuity of cover, **your** warranty must be purchased prior to the expiry of **your** current 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** notice in writing to the last address **you** provided **us** with.

MOT Protection cover is non-renewable.

Mitsubishi Extended Warranty



What is covered?

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 maximum total claims liability covered by the Mitsubishi Extended Warranty is the purchase price paid for the **insured vehicle**, inclusive of VAT.

You are covered for all factory-fitted mechanical and electrical components of the **insured vehicle** with the exception of the following:

- All exhaust components (except catalytic converter);
- All service items which will require periodic replacement;
- Auxiliary drive belts;
- Battery;
- Bodywork;
- Brake and clutch facings;
- Bulbs and fuses;
- Channels and guides;
- Cleaning or adjustment of any component;
- Coolant and fuel hoses;

- Discs and drums;
- Glass;
- Handles;
- Hinges and check straps;
- Paintwork;
- Trim, upholstery and cosmetic finishes;
- Weather strips and seals;
- Wheels and tyres;
- Wiper blades and arms.

Wear and tear

We will cover wear and tear components up to 100,000 miles.

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 authorised Mitsubishi 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** warranty may 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 remaining balance of **your** Mitsubishi Extended Warranty 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 warranty will not cover:
 - 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;
 - **We** will not pay for damage to a covered part if caused by a part that is not covered;
 - 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 vehicle** 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. **You** may authorise repair work in **Continental Europe** and claim reimbursement under this warranty (up to the usual cost for the work if carried out in the **UK**) on the following terms:
- Cover in **Continental Europe** is only valid for travel not exceeding 91 days in any single trip;
 - A receipt must be provided, and the repair work must be covered within the terms and conditions of this warranty.

Mitsubishi Assistance Package (MAP+)



What to do when you need assistance?

Mitsubishi Assistance will offer all possible assistance under the terms of agreement set out in this section. Please remember that if **your vehicle** requires repair, **we** will take **your vehicle** to an authorised Mitsubishi Dealer or an authorised Mitsubishi 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.

If **you** are in any doubt as to whether **you** require assistance, please telephone **Mitsubishi Assistance** first. Do not make **your** own arrangements without first contacting **us**.

Should **you** require assistance following an accident, vehicle breakdown, fire or theft contact **us** with the following details:

- **Your** name and exact location;
- A contact telephone number;
- Registration number or 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.

UK cover - benefits

Home and roadside assistance

In the event of the **immobilisation** of **your vehicle**, whether at home or elsewhere, **Mitsubishi Assistance** will arrange assistance for **you**. Whenever practical, **we** will endeavour to fix **your vehicle** at the roadside. If the problem cannot be resolved at the roadside, **we** will pay the costs of taking **your vehicle** to an authorised Mitsubishi Dealer or authorised Mitsubishi 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 **Mitsubishi Assistance**, **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 UK terms and conditions on page 25.

Vehicle redelivery

Provided that **your vehicle** has been recovered by **Mitsubishi Assistance** to an authorised Mitsubishi Dealer or authorised Mitsubishi Service Point other than **your** local dealer or 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**, **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 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.

UK cover - terms and conditions

Car hire

Whenever possible **Mitsubishi Assistance** will attempt to provide **you** with a replacement vehicle from the repairing authorised Mitsubishi Dealer or Mitsubishi 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 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

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 Service Point. The additional benefits detailed in this policy document will not be provided in the event of refuelling with incorrect fuel.

UK cover - exclusions

We will not pay for:

- Any expenses incurred without **our** prior authorisation;
- 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 **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 Service Point.
- Any costs as a result of **your** participation in a criminal act or offence.
- Any costs as a result of **you** being under the influence of intoxicating liquor, or solvent abuse or drugs.
- Any losses arising directly or indirectly from the **immobilisation**.

Continental Europe cover - benefits

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 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 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 **Mitsubishi Assistance**, **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 **Continental Europe** terms and conditions on page 29.

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 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 **us** 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 25).

