

Approved Used

Audi
Vorsprung durch Technik



Audi Approved Warranty

Comprehensive Cover



Contents

Introduction	5
Important Telephone Numbers	5
Summary of Cover	5
Important Information	6
How This Cover Works	6
Data Protection	6
Governing Law	6
Cancellation Rights/Refund	7
Transfer of Ownership	7
Servicing Requirements	7
Definition of Words	8-9
Warranty	10
What is Covered?	10
Working Materials / Casings	10
Warranty Exclusions	11-12
Claim Payments	13
Additional Benefits	13
Continental Use	13
Making a Warranty Claim – (UK)	13
Making a Warranty Claim – (Continental Europe)	13-14
MOT Protection	15
Summary Of Terms	15
During The Term	15
Terms And Conditions	15
The Cover	16
Parts Covered	16
General Exclusions	17
Key Cover	19
What Is Covered?	19
What Is Not Covered?	19
General Terms & Conditions	20
Providing Information	20
Claims – Your Duties	20
Claims – Our Rights	20
Looking After Your Vehicle	20
How to Make a Complaint	20
Fraud	21
Change of Address	21

Contents continued

Audi Roadside Assistance	22
How To Obtain Assistance	22
The Services	24
▶ Service in the UK	26
▶ Service Whilst Abroad	32
▶ Additional Services	35
Requirements and Limitations	38
▶ Service in the UK and Abroad	38
▶ Service Abroad Only	39
Exclusions (Service in the UK and Abroad)	41
Claims Procedure and Conditions	45
Caring For Our Customers	47
Travel Information for European Countries	48
Change of Address and Transfer of Ownership	55-57

Introduction

Approved Warranty Comprehensive cover has been designed to help protect you against the 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 document gives you full details of **your** cover, please keep it together with **your confirmation of cover letter** in a safe place.

All the details of how to make a claim together with conditions of **your** cover are set out in the following pages. If however, **you** have any questions **your** Audi Approved Centre or any other Audi Approved authorised repairer will be able to help **you**. To locate **your** nearest Audi Approved Centre or any other Audi Approved authorised repairer please refer to www.audi.co.uk

Important Telephone Numbers

Audi Approved Warranty Administration Services 0845 641 9706.

Summary of Cover

Cover and Limits

WARRANTY

Parts and labour in respect of repair or replacement of covered components up to the purchase price of the **covered vehicle**.

WARRANTY (Continental Europe)

Maximum 60 days in each 12 month **period of cover**.

For full terms and conditions please read this cover document together with **your confirmation of cover letter**.

All claim limits in this document and in **your confirmation of cover letter** are inclusive of VAT.

Important Information

Thank you for purchasing an Approved Used Car with Audi Approved Warranty Comprehensive cover provided by **us**.

Your confirmation of cover letter shows the sections of the cover that are applicable, the **covered vehicle** and any special terms or conditions that may apply.

It is very important that **you** read the whole of the relevant sections of this policy together with the **confirmation of cover letter**. If **you** do not understand anything please ask for further information.

If **you** need to contact **us** regarding this cover, please call **Audi Approved Warranty Administration Services** on 0845 641 9767, textphone 020 8666 9562 using a compatible RNID handset, or write to **us** at Audi Approved Warranty Administration Services, 102 George Street, Croydon CR9 1AJ.

How This Cover Works

This document and **confirmation of cover letter** must be read together as one document as they form the contract of cover between **you** and **us**. **We** will pay for the claims **you** make which are covered by this cover, occurring during the **period of cover** and within the **area of cover**.

Data Protection

Information about this cover will be shared between **us**, Audi UK 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** cover, 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 the Allianz Global Assistance and shared with Audi UK 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 **Audi Approved Warranty Administration Services**, PO Box 1051, Croydon, CR9 1RE. You have the right to access **your** personal records should **you** wish to do so.

Governing Law

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction.

No term of this cover agreement is to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

Your statutory rights are not affected in any way by this cover. Nothing in these conditions will reduce **your** statutory rights relating to faulty or incorrectly described goods. For further information about **your** statutory rights contact **your** local authority Trading Standards Department or Citizens Advice Bureau.

Cancellation Rights/Refunds

Please note that this cover has no surrender or refund value.

Transfer of Ownership

If you sell the **covered vehicle**, the remaining cover may be transferred to the new owner providing that the registration fee of £17.50 is paid (please make your cheque payable to **Audi Approved Warranty Administration Services**). Cover will not be transferred until payment has been made. Please note that the form at the back of this booklet must be signed by the existing policyholder named on the confirmation of cover letter.

As soon as possible after the date of sale, please complete the form at the back of this document, attach a cheque for the transfer fee of £17.50 and send it to:

Audi Approved Warranty Administration Services, PO Box 1051, Croydon CR9 1RE.

Please make cheques payable to **Audi Approved Warranty Administration Services**.

Servicing Requirements For Your Audi

The continued validity of **your** cover is dependent upon **you** having the **covered vehicle** serviced by **your** Audi Centre or any other Audi authorised repairer in accordance with the manufacturer's specifications.

We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Audi Centre or any other Audi authorised repairer completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

IMPORTANT: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate **your** cover or **we** may not pay all or any part of a claim **you** make.

Servicing Requirements For Your Non Audi Vehicle

The continued validity of this cover is dependent upon **you** having the **covered vehicle** serviced by an authorised dealer in accordance with the manufacturer's specifications.

We will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing dealer completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

IMPORTANT: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

Definition of Words

When the following words and phrases appear in this cover document or **confirmation of cover letter**, they have the specific meanings given below. These words are highlighted by the use of bold print.

Area of cover

Means **UK** and **Continental Europe**.

Beneficiary, beneficiary's, beneficiaries

Means **you** or any other driver of the **covered vehicle** using the **covered vehicle** with **your** permission and any passenger of the **covered vehicle** at the moment a **breakdown/immobilisation** occurs.

Confirmation of cover letter

Means the letter which was sent to **you** with this cover document.

Continental Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

*Cover in Russia is limited to a 31 mile radius from the external ring of the following Cities: St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

Covered vehicle

Means the vehicle shown on the **confirmation of cover letter**.

Electrical or mechanical failure

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

Maximum claim limit

Means the price **you** paid for the **covered vehicle** or means up to a maximum of the price **you** paid for the **covered vehicle** in total under the warranty section of this cover, excluding MOT Protection, Key Cover and Roadside Assistance.

Period of cover

Means the period shown on **your confirmation of cover letter**.

Private individual

Means a person who is using the **covered vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

UK

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

Audi Approved Warranty Administration Services, we, our, us,

Means Audi UK.

You, your, yours

Means the **private individual** named on the **confirmation of cover letter**, or as replaced by any new owner correctly declared to **us** using the transfer of ownership form in this document and accepted by **us**.

Warranty

You are covered for the costs (limited to parts and labour inclusive of VAT up to the **maximum claim limit**) of repairing or replacing the covered components below that have suffered a sudden **electrical or mechanical failure** occurring within the **area of cover** and during the **period of cover**.

What Is Covered?

All electrical and mechanical factory-fitted components are covered against electrical or mechanical failure.

Other Than:

Replacement parts and labour will be paid for with the following exceptions:

- ▶ Routine servicing (all parts replaced associated with routine servicing are excluded)
- ▶ All bodywork, glass including heated rear screens and seals
- ▶ All adjustments, cambelt timing, diesel pump timing or cleaning
- ▶ Batteries
- ▶ Bulbs, including Xenon and fuses
- ▶ CV boot gaiters
- ▶ Exhaust systems catalytic (converters are covered) for internal failure
- ▶ Upholstery, interior and exterior trims
- ▶ Non-Manufacturer's Original Parts
- ▶ Tyres and wheels
- ▶ Un-encased drive belts
- ▶ Wiper blades and arms
- ▶ Wiring and connections (including HT leads and aerial coaxial cables)
- ▶ Worn brake discs, drums and frictional material
- ▶ Worn clutch pressure plates, bearings and frictional material
- ▶ Coolant pipes and Hoses

Working Materials/Casings

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

Warranty Exclusions

This cover does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc), water ingress or flooding.
2. Any defect which is likely to have existed before the **period of cover**.
3. Wear and tear, normal deterioration, routine servicing, maintenance.
4. Faulty repairs, incorrect servicing or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
5. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **covered vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.
7. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising our right to inspect the **covered vehicle** under this cover.
8. Damage or failure caused by an excluded component.
9. If the vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off road use including track days, for any form of hire or reward and usage for or by driving schools.
10. Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent.
11. Any component which is either subject to recall by the **covered vehicle's** manufacturer, manufacturing defect or inherent design faults.
12. **Electrical or mechanical failure** which happens outside the **area of cover**.
13. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
14. **We** will pay for damage caused to a covered part if caused by another covered part.
15. **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
16. **We** will not pay for any depreciation to **your covered vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.

