

Motor Vehicle Warranty

Insurance Product Information Document

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Registration no. 519490080 RCS, authorised by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the Financial Conduct Authority (FCA) and limited regulation by the PRA. Details about the extent of our regulation by the PRA are available from us on request.

Product: Mitsubishi Extended Warranty Policy

This document provides a summary of key information about the Mitsubishi Extended Warranty product and doesn't take into consideration your specific demands and needs. Full pre-contractual and contractual information are provided in the documents relating to the insurance contract.

What is this type of Insurance?

The policy is a Motor Extended Warranty contract for private individuals who own a motor vehicle. The Extended Warranty has been designed to help protect you against costs incurred in the event of an electrical or mechanical failure of a covered component of the covered vehicle occurring within the area of cover. This has to be read in conjunction with your confirmation of cover and the policy document.



What is insured?

- ✓ Original manufacturers factory-fitted or replacement parts such as engine, turbo and supercharger and gearbox are covered.
- ✓ Factory-fitted mechanical and electrical components up to the maximum claim limit.
- ✓ A contribution towards overnight accommodation costs following a breakdown (in the UK).
- ✓ A contribution towards replacing the in-car entertainment system.
- ✓ Temporary driving in Continental Europe for a limited period.

The following will only apply if you have taken out Home & Roadside Assistance (MAP+) with your warranty.

Assistance at your home address or a national recovery service (in the UK).

A contribution towards onward travel by public transport or hire car to complete your journey. Or overnight accommodation.

Replacement of lost or damaged keys.

The following benefits will only apply if you have taken out MOT Protection with your warranty.

The cost of repair or replacement of any covered parts that cause an MOT failure up to a maximum of £750.

Parts or functions covered by this policy when notified as an MOT failure item include brakes and seatbelts.



What is not insured?

- ✗ Normal service replacement, consumable parts and wear and tear items if not specifically included.
- ✗ Vehicles that are not roadworthy, non-compliant with the relevant legislation and that do not have a valid MOT.
- ✗ Vehicle replacement costs in the first 24 hours of any rental period and any rental outside the UK.
- ✗ Any defect which existed prior to the start date of the policy.
- ✗ The MOT Test fee or any re-test fees or any claim submitted where the MOT Test was not undertaken by a Mitsubishi Service Centre.



Are there any restrictions on cover?

- ! Any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles.
- ! Vehicles not registered in the UK.
- ! Loss or damage due to absence of maintenance, wear and tear or hidden faults.
- ! Vehicles modified from the original manufacturer's specification.
- ! Vehicles used for competitions, racing, pacemaking, rallies, off-road use including track days or any form of hire or reward and usage by driving schools.
- ! Costs incurred without prior approval will not be covered.
- ! Vehicles above the stipulated age and mileage limits at the time of purchasing the insurance.
- ! You will not be able to make an MOT Protection claim if your vehicle's next MOT is due within 90 days of the policy start date.



Where am I covered?

For Extended Warranty and MAP+ your vehicle is covered in the UK and Continental Europe (please refer to the policy handbook for a list of countries covered).

For MOT Protection your vehicle is covered in the UK.



What are my obligations?

To avoid the policy being cancelled and claims being reduced or refused you must:

When taking out this policy

- Provide the insurer with relevant, true and complete information allowing the insurer to underwrite the policy.
- Provide the insurer with supporting documents when requested.
- Take all reasonable steps to safeguard your vehicle against electrical or mechanical failure.
- Pay the premium or the portion of the premium as detailed in the policy on time.
- Servicing must be carried out in accordance with vehicle manufacturer's guidelines and use genuine manufacturer's parts.
- To keep service records up to date and service receipts as proof of servicing.

Once the policy is in effect

- You must tell the insurer as soon as possible of any changes that arise and that may affect the cover.

In the event of a claim

- You must contact a Mitsubishi Service Centre to make the claim immediately after an event arises and provide the insurer with all supporting documentation in order to process the claim.
- Inform the insurer in the case of dual insurance and tell the insurer if you have received payment from another insurer for all or part of the claim.



When and how do I pay?

Premiums are paid at the beginning of the insurance period.

Payments can be made by debit or credit card or monthly Direct Debit for Extended Warranty and MAP+.

MOT Protection cover is a one off payment and can be made by debit or credit card.



When does the cover start and end?

Your policy provides cover during the period shown on your confirmation of cover.



How do I cancel the contract?

To ensure the cover meets your requirements, you have 14 days from the date of receiving your documentation to cancel your policy. After this 14 day period you will be entitled to a pro-rata refund on an annual policy, subject to no claims being paid under the policy, less a discretionary administration fee of £25. For monthly policies, you can cancel at any time but no refund is available.

If you wish to cancel the contract during this period, you should contact Mitsubishi Warranty Services, PO Box 1149, Croydon CR9 1ZQ or telephone 0345 641 9795.