



...has you covered

**Vehicle Repair Agreement
Customer Booklet**



Welcome

Dear Motorist

Congratulations on the acquisition of your new vehicle.

We hope that you experience many years of trouble free motoring. However, should an unforeseen problem occur with your vehicle, this vehicle repair agreement is designed to assist you with selected repair costs.

This vehicle repair agreement covers various mechanical and electrical components of your vehicle. Please refer to your vehicle repair agreement certificate and vehicle repair agreement customer booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions and customer requirements.

In order to keep this vehicle repair agreement valid, you must have your vehicle regularly serviced in accordance with the manufacturer recommendations. In addition, the correct claims procedure **MUST** be followed, in order to receive a repair benefit.



This vehicle repair agreement is supplied and administered by –

Bluechip Warranty Limited,
Diss Business Hub,
Diss Business Park,
Hopper Way, Diss
Norfolk, IP22 4GT

Tel: **0800 404 5814** or **01379 773330**
Email: enquiries@bluechipwarranty.co.uk

Definitions

The following words or references have the following meanings, where they are mentioned within this vehicle repair agreement:

| | |
|-----------------------------------|---|
| Us/We/Administrator | Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT. |
| You/Customer/Your | Registered owner of the covered vehicle and named owner to which this vehicle repair agreement applies. |
| Claim Limit | Means the maximum individual claim limit payable under the terms of this vehicle repair agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases lower individual claims limits will apply. The maximum aggregate claim value payable under this vehicle repair agreement, will be limited to the current market value of your vehicle. |
| Claims Department | Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT. |
| Autodata | Industry professional bodies, giving recognised advice and guidance on vehicle repair times. |
| Bluechip Assist | Breakdown cover provided by Bluechip Warranty Ltd via a third party. |
| Motor Factor/Pattern Parts | A new aftermarket replacement part (non genuine) supplied at trade cost. |
| Repairer | Repairs to be carried out by a VAT registered garage. |
| Consequential Damage | Failure caused to another component. |
| Labour Rate | The amount per hour that this vehicle repair agreement will reimburse. |
| OE Parts | Original Equipment components (will only be agreed in the event of a pattern part not being available) at trade cost. |
| Authorisation Code | A claim specific code, issued to you or your repairer, guaranteeing reimbursement of the agreed amount. |

The not so small print...

Things you need to know...

- This vehicle repair agreement booklet is only activated when issued with a supporting vehicle repair agreement certificate. This certificate will show your details, your vehicle details, the start and end date, along with the level of cover and benefits to which you are entitled, (you do not have a live/valid vehicle repair agreement if you do not possess or were not issued with a vehicle repair agreement certificate).
- You **MUST** follow the claims procedure, (out of process claims will be declined).
- Authorised claims must be submitted to Bluechip Warranty Ltd for payment within 30 days (outside of this timescale, the claim will become invalid).
- The vehicles service history must be kept up to date (as per manufacturers recommendations) and fully documented, from the inception date/mileage of this vehicle repair agreement.
- The repairer must be VAT registered.
- This vehicle repair agreement covers a sudden and unforeseen mechanical or electrical failure, causing the sudden stoppage of the components function.
- This vehicle repair agreement is not a service/maintenance programme (it is not designed to maintain your vehicle).
- Betterment contributions may be requested, taking in to account, the age and mileage of your vehicle at the time of making a claim.
- This vehicle repair agreement will only pay for motor factor/pattern parts (at trade prices), associated labour at a maximum of £50.00 per hour and VAT.
- OE parts (at trade prices) will only be agreed, if there is no alternative motor factor/pattern part available (however, if you prefer to have a genuine part fitted, then you will be responsible for the additional cost).
- Labour costs over and above the allowed labour rate, or agreed repair times, will be your responsibility.
- Any fraudulent claims will invalidate this vehicle repair agreement, with immediate effect.
- All repair documents must be addressed to Bluechip Warranty Ltd.
- All claim payments are processed on the Friday of each week.
- This vehicle repair agreement does not pay for additional work carried out as good workshop practice.
- This vehicle repair agreement only pays for the reported problem, it does not provide reimbursement for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
- All specified maximum claim limits stated on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT and any other additional benefits which are specific to your cover level.