17. 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 would not cover any loss of earnings that **you** may suffer while **your covered vehicle** is being repaired.
18. **You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this cover.
19. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
20. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
21. Acts of war, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, explosions, fire, radiation and falling objects.
22. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
23. Any costs covered under any other warranty, insurance or cover.
24. Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the **covered vehicle** or the persons.
25. This cover will not cover any loss, damage or failure caused wholly or partially from lack of maintenance, abuse or neglect or as a result of accident. It will not cover pre-existing faults or a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle.
26. Any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles.
27. The quality of the Warranty repairs will be the responsibility of Audi Centre or any other Audi authorised repairer.
28. Emergency service vehicles.
29. Your car must not be one of the following:
all American, Australian and Canadian cars (unless built for the UK), AC, Aston Martin, Bentley, Bristol, Ferrari, Lamborghini, Lotus, Maserati, Morgan, Porsche (not Boxster), Rolls Royce, TVR, stretched limousines, kit cars, cars modified outside manufacturer's specification.

Claim Payments

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

Additional Benefits

Subject to **us** having agreed that a claim for a covered component is valid under the terms of this warranty cover and subject to **our** prior agreement, **we** will also pay a contribution towards the following expenses if they are incurred by **you** as a direct result of the covered **electrical or mechanical failure**:

Continental Use

Your warranty cover is extended whilst the **covered vehicle** is in **Continental Europe** for a period of not more than 60 days during the **period of cover** on condition that:

- ▶ **You** follow the claims procedure set out in this document.
- ▶ **We** will pay only the equivalent **UK** rates and charges which apply at the date of the **electrical or mechanical failure**.

NB. All claims under the additional benefits will only be considered when accompanied by bona fide VAT invoices.

How To Make A Warranty Claim (UK)

Contact **your** nearest Audi Approved Centre or any other Audi Approved authorised repairer and advise them that **your covered vehicle** is protected by the Approved Warranty All Component cover. They will contact **us** regarding claims on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **covered vehicle** or any other work required to diagnose any faults with the **covered vehicle**.

We will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.

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

Audi Approved Warranty Administration Services reserve the right to examine the **covered vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **covered vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

How To Make A Warranty Claim (Continental Europe)

Arrange for the **covered vehicle** to be taken to the nearest Audi Approved Centre or any other Audi Approved authorised repairer and give them **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with them and retain the invoice. Please also keep the replaced components if possible until we have finished processing **your** claim as **we** may need to see them.

On **your** return to the UK, please send the invoice and copies of the **covered vehicle's** service records to **Audi Approved Warranty Administration Services** with a covering letter. Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to **you**.

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

We will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

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

MOT Protection

Summary of Terms

For any vehicle registered under this Cover and in the event of a part or parts covered herein cited on an official "Notice of refusal to issue an MOT certificate" (Form VT30) as the reason for the Vehicle failing to pass the MOT test during the Term, Audi 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 Audi Approved Centre and shall be extended only to those vehicles that:

- a) have had their last service carried out in line with the manufacturer's recommended service schedule by a VAT registered garage; and
- b) are less than ten years old; and
- c) have covered fewer than 100,000 miles from the date of registration; and
- d) are either
 - (i) cars that have just passed an MOT test or
 - (ii) cars 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
 - (iii) cars 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 Term:-

- a) Should any servicing become due, the Vehicle must be serviced by an Audi Approved Centre or Audi Authorised Repairer; and
- b) within 30 days prior to the MOT due date, the vehicle must be submitted for an MOT test and any faults identified on the MOT test failure certificate must be rectified by an Audi Approved Centre or Audi Authorised Repairer.
- c) Only the scheduled MOT 30 days prior to the MOT due date will be covered.

This cover is only* available to the Customer and the Vehicle identified in the **confirmation of cover letter**. The benefits identified herein cease to be payable if, within the Term, the Vehicle is serviced other than in accordance with the Vehicle manufacturer's instruction or if the Vehicle is used for racing, rallying or any other competitive purposes.

*Cover is transferable to a new private owner by calling the Administrators on 0845 6419707 and quoting the policy number detailed in the **confirmation of cover letter**.

Terms and Conditions

Definitions:

"the Administrators" means Audi Approved Warranty Administration Services, PO Box 1051, Croydon CR9 1RE.

"Audi" means Volkswagen Group United Kingdom Limited, Yeomans Drive, Blakelands, Milton Keynes MK14 5AN.

"an Audi Approved Centre or Audi Authorised Repairer" shall mean Audi

Approved Centres and Audi Approved Authorised Repairers.

“the Cover” shall mean these terms and conditions.

“the Customer” means the owner of the vehicle to which this MOT Protection cover relates

“the Vehicle” means the Audi Approved Used passenger vehicle to which this MOT Protection cover relates only and is not transferable

“the Term” means the period of cover as shown on your confirmation of cover letter.

The Cover:

For any Vehicle registered under this Cover and in the event of a part or parts covered herein being cited on an official “Notice of refusal to issue an MOT certificate” (Form VT30) as the reason for the Vehicle failing to pass the MOT test during the Term, Audi will pay the reasonable cost of repairing or replacing such part or parts up to a maximum of £750, inclusive of VAT. The maximum sum of £750 is separately available for each MOT test that falls due throughout the Term should the terms and conditions set out here be met. Should any or all of the sum be unused following an MOT test, this sum will be lost and will not be available or reclaimable by the Customer and will not be transferable to any other Vehicle or to any other MOT test or repairs.

It is a condition of this Cover that the Information provided by the Customer is accurate and complete.

The Cover has no surrender value or provision for a refund or repayment.

The Cover is administered on behalf of Audi by the Administrator.

Only genuine manufacturer’s parts will be used in any repairs identified on the “Notice of refusal to issue an MOT certificate”.

Only one claim can be made during the cover period.

Parts Covered:

The following parts will be covered under the Cover:

Lighting equipment: Front and rear lamps, headlamps, stop lamps, rear reflectors, direction indicators and hazard warning lamps. **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. **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. **Exclusions:** Brake pads and shoes where condition is wear related.

Seatbelts: All seatbelt mountings, their condition and operation, front driver’s

and passenger seat mountings and backrest security in an upright position.

General: Catalytic converter, fuel injection and 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.

General exclusions

The Cover excludes the following:

The first £10 of any repairs.

Parts fitted as part of the repairs, other than those parts listed under MOT protection, ‘Parts covered’

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 commencement of the Term.

If and to the extent that any repairs are covered under the manufacturer’s or suppliers warranty or any other form of cover.

This cover will be invalidated if during the Term:

The Vehicle is serviced or repaired by any one other than an Audi Approved Centre or Audi Authorised Repairer.

A claim is made on a fraudulent basis.

The vehicle has been used for racing, rallying or other competition purposes.

The Audi Approved Centre or Audi Authorised Repairer’s obligations:

The Audi Approved Centre or Audi Authorised Repairer will:

Ensure that the Vehicle satisfies the registration criteria as set out overleaf.

Make the Customer aware of the Summary of terms.

Undertake an MOT test within thirty days prior to an MOT test due date and invoice the Customer for any costs that are either not covered under the Cover or are costs in excess of £750 inclusive of VAT.

Prior to undertaking repairs, submit an estimate for the MOT repairs to the Administrators and await receipt of an authority number.

Meet the costs of any repairs up to a value of £750 inclusive of VAT, where:

- (i) the repairs have been undertaken without the authority of the Administrators.
- (ii) the repairs are undertaken more than 30 days after the MOT test failure date.
- (iii) the repairs prove to be invalid within the Terms of the Cover.

Upon completing the repairs:

- (i) retain all replacement parts for inspection by the Administrators.
- (ii) submit to the Administrators photocopies of the expired MOT test certificate; the MOT test failure certificate (Form VT30); the current MOT test pass certificate and the final repair invoice.

The Administrator's obligations:

The Administrator will:

Administer repairs in accordance with the terms herein and reimburse the Audi Approved Centre or Audi Authorised Repairer upon receipt of the appropriate documentation.

The Customer's obligations:

The Customer will:

Maintain the vehicle in accordance with the vehicle manufacturer's recommendations.

Present the Vehicle to a Audi Approved Centre for an MOT test within 30 days prior to the MOT test due date.

Present a copy of this document to the Audi Approved Centre undertaking the MOT test before the MOT test is started.

Meet the following costs at the point of Vehicle collection:

- (i) the MOT test fee; and
- (ii) the first £10 of any repairs; and
- (iii) costs not covered under this Cover; and
- (iv) costs in excess of £750 inclusive of VAT.
- (v) any VAT arising on the repairs (applicable to VAT registered customers only).

Key Cover

In the event that **your covered vehicle** keys are lost, stolen or broken during the **period of cover** you are covered for the costs of their replacement.

