



**RENAULT**  
Passion for life

Renault Electric Vehicle  
Extended Warranty

Peace of mind  
for your motoring



RENAULT SERVICE

ZE



# Renault Electric Vehicle Extended Warranty

## Think Ahead

You can rely on Renault to protect your vehicle with a warranty for worry-free motoring but what happens when that cover comes to an end?

Renault Electric Vehicle Extended Warranty is designed to provide you with ongoing protection from mechanical and electrical failure after the manufacturer or your existing warranty has ended.

## REASSURANCE

You will be covered for the cost of components\*, which includes parts, labour and VAT, up to the purchase price of your vehicle.

Out of pocket expenses like towing, vehicle hire and overnight accommodation are all included, plus cover is valid for trips to EU countries as well as throughout the UK.

## TRANSFERABLE

If you sell your Renault sooner than expected, you can transfer the benefits of your Renault Electric Vehicle Extended Warranty completely free of charge to the new owner (as long as it's a private sale). This can add significantly to the resale value of your Renault.

## Duration and Prices

Renault Electric Vehicle Extended Warranty provides additional peace of mind for a further year once your warranty cover comes to an end. The price of an extended warranty for your vehicle is shown on the covering letter.

**IMPORTANT – THIS COVER IS NOT AVAILABLE ONCE YOUR EXISTING WARRANTY HAS EXPIRED.**

---

If you would like to purchase a Renault Electric Vehicle Extended Warranty, please apply online or complete the application form enclosed. The website details can be found on the letter accompanying this leaflet.

# Renault Electric Vehicle Extended Warranty covers the cost of repairing or replacing a huge range of mechanical and electrical components, including those listed below:

This list is for general guidance only. You can find full details of cover, including terms and conditions in the extended warranty handbook.



COMPONENT PART	COVERED
Electric Motor	<input checked="" type="checkbox"/>
Electric Controller	<input checked="" type="checkbox"/>
Driveshafts	<input checked="" type="checkbox"/>
AC/DC Convertor	<input checked="" type="checkbox"/>
Wiper Motors	<input checked="" type="checkbox"/>
Steering Rack	<input checked="" type="checkbox"/>
Heater Motors	<input checked="" type="checkbox"/>
Wheel Bearings	<input checked="" type="checkbox"/>
Central Locking	<input checked="" type="checkbox"/>
Air Bags	<input checked="" type="checkbox"/>
Air Conditioning	<input checked="" type="checkbox"/>
Audio Equipment	<input checked="" type="checkbox"/>
Braking System/ABS	<input checked="" type="checkbox"/>
Cables	<input checked="" type="checkbox"/>
Computers	<input checked="" type="checkbox"/>
Gauges	<input checked="" type="checkbox"/>
Hoses	<input checked="" type="checkbox"/>
Integrated Satellite Navigation	<input checked="" type="checkbox"/>
Suspension	<input checked="" type="checkbox"/>
Wheel Hubs	<input checked="" type="checkbox"/>

COMPONENT PART	EXCLUDED
Routine service and maintenance	<input checked="" type="checkbox"/>
Bodywork, paintwork, trim & glass	<input checked="" type="checkbox"/>
Normal wear and tear	<input checked="" type="checkbox"/>
Exhaust pipes, batteries, tyres and wheels	<input checked="" type="checkbox"/>
Non factory fitted components	<input checked="" type="checkbox"/>

\*see list above for exclusions.

# RENAULT ELECTRIC VEHICLE EXTENDED WARRANTY POLICY SUMMARY

keyfacts®

This document contains some important facts about Renault Electric Vehicle Extended Warranty and is designed to assist you in making an informed purchasing decision. It is not a statement of the full terms and conditions of the policy. Should you choose to purchase this product you will be sent a warranty handbook, which includes the full terms and conditions. Please take time to read this handbook to make sure that you fully understand the cover provided.

## 1. FEATURES AND BENEFITS

Renault Electric Vehicle Extended Warranty provides 12 months protection from mechanical and electrical failure of specified parts of a motor vehicle. It is available on vehicles up to 10 years old having travelled less than 100,000 miles from new.

At the time of warranty purchase, the vehicle must either have an existing warranty administered by Renault Extended Warranty Administration or still be within the manufacturer's warranty period. This cover is not available once your existing warranty has expired.