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 vehicle**, 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.

Continental Europe cover - terms and conditions

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 **Mitsubishi Assistance** with a signed inventory of any items left in **your vehicle**. Neither **we** nor **our** 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 **we** will attempt to provide **you** with a replacement vehicle from the repairing Mitsubishi Dealer or Mitsubishi 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 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 **us** 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 **Mitsubishi Assistance**.

Continental Europe cover - exclusions

We will not pay for:

- Any expenses incurred without **our** prior authorisation;
 - 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 **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 Service Point;
- Any costs as a result of **your** participation in a criminal act or offence;
 - Any costs as a result of **you** being under the influence of intoxicating liquor, or solvent abuse or drugs;
 - Any consequential losses arising directly or indirectly from the breakdown.

MOT Protection



Cover details

MOT Protection cover provides **your vehicle** with a wide range of repairs if it fails its next MOT test at a Mitsubishi Dealer.

The items detailed will be repaired or replaced where a notification of Refusal to issue an MOT certificate (form VT30) has been issued and the specific covered item(s) are listed as the reason not to issue an MOT certificate.

For any vehicle registered under this cover and in the event of a part or parts covered herein cited on an official Refusal of MOT test certificate (form VT30) as the reason for the vehicle failing to pass the MOT test during the **period of insurance, Mitsubishi Warranty Services** will pay the reasonable cost of repairing or replacing such part or parts up to a maximum of £750, inclusive of VAT. Registration under this cover is at the discretion of the Mitsubishi Dealer and shall be extended only to those vehicles that:

- Have had their last service carried out in line with the manufacturer's recommended service schedule by a VAT registered garage; and
- Are less than ten years old; and
- Have covered fewer than 125,000 miles from the date of registration; and are either
- Vehicles that have passed an MOT test in the last 30 days; or
- Vehicles between 2 and 3 years of age with a period of not less than 3 months remaining before the first MOT test becomes legally due; or

- Vehicles between 3 years and up to 10 years of age with a period of not less than 3 months remaining before the next MOT test becomes legally due.

During the period of insurance

- **Your vehicle** should be serviced in accordance with Mitsubishi's recommendations. Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be covered.
- Please ensure that sufficient records are maintained to enable **our** authorised network to confirm that **your vehicle** has been appropriately serviced. If the vehicle has a printed service schedule booklet, please ensure it is stamped by the business carrying out the service work, if the vehicle has a digital service schedule please ensure appropriate documentary evidence such as invoices for work carried out are kept.
- **Your vehicle** must be submitted for an MOT test and any faults identified on the Refusal of MOT test certificate (form VT30) must be rectified by an approved Mitsubishi Dealer.
- Only one scheduled MOT within 30 days prior to the MOT due date will be covered during the **period of insurance**.
- In the event of a part or parts covered under this policy being referenced on an official Refusal of MOT test certificate (form VT30) as the reason for the vehicle failing to pass the MOT test (during the **period of insurance**), **we** will pay the reasonable cost of repairing or replacing

such part or parts up to a maximum of £750, inclusive of VAT.

- It is a condition of this cover that the information provided by **you** is accurate and complete.
- This cover has no surrender value or provision for a refund or repayment.
- Only Genuine Manufacturer's Parts will be used in any repairs identified on the Refusal of MOT test certificate (form VT30).
- Only one claim can be made during the **period of insurance**.

Parts covered

- **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.

Exclusions: bulbs, fuses, wiring and connections.

- **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.

Exclusions: tyres and wheels.

- **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.

Exclusions: brake pads and shoes where condition is wear related.

- **Seatbelts:** all seatbelt mountings, their condition and operation, front driver's, 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.

Exclusions: bodywork and glass, exhaust system, items listed as 'report' only, adjustments, tuning or cleaning.