What is covered?

- ▶ If your covered vehicle keys are lost, stolen or broken; or if there is a fault with **your covered vehicle's** locks; we will pay for the cost of an Audi Approved Centre or Audi Authorised Repairer supplying and fitting replacement keys and/or lock(s).

What is not covered?

We will not pay for:

- ▶ more than 2 claims during the **period of cover**.
- ▶ any vehicle recovery costs or Audi Approved Centre or Audi Authorised Repairer travelling time.
- ▶ any costs apart from the repair, replacement and fitting of new keys/locks.
- ▶ bodywork damage is not covered.
- ▶ repairs to locks that were already damaged prior to the keys being lost, stolen or broken.
- ▶ this policy will not cover any other keys or locks (including other vehicles and/or property keys/locks) other than those of **your covered vehicle**.
- ▶ any loss of market value as a result of loss or theft of the **covered vehicle**.
- ▶ the loss of earnings, car hire or travel costs as a result of any valid claim.

General Terms & Conditions

These conditions apply to all sections of **your** warranty and assistance cover and **you** must meet them before **we** make a payment or provide a service.

Providing Information

We will only provide the cover described in this document if, as far as **you** know, the information **you** gave at the time of taking out this cover is true and complete.

You must tell **us** about anything that may affect **your** cover (including also any changes during the **period of 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 invalidated and **we** may not cover any related claims.

Claims - Your Duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

Claims – Our Rights

We can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this cover.

If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

Looking After Your Vehicle

You must take all reasonable steps to safeguard the **covered vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

IMPORTANT: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of cover**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

How To Make A Complaint

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

In the first instance, please contact:

By post - Customer Support Manager, **Audi Approved Warranty Administration Services**, 102 George Street, Croydon, Surrey, CR9 1AJ.

By email – CustomerSupport@Mondial-Assistance.co.uk

Please supply **us** with **your** name, address, cover number/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.

In the unlikely event that arbitration should fail to resolve **your** dispute, please refer **your** complaint to the Motor Industry Code of Practice as follows:



This Audi Approved Warranty Comprehensive cover conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for **you** please visit www.motorindustrycodes.co.uk

Fraud

If **you** or any **beneficiaries claiming under this cover** makes a claim that is false or dishonest in any way, this cover will not be valid and **you** will lose all benefits under it.

Change of Address

Please complete the Change of address and ownership form located in the back of this cover document. If for any reason this is missing, please contact **Audi Approved Warranty Administration Services Warranty Services** on 0845 641 9706.

Audi Roadside Assistance

How to Obtain Assistance

European Motoring Assistance applies to Vehicles registered with the relevant Vehicle Licensing Agency and operates throughout the European Territory.

To obtain help in the event of a Breakdown, Accident, fire or theft, or if the only qualified driver is medically unfit to drive, please call the RAC control centre listed in the table opposite and state that the Vehicle has European Motoring Assistance and give the following information:

- ▶ Your name.
- ▶ The model and registration number of the Vehicle.
- ▶ Your location and telephone number – if you are on a MOTORWAY see also 'Breakdowns on Motorways' on page 9.

Breakdowns on Motorways

On continental motorways (including service areas) You MUST use the roadside emergency telephones. You cannot call RAC control centres from these. You will be connected to the police or authorised motorway service, who will send a breakdown recovery vehicle. However, this will only be to the recovery company's own depot if they cannot fix the Vehicle – contact RAC using the numbers listed in the table on page 5 as soon as You can, if possible from the recovery company's depot.

You may have to pay labour and towing charges on the spot – an authorised tariff is normally applicable. You should obtain a receipt to claim a refund on Your return Home.

Mobile and car phones

RAC will not reimburse the cost of any telephone calls You make in connection with any Breakdown (including mobile phone calls).

It may not be possible for an RAC control centre to call a mobile or car phone but when it is, You may still have to pay the cost of any international call. Some service providers charge for calls to freephone numbers. The regulations on the use of mobile and car phones vary from country to country. Please check with Your service provider that your phone meets the requirements and standards for the countries in which You are travelling.

The Services

For some or all of the following services, Volkswagen UK has purchased an insurance policy from RAC to cover such services. Please note that You do not have any rights under the policy between Volkswagen UK and RAC.

Definitions of words

Below are certain words that have a specific meaning in these terms and conditions and wherever these words appear they have the following meaning:

“Accident”	means an accidental crash immobilising the insured Vehicle.
“Approved Repairer”	means a repairer approved by Audi UK.
“Breakdown”	means unforeseen mechanical or electrical failure during the Period of Cover in the UK or in the Territory which has either immobilised Your Vehicle or made it unsafe to drive.
“Collision Damage Waiver”	means if a hire car is damaged during the hire period You could be liable for the equivalent of the first £150 – £550 (approximately) and have Your credit card charged. In some cases the amount could be higher and varies according to hire company, category of hire car and location. The Collision Damage Waiver covers the amount above the excess.
“Contractor”	means any person, including RAC, who We use to provide the services described in this document.
“Details”	means Your name and Vehicle registration number and model.
“European Territory”	Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Russia (West of the Urals), San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey (West of the Bosphorus), Ukraine.
“Fulfilment Material”	means the confirmation of policy coverage provided to You by Us or on Our behalf

“Home”	means the address where You live in the United Kingdom.
“Period of Cover”	means the period of cover by Volkswagen Roadside Assistance being 3 years from the date the vehicle was registered with the Vehicle Licencing Agency.
“RAC”	means RAC Motoring Services and/or RAC Insurance Limited.
“Resident of the United Kingdom”	means a person living permanently in the United Kingdom or a person employed by a company having its registered office in the United Kingdom.
“Specialist Equipment”	Is equipment not carried by RAC patrols or RAC contractors and includes but is not limited to winching and specialist lifting equipment.
“The Party/Your Party”	Means the persons including You, travelling with You for the whole period of the journey.
“United Kingdom/UK”	means England, Scotland, Wales, Northern Ireland and for the purpose of this document includes Jersey, Guernsey and the Isle of Man.
“Vehicle”	means the vehicle You are driving whose Details have been provided by Us to Our Contractor.
“Vehicle Licensing Agency”	means the Driver and Vehicle Licensing Agency (DVLA), Swansea SA6 7JL responsible for registration of vehicles in the UK and the equivalent authority in Northern Ireland for vehicles in Northern Ireland. Or the Isle of Man. Department of Transport for customers living in the Isle of Man.
“We/Our/Us”	means Volkswagen UK and/or third party acting on Our behalf.
“You/Your”	means the owner of the Vehicle and any other person driving the Vehicle with the owner’s consent.

Service in the UK

Cover applies to Vehicles registered with the relevant Vehicle Licensing Agency only.

Roadside

If You are stranded on a public highway (or other accessible road or area to which the public has the right of access) as a result of a Breakdown to Your Vehicle, We will arrange for a Contractor to assist You who will try to repair the Vehicle at the roadside.

Roadside includes labour at the scene of the Breakdown but not labour at any garage to which the Vehicle is taken.

If the Vehicle cannot be repaired at the roadside, or if repairs are unwise, We will arrange for the Vehicle and up to eight people to be taken to an Approved Repairer. If You wish the Vehicle to be taken to any other destination we will use reasonable endeavours to assist if You pay for the towage costs for the whole distance.

If You cannot readily get to the Vehicle, We will arrange, if practicable, to have it towed to a place of safety and stored until You can collect it. The customer must be in attendance with the vehicle at the time of breakdown and at the time of assistance. If the vehicle is stored, this is at the customer's cost.

Roadside does not cover:

- ▶ Routine servicing of the Vehicle.
- ▶ Breakdowns which would be prevented by routine servicing of Your Vehicle.
- ▶ Any labour other than that incurred at the roadside including, without limitation, garages.
- ▶ The cost of parts, fuel or other supplies.
- ▶ Replacing tyres or windows.
- ▶ Missing or broken keys. We will try to arrange the services of a locksmith if You pay them direct.
- ▶ The cost of ferry crossings, road toll and congestion charges.
- ▶ Vehicles being demonstrated or delivered by motor traders, or used under trade plates.
- ▶ Vehicles, which in the reasonable opinion of Our patrol or contractor, had broken down or were unroadworthy before You took out Your Policy.
- ▶ Vehicles within ¼ mile of Your Home or where You normally keep the Vehicle.
- ▶ Contaminated fuel. However, We will arrange for the Vehicle to be taken to a local garage for You to arrange and pay for any work carried out.
- ▶ Any Vehicle storage charges before, during or after any assistance provided by Us.