## 2. SIGNIFICANT EXCLUSIONS OR LIMITATIONS

- Renault Extended Warranty cannot be purchased after your existing warranty has expired
- Your vehicle must be serviced in accordance with the manufacturer's recommendations
- Vehicles used as a taxi, minicab, driving school vehicle, made available for hire or reward or used in any sort of competition, track days, rally or racing are excluded
- Gradual reduction in operating performance (wear and tear) due to the age and mileage of the covered vehicle is excluded
- Certain specified parts are excluded from cover
- Only available on Renault vehicles

Full details of exclusions, terms and conditions are printed in the warranty booklet.

## 3. POLICY PREMIUM PAYMENTS

Cover is available as an annual policy with a single upfront payment or via monthly instalments.

Where you have selected to purchase your product via monthly instalments, you have entered into an agreement to purchase an annual policy, spreading the cost over interest free instalments. You are required to continue to pay your instalments until all monies owed have been paid.

The cover level provided when opting to pay by monthly instalments is identical to that of an annual policy. You must pay the premium every month on or before the date when it is due. Payment is required for the full premium of your policy subject to the cancellation terms. Should you fail to pay a monthly premium when it is due, all cover will cease immediately from that date. Where you have made a claim against the policy, you will be asked to continue to make your monthly instalment payments.

## 4. MAKING A CLAIM

If you need to make a claim for warranty repairs you should contact your local Renault dealer for instructions on how to proceed. Please make sure that you have your warranty handbook and welcome letter available. If further help is required you may contact our Customer Services Helpline on 0344 573 8035.

## 5. CANCELLATION RIGHTS

We hope you are happy with the cover this policy provides. If after reading your policy document, however, this insurance cover does not meet with your requirements, you have the right to cancel the warranty within 30 days of purchase.

Should you wish to cancel within this period, please contact the Administrator who will arrange cancellation and refund of any premium you are entitled to.

If you wish to cancel your policy after this 30-day period, you may cancel your policy at any time and receive a pro rata refund of your premium based on the number of whole months remaining subject to the deduction of a £30 administration fee. Requests for cancellation outside of the first 30 days from purchase should be made by contacting the Administrator on 0344 573 8035 or in writing to the Administrator at Renault Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

There will be no refund entitlement under the following circumstances:

- in the last 30 days of the warranty period.
- if you have made a claim.
- if you were provided with the warranty free of charge.
- where the warranty has been transferred from the original purchaser.

Please allow up to 28 days for your cancellation refund to be processed.

## 6. HOW TO MAKE A COMPLAINT

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the Administrator in the first instance on 0344 573 8035, or in writing to: The Customer Services Manager, Renault Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

If you remain dissatisfied, please contact the Insurer directly by writing to: The Insurance Manager, Motors Insurance Company Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. You can also email [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

You also have the right to ask the Financial Ombudsman Service to review your case. The right to apply to the Ombudsman must be exercised within six months of the date of our final decision. For more information you can visit the Financial Ombudsman Service website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) or write to:

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

Phone: 0800 023 4567 or 0300 123 9123

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org).

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern.

For further information, you can visit The Motor Ombudsman website at [www.TheMotorOmbudsman.org](http://www.TheMotorOmbudsman.org) or call their Information Line on 0345 241 3008.



Vehicle Warranties

## 7. COMPENSATION SCHEME

The Insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if the Insurer is unable to meet its obligations. This depends on the type of business and circumstances of the claim. Insurance advising and arranging is covered for 90% of the claim amount, without any upper limit.

For further information about the scheme (including the amounts covered and eligibility to claim) please refer to the FSCS website [www.FSCS.org.uk](http://www.FSCS.org.uk) or call 0800 678 1100 or 0207 741 4100.

Motors Insurance Company Limited ("the insurer") will provide the Insurance outlined in the warranty booklet, on the condition that you have paid the premium for the cover that you have chosen. All the terms, exceptions and conditions shown in the warranty booklet will apply to this Insurance. Motors Insurance Company Limited is an incorporated company limited by shares.

Registered Office: Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Registered in England No. 2678367.

## DEMANDS AND NEEDS STATEMENT

This product meets the demands and needs of Renault owners who wish to cover themselves against certain costs arising from mechanical or electrical failure of their vehicle.

While all reasonable efforts have been made to ensure accuracy of the information provided, due to Renault's policy of continuous product improvement all particulars contained are subject to constant revision and Renault reserves the right to change, alter or modify, among other things, specifications and prices of products without any notification at any time. Accordingly, you should consult your local authorised Renault dealer for the exact introduction dates of products and for the most current information. Renault Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.