Exclusions

- Parts fitted as part of the repairs that are not covered under this policy.
- The MOT test or re-test fees.
- Actual tuning and adjustments.
- Repairs arising as a result of any collision, impact, accident, self-ignition or explosion, theft or attempted theft, frost or freak weather conditions.
- Repairs arising as a result of any deliberate damage, neglect or misuse of the 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 the 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 **period of insurance**.
- If any repairs are covered under the manufacturer's or suppliers warranty or any other form of cover.

This cover will be invalidated if:

- The vehicle is not serviced or repaired, in accordance with the manufacturer's recommendations;
- A claim is made on a fraudulent basis;
- The vehicle has been used for racing, rallying or other competition purposes.

The authorised Mitsubishi Dealer will:

- Ensure that the vehicle satisfies the registration criteria (see page 32);
- Make **you** aware of the cover details;
- Undertake an MOT test within thirty days prior to an MOT test due date and invoice **you** for any costs that are either not covered under this policy or are costs in excess of £750 inclusive of VAT;
- Prior to undertaking repairs, submit an estimate for the MOT repairs to **us** and get an authority number;
- Meet the costs of any repairs up to a value of £750 inclusive of VAT, where:
 - The repairs have been undertaken without **our** authority;
 - The repairs are undertaken more than 30 days after the MOT test failure date;
 - The repairs prove to be invalid within the terms of the cover;
- Upon completing the repairs:
 - Retain all replacement parts for **our** inspection for a period of 28 days after the repair;
 - Submit photocopies to **us** of the expired MOT test certificate; the Refusal of MOT test certificate (form VT30); the current MOT test pass certificate and the final repair invoice.

Mitsubishi Extended Warranty, MAP+ and MOT Protection are underwritten by AWP P&C SA and administered in the UK by AWP Assistance UK Ltd (trading as Mitsubishi Warranty Services and Mitsubishi Assistance). Registered in England number 1710361. Registered Office: PO Box 74005, 60 Gracechurch Street, London EC3P 3DS.

AWP Assistance UK Ltd are authorised and regulated by the Financial Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Deemed authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and limited regulation by the PRA. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the FCA's website.

AWP Assistance UK Ltd will act as an agent for AWP P&C SA with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.

**This policy is available in large print, audio and Braille.
Please phone 0345 641 9790, we will be pleased to
organise an alternative for you.**

Obligations

Our obligations

We will administer repairs according to the terms and conditions of the cover and reimburse the Mitsubishi Dealer upon receipt of the appropriate documentation.

Your obligations

- Maintain the vehicle in accordance with the vehicle manufacturer's recommendations.
 - Present the vehicle to a Mitsubishi Dealer for an MOT test within 30 days prior to the MOT test due date.
 - Present a copy of this document to the Mitsubishi Dealer undertaking the MOT test before the MOT is started.
- Meet the following costs at the point of vehicle collection:
 - The MOT test fee; and
 - Costs not covered under this policy; and
 - Costs in excess of £750 inclusive of VAT;
 - Any VAT arising on the repairs (applicable to VAT registered customers only).

Transfer of ownership form (Applicable to annual Mitsubishi Extended Warranty policies only)

If **your vehicle** is sold, the remaining cover may be transferred to the new **private owner**, providing that the transfer fee of £20 is paid. Please make cheques payable to **Mitsubishi Warranty Services** or call **us** on **0345 641 9795** to make payment over the phone.

Fill in the new owner's details below. Please note that the form below must be signed by **you** and the new owner.

Policy Number _____

Vehicle VIN/chassis number _____

Vehicle registration number _____

Title _____ Initials _____

Surname _____

Address _____

Postcode _____

Telephone number _____

E-mail address _____

Mileage at transfer _____

I (name) _____ hereby give notice that I wish to transfer the balance of my Mitsubishi Extended Warranty to the new owner detailed above.

Signature of previous owner

Date

Signature of new owner

Date

Please send to:

Mitsubishi Warranty Services
PO Box 1149
Croydon
CR9 1ZQ

Change of address form

Please enter new 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 Warranty Services
PO Box 1149
Croydon
CR9 1ZQ