- ▶ Assistance following an Accident, fire, theft or vandalism or other incident normally covered by a motor insurance policy. We can arrange assistance if You pay for the cost of assistance. (You may be able to recover these costs under the terms of Your motor insurance policy).
- ▶ The tow or transport of any Vehicle, which, in Our reasonable opinion, is loaded beyond its legal limit.
- ▶ Any Vehicle in a position where We cannot work on it or tow it, or wheels have been removed, We can arrange to rectify this but You will have to pay the costs involved.
- ▶ If there are animals in the Vehicle, their onward transportation is at Our sole discretion and is carried out solely at Your risk. We will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

- ▶ Recovery operates only in the United Kingdom.
- ▶ If We cannot arrange for the Vehicle to be repaired locally within a reasonable time,

We will arrange for the Vehicle and up to eight people to be taken Home or to any other single address. If there are more than five people this may require two separate Vehicles. An adult must accompany any persons under the age of 16.

- ▶ Residents of Northern Ireland are also entitled to be recovered from the Republic of Ireland.
- ▶ In the event that the Vehicle is vandalised or is involved in a road traffic Accident, We will provide Recovery to the nearest Volkswagen UK approved bodyshop or to a destination of Your choice.

Recovery does not cover:

- ▶ Caravans, trailers or other objects being towed.
- ▶ A second Recovery if:
 - a) the original fault has not been repaired properly by a party other than RAC;
 - b) RAC have advised You that it is a temporary repair;
 or
 - c) the desired destination cannot accept the Vehicle due to company opening hours or other restrictions.

If a second Recovery is required this service can be provided but a charge will be made dependent on the service required, time of day and distance. These charges will be payable by credit/debit card prior to the relevant service being provided.

- ▶ Use of the services having the object or effect of avoiding repair costs. For example if a Vehicle can be repaired in a reasonable time we may not arrange recovery but arrange for repair instead.

Service in the UK

At Home

At Home has the same features and limitations as Roadside but with the following variations:

- ▶ At Home is only available in the United Kingdom.
- ▶ At Home allows You to use Roadside services within ¼ mile of Home or the place where You normally keep the Vehicle.

At Home does not cover:

- ▶ Rectifying failed repairs attempted by You or someone on Your behalf.
- ▶ Caravans, trailers or other objects being towed.
- ▶ The reimbursement of taxi fares.

Onward Travel

If We cannot arrange for the Vehicle to be repaired locally within a reasonable time, We will arrange one of the following;

Either a hire car of similar size/capacity for 48 hours to enable You to complete Your journey, providing that there is one available and that You can meet the requirements of the car hire supplier which may include:

- ▶ Age limits. Drivers must be at least 21 years of age.
- ▶ The need to have a current driving licence, and, if held, a driving licence photo card with You.
- ▶ Limitations on acceptable types or number of motoring offence penalties and/or penalty points endorsed on Your driving licence.
- ▶ The need to provide a valid credit card number. (Alternatively, the car rental provider will require a deposit of no less than £50 and may also undertake a simple credit check, before releasing the vehicle to You). All hires are subject to the supplier's terms and conditions.

Or overnight accommodation for You and Your Party up to a maximum of £150 per person in total or £500 for each Party whichever is less. This does not include the cost of providing meals and drinks. You will have to pay for any extra hotel or transport costs.

Or a refund of the cost of public transport, standard class rail or other transport, for the driver, and up to seven passengers to reach the end of their journey, subject to a maximum of £150 per person or £500 for a group whichever is less.

The following are not covered:

- ▶ Caravans, trailers or other objects being towed.
- ▶ Any Onward Travel Benefits, as stated above, before Our attendance of the Breakdown incident.

- ▶ Any charges arising from Your use of the hire car, such as fuel costs, deposit, any insurance excess charges, collecting and returning the vehicle and any costs due to You keeping the car after the agreed period of hire (You must settle these charges directly with the supplier).
- ▶ A second use of Onward Travel benefits if the original fault has not been properly repaired by a third party other than RAC or if RAC have advised You that it is a temporary repair.
- ▶ Any Onward Travel Benefits, as stated above, if the vehicle has been involved in an Accident.
- ▶ Any Onward Travel Benefits, as stated above, due to mis-fuelling, lost keys, lock-outs, kerb collisions, wheel changes and punctures.

Lost and broken keys

In the event that You lose, break, or lock Your keys in Your Vehicle. We will attempt to locate a replacement/spare key and get this to You using a Taxi. Or after taking a fair and reasonable view of the circumstance We may decide to recover You, the Vehicle and its passengers to the nearest Volkswagen UK Centre.

Accident Care

Accident Care is subject to all of the relevant terms set out in this document, in addition to the terms set out below.

Accident Care services

At the scene

These are the services that We can provide to You at the scene:

Advice

When You phone, We will give You advice on a wide range of issues, including what information You need to collect, whether You need to contact the police, and how to deal with the other party.

Vehicle driveability check

Through asking You a series of questions, We will assist You in determining the driveability of Your Vehicle.

Virtual insurance claim form

We can collect and record all the relevant information about the accident for You, which We can supply to You at anytime in writing, by fax or e-mail, or over the telephone.

Liability assessment

We can if We have enough information give You a preliminary view on who We think is liable and advise You how to deal with the situation.

Motor Insurance claim reporting

We can, if Your insurers will let Us, report the details of Your accident to Your insurance company, and ask them to contact You at a time convenient to You to arrange repairs etc.

Please note: that many of the above services can also be provided to You once You have left the scene of the accident.

Further services

These are the services We can provide to You once You have left the scene:

Call back – at a time to suit you

We will call You back to deal with any other issues that You may have and provide a more detailed view of Your options.

Legal advice

We can provide You with initial legal advice related to Your accident including uninsured losses, repair advice, traffic offences, consumer disputes and the best ways of getting the best value for Your Vehicle if it is a write-off.

The legal advice is provided by RAC Legal Services who are part of RAC Motoring Services.

Replacement vehicle assistance

If You are not liable for the accident and the other party's insurer agrees with this (and in certain other circumstances at an additional cost) We may be able to assist You in obtaining a like for like temporary replacement vehicle until Your Vehicle is repaired or until You buy a replacement.

This will be subject to certain restrictions and the terms and conditions of the vehicle supplier who will contract with You directly.

Personal injury claims assistance

We can provide a personal injury consultation with a qualified legal professional to assess the prospects of pursuing a claim for compensation for Your injuries or uninsured losses.

Where We consider You have a claim We will, with Your agreement, refer Your claim to an appropriate firm of solicitors to act on Your behalf.

For further information call Us on 08000 966 999, Monday to Sunday 8 am – 8 pm or visit Our website at www.rac.co.uk/insurance/accident-legal/personal-injury/

Accident Care terms and conditions

1. RAC Accident Care services do not form a policy of Insurance.
2. RAC Accident Care will only be provided following Your involvement in an accident in the United Kingdom (please note that restrictions on certain services may apply in Northern Ireland).
3. We can stop providing You with Accident Care at any time if We reasonably believe (at Our discretion) that the service You are requesting goes beyond the scope of Accident Care or will cause Us to incur unreasonable costs on Your behalf (for example, if any claim is disputed by Your insurers, We will not be obliged to assist You in pursuing the claim).

This will not affect Your Membership with Us for any other services.

4. Any contract for goods or services We obtain on Your behalf will be between You and the third party supplier (unless We notify You otherwise). We will not be responsible for the terms of any agreement with a third party supplier, or for the implications to You of entering into a contract on those terms. You should therefore check the terms of any such agreement carefully, to ensure that You are happy with them.

5. There may be additional charges for goods or services We arrange on Your behalf including, but not limited to, services such as the sourcing of car hire or car repair. You will be notified of any additional charges (either by Us or the third party supplier) before You are obliged to enter into any contracts with any third party suppliers.

RAC Motoring Services is regulated by the Ministry of Justice in respect of regulated claims management activities.

Service whilst abroad

A Vehicle is covered only if it is being used for a journey and returning to the United Kingdom within the Period of Cover. Any number of journeys are covered each up to 90 days in duration but not for longer stays. There is an overall limit of £2,500 per claim applied to claims relating to the European Motoring Assistance level of cover.

In the event of a Breakdown We will procure for the following subject to the limitations for each section.

Service in the UK en route to the European Territory

If You are stranded on a public highway through Breakdown of the Vehicle on the outward journey from Home, to Your point of departure from the UK, or on the inward journey from Your point of entry to the UK, to Home We will provide services as if you were abroad.

In addition, We will procure a contribution towards the cost of self-drive hire car including Collision Damage Waiver and replacement Green Card as necessary, to complete the planned journey if RAC confirms the Vehicle cannot be repaired within 24 hours, this is subject to a maximum contribution of £750.

Service whilst abroad

Cover is available for:

1. Attendance of local breakdown or garage services to repair the Vehicle at the roadside if possible; or
2. Tow of the Vehicle from the place of Breakdown or Accident to the nearest local repairer where You may arrange repairs; and either:
 - a) a contribution towards labour charges at a garage (restricted up to the total claims limit) if it is possible to effect the repairs necessary to enable the Vehicle to continue the journey on the date of Breakdown; or
 - b) inspection fees, in the event of a Breakdown, to confirm that the Vehicle cannot be repaired by Your return travel date and Your request for assistance will include authorisation for Us to arrange this; and
3. Storage charges for the Vehicle while awaiting repair or repatriation; and
4. The cost of wheel changes but not for replacement tyres.

Cover is not available for:

- ▶ Any labour costs other than those incurred at the roadside. We will not pay labour costs at any garage to which the Vehicle is taken other than under paragraph numbered 2 above; or
- ▶ Repair costs, including labour, if the Vehicle was in a road traffic Accident, damaged by fire or stolen or is after taking a fair and reasonable view of the circumstances considered uneconomical to repair; or
- ▶ The cost of parts used for roadside or garage repairs; or

- ▶ The cost of any repairs not directly necessary to enable the Vehicle to continue the journey on the date of the Breakdown; or
- ▶ The cost of any other supplies, including but not limited to Specialist Equipment.

If the appropriate RAC control centre can confirm, repairs to the Vehicle will take more than 12 hours of being notified of a Breakdown, or if it is to be repatriated to the United Kingdom then cover is available for either:

a) Additional accommodation expenses

A contribution of up to £30 per person per day towards necessary additional (not alternative) accommodation expenses (room only) while You wait for the Vehicle. Cover is not available for the costs of meals or any other costs that are not specified above.

Or

b) Journey continuation or return Home

A contribution (restricted up to the total claims limit) to travel expenses to allow You to either:

- ▶ Continue the planned journey during the period the Vehicle is not roadworthy; or
- ▶ Return Home by a direct route.

Expenses can comprise self-drive car hire up to a maximum of 14 days including Collision Damage Waiver and replacement Green Card as necessary, or second/standard class rail, or a combination of both.

RAC will in its reasonable discretion decide which course of action to adopt, but RAC will take into consideration Your preference.

You must collect the Vehicle when repaired as once the Vehicle is repaired and You have been notified, RAC will not pay any further expenses other than the costs of collection.

This benefit is also available if the Vehicle is stolen and not recovered within 24 hours of reporting the matter to the police. A police report must be obtained. However, this benefit will cease if and when the Vehicle is recovered in a roadworthy condition.

Cover is not available for:

- ▶ Fuel, oil, personal insurance, any collection charge if a hire car is left at a different location to that arranged or any other costs in connection with self-drive hire car.
- ▶ The cost of any car hire beyond the period agreed with the appropriate RAC control centre.
- ▶ Any car hire expenses after the Vehicle is repaired except for the direct journey to return and collect it.
- ▶ First class rail fares.

- ▶ Any costs under this benefit if they are for a service You used at the same time as the above section “Additional accommodation expenses”.
- ▶ International drop charges where a vehicle hired from abroad is dropped within the UK.
- ▶ The costs of hiring a motorcycle.
- ▶ Any hire costs not arranged through RAC or agreed by RAC.

If RAC can confirm that repairs cannot be completed by your planned return date to the United Kingdom and providing the cost of repatriation is not uneconomical. (Repatriation will be uneconomical if it will cost more than the UK market value of Your Vehicle according to Glass’s guide or other appropriate industry standard used by RAC.) Cover is available for either:

a) Vehicle repatriation to the United Kingdom

The cost of taking the Vehicle by a road transporter from abroad to Your Home or chosen UK repairer for repair in the UK.

When repatriation is authorised it normally takes 10-14 working days for delivery to a UK address from most west European countries. At busy times and from east European countries it may take longer.

If the Vehicle has been fitted with a roof box or bicycle rack, You must remove and place it inside the Vehicle. The roof box keys need to be left with the Vehicle keys.

Cover is not available for:

- ▶ Any repatriation not authorised by the appropriate RAC control centre.
- ▶ Repatriation if this is uneconomical. Repatriation will be uneconomical if it will cost more than the UK market value of the Vehicle according to Glass’s guide or other appropriate industry standard used by RAC.
- ▶ The cost of repatriation if the Vehicle is roadworthy.
- ▶ Any claim if the Vehicle is being repatriated and Customs in any country find its contents are breaking the law.
- ▶ Any further costs in connection with the Vehicle once declared a write-off by Us.

Or

b) **Collection of vehicle left abroad for repair**

Cover is available for the following costs up to £600 for one person to collect the Vehicle, repaired abroad after Breakdown:

- ▶ Standard/second class rail fare plus other public transport fares which are necessary to reach the place of collection.
- ▶ Additional homeward cross channel ferry or rail fare for the repaired Vehicle (calculated by taking the actual fare less the value of any unused homeward portion of Your original cross channel ticket).

- ▶ Up to £30 per night for single room hotel accommodation necessary to complete the round trip – limited to room only.

Cover is not available for:

- ▶ First class rail fares.
- ▶ The cost of any meals.
- ▶ The costs of more than one person.

Note: The appropriate RAC control centre will, after taking a fair and reasonable view, decide whether Your Vehicle should be repaired abroad for You (or someone nominated by You) to return and collect. When You are advised the Vehicle is repaired and ready for collection You must immediately notify RAC European Support by telephoning 0870 5 49 33 20, Monday to Friday 9 am – 5 pm. (Calls may be recorded and/or monitored).

Authority for repatriation or repair

If the Vehicle is not able to be driven due to a road traffic Accident, fire, break-in or theft, any damage which You are entitled to have repaired by Your motor insurers must be reported to them immediately. Your insurers must decide whether to declare the Vehicle as a write-off, authorise repair abroad or have the Vehicle repatriated. We cannot repatriate the vehicle unless Your insurers first give their permission.

RAC also reserve the right to negotiate with them to reclaim costs incurred. If Your insurers cannot or do not give permission to repatriate then it is RAC's decision alone whether to declare the Vehicle as a write-off, or repatriate or repair locally a Vehicle which cannot be driven as a result of a Breakdown, or as a result of a road traffic Accident, fire or theft, for which You do not have fully comprehensive cover.

Additional services

Cover is available for the following if applicable:

Vehicle break-in, emergency repairs

In the event of damage to windows, windscreens or locks caused solely by forcible entry, or attempted forcible entry the Vehicle is covered for immediate emergency repairs up to £175, You MUST report the matter to the police before contacting Us or within 24 hours of contacting Us, and MUST obtain a written report from the police.

RAC will:

- ▶ Treat the Vehicle as if a Breakdown had occurred and You will be entitled to all of the services set out in this document except repatriation of the Vehicle.

Cover is not available for:

- ▶ Any costs if You do not obtain a police report and submit it to us within 14 days of request.
- ▶ Repatriation benefits as described under the section entitled "Vehicle Repatriation to the United Kingdom".

Spare parts dispatch

If as a result of a Breakdown the Vehicle needs parts but these are unavailable locally the Vehicle is covered for:

- ▶ Freight, handling and ancillary charges for dispatch of spare parts not obtainable locally.
- ▶ The fare for one person to collect parts from the appropriate railway station or airport.

Cover is not available for:

- ▶ The cost of parts themselves, which must be paid on receipt. When telephoning the RAC control centre You will be asked for Your credit card details. Alternatively You will be asked to pay for the part(s) direct to the repairer.

Accidental damage to or loss of tent

Cover extends to:

A contribution to accommodation expenses of up to £30 per person per day if during the Period of Cover You are camping and Your tent is damaged accidentally making it unusable, or it is stolen. Alternatively, We may at Our option authorise the cost of a replacement tent. If Your tent is stolen You must report the theft to the police within 24 hours and obtain a written report.

Cover does not extend to:

- ▶ The cost of meals or any other costs that are not specified above.
- ▶ Damage caused by weather conditions.
- ▶ The cost of a replacement tent not authorised by Us.
- ▶ Any costs if Your tent was stolen and You do not report the theft to the police within 24 hours and obtain a written report.

Urgent message relay service

Cover extends to:

The cost of relaying urgent messages from the appropriate RAC control centre to Your immediate relatives or close business associates if the Vehicle cannot be driven because of Breakdown, Accident or fire or it is stolen.

Cover does not extend to:

- ▶ The cost of non urgent messages or messages to persons not described in the previous paragraph.
- ▶ The cost of relaying any urgent message not arranged through the appropriate RAC control centre.

Replacement driver

Cover extends to:

- ▶ The cost of providing a replacement driver to drive the Vehicle and Your Party to Your destination or Home, if a registered doctor declares You medically unfit to drive and You are the only qualified driver.

Cover does not extend to:

- ▶ Replacement driver cost if there is another qualified driver in The Party who is fit to drive.
- ▶ More than one claim per journey abroad.

Customs claims indemnity

Cover extends to:

- ▶ Continental or Irish Customs claims for duty if:
 - a) the Vehicle is beyond economic repair as a result of fire or theft abroad during the journey and it has to be disposed of abroad under Customs supervision; or
 - b) it is stolen in abroad during the journey and not recovered. RAC will deal with necessary Customs formalities.

To arrange, please call: RAC European Support, 0870 5 49 33 20. (Calls may be recorded and/or monitored) Monday to Friday 9 am – 5 pm.

Cover does not extend to:

- ▶ Any import duties not relating to the Vehicle.

Requirements and Limitations

A. Service in the UK and Abroad

Credit card details

RAC will require Your credit card details if RAC arrange a service for You which is not covered by, or exceeds, any levels specified in the part entitled “Terms and Conditions”. If You do not provide RAC with Your credit card details RAC will not be able to provide certain services which will be notified to You when credit card details are requested.

Caravans and trailers

The Vehicle restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7.0 m. If the Vehicle which has suffered a Breakdown is towing a caravan or trailer and We provide recovery, the caravan or trailer will be recovered together with the Vehicle to a single destination. Other than as set out in this paragraph caravans and trailers are not covered.

We do our best to find solutions to motoring problems, but We regret We cannot arrange a replacement caravan or trailer in the event of Breakdown or Accident damage which cannot be repaired. It is also virtually impossible to hire vehicles with tow bars and it may become necessary to repatriate a caravan or trailer together with a towing vehicle which cannot be repaired abroad by the return date.

Unforeseeable losses or events

Except in relation to any claim You may have for death or personal injury, if We are in breach of the arrangements under this contact, We will not be liable for any losses or damages which are not a reasonably foreseeable result of any such breach, for example, loss of profit, loss of revenue or anticipated savings, loss of contacts, or for any business losses.

We do not guarantee the provision of any of the benefits under this document, if there is anything beyond Our reasonable control or the reasonable control of any service provider which prevents Us or a service provider from providing that benefit. Benefits may be refused if You or any of Your Party behaves in a threatening or abusive way to any persons providing service.

Taxi Bookings

In some circumstances it can be quicker and easier for You to arrange a taxi. We may ask You to make Your own arrangements for taxi service. If so please send Your receipts to us and We will reimburse You.

B. Service Abroad only

Battery related issues

For battery related issues Your Policy entitlements are as follows:

- ▶ RAC's initial attendance for a battery related issue is included in Your Policy's entitlement.
- ▶ The fitting of any parts or batteries purchased by You prior to Our attendance is not covered. This is to ensure that parts are fitted from reputable sources in order to avoid secondary call outs.
- ▶ RAC will test Your battery at that initial Breakdown attendance. If the battery is no longer serviceable and so fails the test You will be advised to replace it.
- ▶ If a condemned (non serviceable) battery is not replaced, a charge of no less than £59 will apply for further assistance to a battery related issue. The charge will be payable by credit or debit card before assistance can be arranged.

C. Service abroad only

Motor insurance

We strongly recommend You tell Your motor insurers before taking the Vehicle abroad. If You do not, Your motor insurance policy may only cover You for damage You might cause to other people or their property (third party cover). This means that You would not be covered for any loss or damage to the Vehicle. Your insurers will also need to know if You are towing a caravan or trailer.

Service providers

Unless the services are provided by RAC patrols or contractors acting on Our instructions and on Our behalf, We do not give any guarantee as to the services provided by garages, breakdown/recovery companies, repairers, car hire companies and other third party service providers whose emergency services We arrange on your behalf and/or pay for under European Motoring Assistance – they do not act as Our agents or subcontractors and We do not accept responsibility for their acts or omissions. You should check that any repairs to Your Vehicle are carried out to Your reasonable satisfaction.

Availability of service in Eastern Europe

Every effort is made by RAC to make sure that a good quality service is provided in Eastern European countries but this may not necessarily be to the same standards as in Western Europe. The situation varies from country to country but time delays may occur, telephones are sometimes not available, garage facilities may be inadequate, spare parts are often not available, etc. You should also be aware that unleaded fuel may not be widely available.

Service in certain countries may become disrupted or unavailable due to prevailing political, economic, infrastructural or environmental conditions, for which We cannot accept responsibility. Information can be obtained from the Foreign and Commonwealth Office – www.fco.gov.uk; or by telephoning The FCO Travel Advice Unit on: 0845 850 2829.

Important self-drive hire car information

RAC will normally try to arrange a hire car similar in seating capacity and volume to, but not necessarily the same as, the Vehicle, if there is one available. If You were travelling in an MPV or similar vehicle RAC may arrange two hire cars. RAC will only arrange this if there are two qualified drivers in Your Party. Otherwise, RAC will arrange alternative means of transport.

Self-drive car hire arranged will be subject to the normal conditions of the hiring company. These will include limitations on driver age, driving convictions and other licence penalties etc. The driver must also have held a full UK driving licence or equivalent for a minimum of one year (2 years for France).

Your credit card details will also be required as security for the hire and to cover extras such as top up of the fuel tank when returning the vehicle. Car hire companies insist on having credit card details at the time of booking and the card must be produced at the time of hiring the car. The name on the credit card and the name of the driver of the hire vehicle must be the same. Switch cards and debit cards are not acceptable. If You leave a hire car at a different location to the one arranged by the RAC control centre You must pay any collection charge which may be made.

Please note that many car hire companies across Europe charge a damage excess which is not covered by the Collision Damage Waiver.

In some parts of Europe hire cars are not allowed to cross national borders. In Greece and eastern Europe international drop-offs are not permitted. It may be necessary therefore to arrange two hires or alternative transport to complete Your journey. A car hired abroad must not be brought into the United Kingdom. A second car hire will be arranged for the United Kingdom part of Your journey.

It cannot be guaranteed that a hire car will be available.

RAC cannot arrange the hire of motorised caravans, motorcycles, convertibles or vehicles with tow bar, roof rack, roof boxes, automatic gearbox, sports cars, 4x4 or luxury class vehicles and cannot guarantee the hire of minibuses or vans.

RAC will not be responsible for any delays in obtaining a hired vehicle and cannot guarantee to provide it in time to connect with Your pre-booked ferry, etc. You may have to collect a hired vehicle from the nearest available place of supply.

Special requirements for vehicles with over nine seats

The supply of minibuses as a replacement vehicle can often prove difficult. When one is available the following regulations apply:

Drivers must be at least 21 years old and have a full year's car driving experience. Special documents and tachographs are mandatory throughout the EU. For more information contact your local Department of Transport Area Office for details.

Repayment of credit

You must pay back to Us on demand:

- a) any costs We have paid for which are not covered as described in this document;
- b) the cost of any spare parts supplied.

Spares dispatch

After You have asked the appropriate RAC control centre to dispatch parts You are responsible for paying for them in full, even if You later obtain them locally.

We will arrange the dispatch of parts as quickly as possible but delays will occur at weekends and bank holidays. We will not be responsible for manufacturers' or suppliers' errors, loss or damage of parts in transit or any delay in delivery.

Exclusions (Service in the UK and abroad)

In addition to any limits and exclusions noted elsewhere Vehicles are not covered for;

1. Costs for anything which was not caused by the Breakdown.
2. Vehicles which have broken down as a result of taking part in any motor sport event or off road activity (including, without limitations rallies or stock car racing) which takes place off the road and/or is not subject to the normal rules of the road. However, vehicles participating in any event (such as a treasure hunt, touring assembly or navigational road rally), which takes place on, and comply with the normal rules of the road will be covered.
3. The cost of all parts, garage, labour or other costs in excess of the limits set out in this document. Please note these costs are likely to be higher in the European Territory than in the UK.
4. Loss caused by any delay, whether the benefit or service is being provided by RAC or someone else (for example a garage, hotel, car hire company, carrier, etc).
5. Any incident affecting a vehicle hired by You even if arranged for You by Us.
6. Routine servicing of Your Vehicle.
7. The cost of a glass or tyre specialist. We will arrange for Your Vehicle to be taken to a nearby garage for assistance but You will have to pay for any work carried out on the Vehicle. Any other Recovery may be arranged but You will be liable for any additional costs.
8. Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
 - a) War, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.

b) Terrorism.

Terrorism is defined as any act or acts including, but not limited to:

i) the use or threat of force and/or violence

and/or

ii) harm or damage to life or to property (or the threat of such harm or damage) including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and/or radiological means.

Caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes.

c) Any action taken in controlling, preventing, suppressing or in any way relating

to (a) or (b) above.

9. Any claim caused directly or indirectly by the overloading of the Vehicle and/or any caravan or trailer.

10. Any claim as a result of Vehicle Breakdown due to:

a) running out of oil or water;

b) frost damage;

c) rust or corrosion;

d) tyres which are not roadworthy;

e) using the incorrect fuel.

11. Any claim caused directly or indirectly by the effect of intoxicating liquors or drugs.

12. Any claim where the Vehicle is being driven by persons who do not hold a full United Kingdom or other recognised and accepted driving licence valid for use in the United Kingdom.

13. Any claim which You have made under any other policy of insurance held by You. If the value of Your claim is more than the amount You can get from Your other insurance We may pay the difference subject to limits and exclusions.

14. The cost of any transportation, accommodation or care of any animal. Any onward transportation is at RAC's discretion and solely at Your risk. RAC will not insure any animal during any onward transportation.

15. Any period outside Your Period of Cover.

16. Any Volkswagen Passenger Car that does not conform to the following specification:

- a) maximum legal laden weight of 3,500 kg (3.5 tonnes). This weight is called the Gross Vehicle Mass (GVM);
- b) maximum overall dimensions of: length 5.5 m; height 3 m; width 2.25 m (all including any load carried).

The Vehicle restrictions apply equally to caravans and trailers except that the maximum length of trailers and/or caravans must not exceed 7.6 m. If the Vehicle which has suffered a Breakdown is towing a caravan or trailer and We procure recovery, the caravan or trailer will be recovered together with the Vehicle to a single destination. Other than as set out above, caravans and trailers are not covered.

In the European Territory if the Vehicle requires repatriation We will arrange for repatriation of the caravan or trailer as well.

17. Any claim by You unless You are Resident of the United Kingdom and the Vehicle is registered with the relevant Vehicle Licensing Agency.

18. Any Vehicle which is not roadworthy and in good mechanical condition at least seven days before any booked journey within Your Period of Cover. You must also make sure it is serviced as the manufacturer recommends.

19. Any Vehicle carrying more persons than recommended by the manufacturer, up to eight persons maximum (including the driver). For minibuses the maximum is increased to 17 persons (including the driver). Each person must occupy a separate fixed seat fitted during vehicle construction and to the manufacturer's specification.

20. The Vehicle if it is unattended.

21. Any personal effects, valuables or luggage left in the Vehicle or in any trailer, boat or caravan or any other item being towed by or used in conjunction with the Vehicle. These are Your responsibility.

22. Specialist Equipment costs. We will however arrange for the specialist services if needed, but you will have to pay for any additional costs direct to the contractor.

23. Any costs which are not directly covered by the terms and conditions of this cover.

24. Vehicles which were broken down/had suffered a breakdown or unroadworthy at the start of this cover.

25. It is a legal requirement that Vehicles used or recovered with their wheels in contact with the public highway must have a valid current excise license. Where no current excise license is displayed We will attempt to fix Your Vehicle at the roadside but will not provide any other service or benefit.

The above is not applicable to those vehicles exempt under Section 5 of the Vehicle Excise and Registration Act 1994 (which include certain types of vehicles, including certain old vehicles, agricultural vehicles and emergency vehicles) or under Section 5 of the Vehicle Duty Order 2010 in Isle of Man. For further information please contact either DVLA at www.dvla.gov.uk or Vehicle Licensing, Dept of Transport for Isle of Man at www.gov.im/transport/highways/dandv/welcome.xml

26. The costs of any parts provided by RAC to fix Your Vehicle at the roadside must be paid in full by credit/debit card at time of Breakdown before work can commence.

27. Auxiliary equipment that does not form part of the factory specification. Service can be arranged on a Pay on Use basis.

European claims procedure and conditions

When providing assistance We make every effort to arrange on Your behalf all costs within the limits set out in this document. However, in some instances You may be asked to pay locally and reclaim costs on Your return to the United Kingdom. There may also be occasions when You arrange and pay for assistance direct and wish to reclaim the cost.

RAC European Motoring Assistance claims are handled by:

Breakdown Customer Care
RAC Motoring Services
RAC House
PO Box 200
Walsall
WS5 4QZ

If You have any enquiries relating to repatriations or claims associated with Our European Service, please contact Us on 0870 549 3320. (Calls may be recorded and/or monitored) e-mail: customer-care-operations@rac.co.uk

If You have paid any cost which You believe is covered, please telephone RAC for a claim form immediately on Your return Home, quoting Your reference and Vehicle registration number. When returning Your completed claim form You should enclose relevant original receipts (not photocopies).

Receipts

You must keep all relevant original receipts (not photocopies) as they will be needed for any claim. We may refuse to arrange reimbursement of expenses You are claiming back if You cannot provide original receipts or bills for the items You have paid. Payment of claims depends on You complying with the following conditions:

1. You must make any claim on an RAC claim form, please bring Your claim to RAC's attention as soon as you can (if possible within 28 days) after You return to the United Kingdom. Claims which are not on an RAC claim form will not be accepted. This does not affect your statutory rights to take legal action or exercise any other legal remedy.
2. If RAC pay out money for You RAC can take over Your right to get that money back. You must cooperate with RAC as much as possible if requested by Us.
3. You must do all You can to prevent Accident, injury, loss or damage, as if You were not covered.
4. You must forward to RAC any writ, summons, legal document or other communication about the claim as soon as You receive them.
5. You must obtain any original receipts, certificates, police reports, evidence, etc. and give all the information and help We may need at Your expense. This includes medical certificates and details of Your household insurance if necessary.

6. You must not admit liability or offer or promise payment without RAC's written permission.
7. The Vehicle must be in roadworthy and in good mechanical condition when You commence Your journey.
8. If any claim is found to be fraudulent in any way Your claim will be forfeited. You must, within 7 days of any request from RAC, send to RAC copies of any European accident statements (called a "Constat d'amiable" in France) and/or any police reports should You make a claim following a road traffic incident.

Extending your Audi Roadside Assistance

Volkswagen Roadside Assistance is a comprehensive service which offers a high-level of service, advice and practical help in the event of a breakdown with your Volkswagen. You can renew at the end of your first year for either 12 or 24 months. Simply call on freephone 0800 777 192 and select the appropriate option.

Caring For Our Customers

We and RAC are committed to providing You with the highest standard of service and customer care. We realise however, that there may be occasions when You feel you did not receive the standard of service You expect. Should You have cause for complaint about any aspect of the service provided to You, please contact RAC at the relevant address indicated below, where RAC will work with You to resolve Your complaint.

European related complaints

If Your complaint relates to Services provided abroad please write to:

RAC Europe Customer Care, RAC House, Brockhurst Crescent, Walsall. WS5 4QZ

Telephone: 0800 107 5861 Email: vwgcustomercareoperations@rac.co.uk

Please note that the above number should only be used for complaints about RAC's level of service, once You have returned Home. Any general enquiries relating to repatriation, claims or other matters associated with Our European Service should be directed to RAC European Support on 0870 5 49 33 20

UK related complaints

If Your complaint relates to Services provided in the UK please write to:

Customer Care

RAC Motoring Services

RAC House

Brockhurst Crescent

Walsall

WS5 4QZ

An acknowledgement that Your complaint has been received will be sent to You within 5 working days following which Your complaint will be investigated on behalf of the Chief Executive.

Travel Information for European Countries

The table opposite/below outlines the items required to be carried to comply with local laws in addition to those RAC recommends in case of difficulties.

Country	Motoring Accessories						
	Headlamp converters	Warning triangle	Fire extn'shr	First aid kit	Spare bulbs	GB sticker	Int'l driving permit
Albania	c	r	r	r	r	c	y
Andorra	c	c	r	r	r	c	n
Armenia	c	c	c	c	r	c	y
Austria	c	c	r	c	r	c5	n9
Azerbaijan	c	c	c	c	r	c	n8
Belarus	c	c	c	c	r	c	y6
Belgium	c	c	r	r	r	c5	n
Bosnia Herzegovina	c	c	r	r	r	c	n
Bulgaria	c	c	c	r	r	c	n3
Croatia	c	c	r	c	c	c	n
Cyprus (South)	Not req	c1	r	r	r	c	n
Czech Repub	c	c	c	c	r	c	y6
Denmark	c	c	r	r	r	c5	n
Estonia	c	r	c	c	r	c	n
Finland	c	c	r	r	r	c5	n
France	c	r2	r	r	r	c	n
Georgia	c	c	c	c	r	c	y
Germany	c	c	r	r	r	c5	n
Gibraltar	c	r	r	r	r	c	n
Greece	c	c	c	c	r	c5	n3
Hungary	c	c	r	r	r	c	n3
Ireland	Not req	r	r	r	r	c5	n
Italy	c	c	r	r	r	c5	n3
Latvia	c	c	c	c	r	c	n
Liechtenstein	c	c	r	r	r	c	n
Lithuania	c	c	c	c	r	c	n9
Luxembourg	c	c	r	r	r	c5	n
Macedonia	c	c1	r	c	r	c	n

Driving Information

Min age for child in front seat with child restraint*	Drivers minimum age	Crash helmets for motor cyclists	Mo'way tolls charged
-	18	c	n
-	18	c	n
-	18	c	n
12	18	c	y11
-	18	c	n
-	18	c	n
12	18	c	n
-	18	c	n
12	18	c	y
12	18	c	y
10	18	r	n
12	18	c	y
-	18	c	n
-	18	r	n
-	18	c	n
10	18	c	y
-	18	c	n
12	17	c	n
-	18	c	n
10	18	c	y
-	18	c	y
12	17	c	n
12	18	c	y
-	18	r	n
7	18	c	n
-	18	r	n
12	18	c	n
12	18	c	y

Country	Motoring Accessories						
	Headlamp converters	Warning triangle	Fire extn'shr	First aid kit	Spare bulbs	GB sticker	Int'l driving permit
Malta	Not req	c	r	r	r	c	n
Moldova	c	c	c	c	r	c	n
Monaco	c	r	r	r	r	c	n
Netherlands	c	c	r	r	r	c5	n
Norway	c	c	r	r	r	c	n
Poland	c	c	r	r	r	c	n7
Portugal	c	c	r	r	r	c5	n3
Romania	c	c	r	c	r	c	n
Russia west of Urals	c	c	c	c	r	c	y
San Marino	c	c	r	r	r	c	n
Serbia & Montenegro	c	c	r	c	r	c	n
Slovakia	c	c	r	c	r	c	n
Slovenia	c	c	r	c	r	c	n
Spain	c	c	r	r	c	c5	n3
Sweden	c	r	r	r	r	c5	n
Switzerland	c	c	r	r	r	c	n
Turkey	c	c1	c	c	r	c	n
Ukraine	c	c	c	c	r	c	y

Audi is a registered trademark of Volkswagen Group United Kingdom Limited, Yeomans Drive, Blakelands, Milton Keynes, MK14 5AN VAT No: GB 217990930.

Mondial Assistance (UK) Limited will act as agent for RAC Insurance Limited with respect to receipt of customer money and handling premium refunds relating to the Roadside, Recovery, At Home, Onward Travel and European Cover elements should they form part of this Policy.

Roadside Assistance is provided by RAC. RAC is authorised and regulated by the Financial Services Authority (FSA). RAC Motoring Services, 8 Surrey Street, Norwich, NR1 3NG.

This policy is available in large print, audio and Braille. Please contact us on 0845 641 9706, textphone 020 8666 9562 using a compatible RNZD handset. We will be pleased to organise an alternative version for you.

Audi Approved Warranty, Administration Services, PO Box 1051, Croydon, CR9 1RE.

Driving Information			
Min age for child in front seat with child restraint*	Drivers minimum age	Crash helmets for motor cyclists	Mo'way tolls charged
11	18	c	n
-	18	c	n
10	18	c	n
12	18	c	n
-	17	c	y
10	18	c	n
12	17	c	y
12	18	c	n
-	18	c	n
12	18	c	n
12	18	c	y
12	18	r	y
12	18	r	y
12	18	c	y
7	18	c	n
7	18	c	y
-	17	c	y
-	18	c	n

Your personal data

Use of personal information

1. Information you provide or we hold about you (whether or not under our contract (or contracts) with you) may be used by us or our third party agents to:

- a) identify you when you contact us;
- b) help identify accounts, services and/or products which you could have from us from time to time. We may do this by automatic means using a scoring system, which uses the information you have provided, any information we hold about you and information from third party agencies (including credit reference agencies);
- c) help administer, and contact you about improved administration of, any accounts, services and products we have provided before, or provide now or in the future;
- d) carry out marketing analysis and customer profiling (including with transactional information) and create statistical and testing information;
- e) help to prevent and detect fraud or loss; and
- f) contact you in any way (including mail, e-mail, telephone, visit, text or multimedia messages) about products and services offered by us and selected partners. We will only contact you in this way if you have previously indicated your consent.

2. We may allow other people and organisations to use information we hold about you for the purpose of providing services you have asked for, as part of the process of selling one or more of our businesses, or if we have been legitimately asked to provide information for legal or regulatory purposes or as part of legal proceedings or prospective legal proceedings. From time to time, these other people and organisations may be outside the European Economic Area in countries that do not have the same standards of protection for personal data as the UK. In this instance, every effort will be made to maintain data security.

3. We may monitor and record communications with you (including phone conversations and e-mails) for quality assurance, legal, compliance, training and contractual purposes.

4. We will check your details with fraud prevention agencies. If you provide false or inaccurate information and we suspect fraud, we will record this. We and other organisations may use and search these records to:

- a) help make decisions about credit and credit related services for you and members of your household;
- b) help make decisions regarding the entitlement to Volkswagen Roadside Assistance for you and other members of your household;
- c) trace debtors, recover debt, prevent fraud, and to manage your accounts or Volkswagen Roadside Assistance; and
- d) check your identity to prevent money laundering unless you give us other satisfactory proof of identity.

5. Where you give us information on behalf of someone else, you confirm that you have provided them with the information set out in this document, and that they have not objected to the uses of their personal information described in it. Where you give us sensitive data about yourself or others (such as health details or details of any criminal convictions of members of your household), you agree (and confirm that the relevant subject of the information has agreed) to us processing such information in the manner set out in this document.

6. In connection with this contract we, and other companies in our group, may carry out credit and fraud prevention checks with one or more licensed credit reference and fraud prevention agencies. We and they may keep a record of the search. Information held about you by these agencies may be linked to records relating to other people living at the same address. These records will also be taken into account in credit and fraud prevention checks. Information from your application and payment details of your account will be recorded with one or more of these agencies and may be shared with other organisations to help make decisions about you and members of your household and for debt collection and fraud prevention. This includes those who have moved house and who have missed payments.

7. If you provide false or inaccurate information to us and we suspect fraud, we will record this and may share it with other people and organisations. We, and other organisations, may also use technology to detect and prevent fraud.

Compliments and complaints

If you have either a compliment or a complaint related to Volkswagen Roadside Assistance, we really would like to hear from you. We welcome your comments as they provide us with the opportunity to put things right and to improve Volkswagen Roadside Assistance service.

Please contact us at:

Volkswagen Roadside Assistance Customer Care
RAC House, PO Box 200, Walsall WS5 4QZ
Tel: 0800 051 2299
Fax: 01922 746 528
E-mail: vwgcustomercareoperations@rac.co.uk

If you have an issue not related to Volkswagen Roadside Assistance, then please write to:

Volkswagen Customer Services
Selecta Post 12, Sheffield S97 3ZU
Tel: 08457 745 745
E-mail: volkswagencustomerservicescentre@volkswagen.co.uk

If you are refused service by us, either in whole or in part, you have the right to an explanation from us in writing.

It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempting to address them.

If our investigations take longer, a full response will be given within 20 working days or an explanation of Volkswagen Roadside Assistance's position with timescales for a full response.

Nothing in these Terms and Conditions shall affect your statutory rights.

Transfer of ownership

If your car is sold, the remaining cover may be transferred to the new owner providing that the registration fee of £17.50 is paid (please make your cheque payable to Audi Approved Warranty Administration Services). Cover will not be transferred until payment has been made. Please note that the form below must be signed by the existing policy holder named on the confirmation of cover letter. Please complete this form and send to the FREEPOST address shown below.

Audi Approved Warranty
Administration Services
FREEPOST CN416/22
Croydon
CR9 1WZ

Vehicle details

Registration number

Chassis number (VIN)

Current mileage

Current policy holder declaration

I (name) _____ hereby give notice that I wish to transfer the balance of my Audi Approved Warranty to the new owner detailed below.

Signature _____

Driver details

Title - Mr/Mrs/Miss/Ms/Other

Initials

Surname

House name/number

Street

Town

County

Postcode

Telephone (work)

Telephone (home)

In providing the above information to Audi Approved Warranty Administration Services you consent to your personal data being used by Audi Approved Warranty Administration Services, Volkswagen Group United Kingdom Limited and RAC in the provision of the services described in this booklet.

Change of address

Please complete this form and send to the FREEPOST address below:

Audi Approved Warranty
Administration Services
FREEPOST CN416
Croydon
CR9 1WZ

Vehicle details

Registration number
Chassis number (VIN)

Driver details

Title - Mr/Mrs/Miss/Ms/Other
Initials
Surname
House name/number
Street
Town
County
Postcode
Telephone (work)
Telephone (home)

Company details (please complete this section for a company vehicle only)

Company name
Address

Town
County
Postcode

In providing the above information to Audi Approved Warranty Administration Services you consent to your personal data being used by Audi Approved Warranty Administration Services, Volkswagen Group United Kingdom Limited and RAC in the provision of the services described in this booklet.

Audi Approved Warranty

Administration services

PO BOX 1051

Croydon

CR9 1RE

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