SELECT

The following listed factory fitted components are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function, (any item not listed/named is specifically excluded).

Please refer to the terms and conditions for detailed explanations, restrictions or other exclusions.

Covered Items

Engine

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder Liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

Manual Gearbox

Gears, Shafts, Synchronesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Automatic Gearbox

Shafts, Bushes, Clutches, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

Front Wheel Drive

Drive shafts, Constant velocity joints. Excludes rubber gaiters and oil seals.

Rear Wheel Drive

Drive shafts, Prop shaft, Half-shafts, Bearings. Excludes rubber gaiters and oil seals.

Steering

Steering rack and pinion. Excludes rubber gaiters and oil leaks.

Engine Cooling System

Engine cooling radiator, Water pump.

Brake System

Brake master cylinder.

Fuel System

Carburettor, Primary fuel pump, Secondary fuel pump, Diesel injection pump. Excludes seals.

Electrical System

Alternator, Starter motor, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Coil/Coil packs, Relays.

Consumables

As part of a valid claim, a contribution of £10.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT.

Recovery

A recovery benefit of £25.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £10.00 inclusive of VAT per day for a maximum of three days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours and is subject to a claimable occurrence.

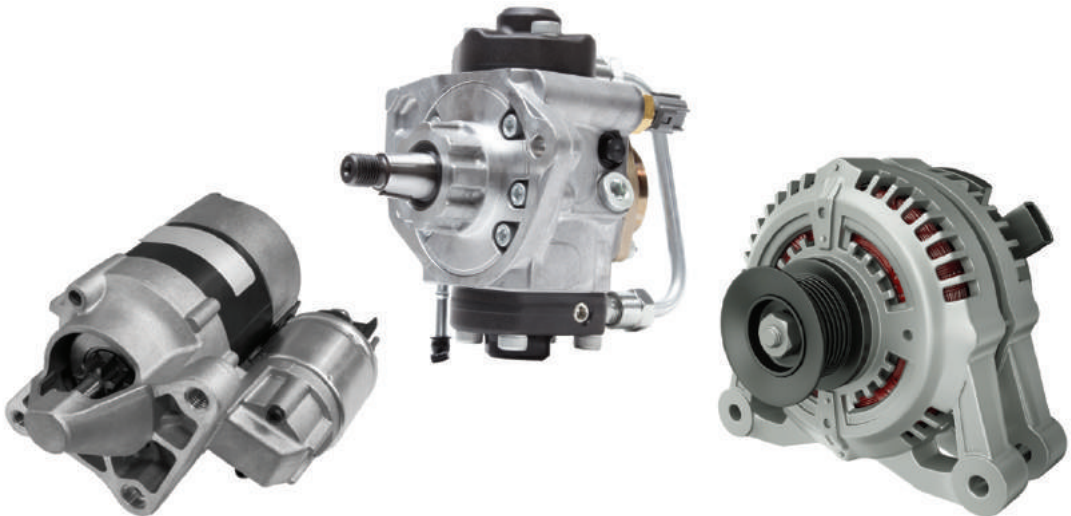
Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6 and 12 month Bluechip Assist.

Please refer to page 16 in this booklet or ask your dealer for more information.



COMPREHENSIVE

The following listed factory fitted components are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function, (any item not listed/named is specifically excluded).

Please refer to the terms and conditions for detailed explanations, restrictions or other exclusions.

Covered Items

Engine

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

Turbo

Factory fitted turbo unit, Seals, Bearings, Turbines, Shafts, Waste-gate, excluding heat shield.

Manual Gearbox

Gears, Shafts, Synchromesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Manual gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Automatic Gearbox

Shafts, Bushes, Clutches, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, ECU, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

Transfer Box

Internal components, Transfer box casing (if damaged by an internal covered component). Excludes oil seals.

Clutch / Dual Mass Flywheel

Only one occurrence is covered during the warranty duration, with a maximum/combined claim limit of £250.00 inclusive of VAT, regardless of any higher specified claim limit.

clutch and dual mass flywheel cover ceases at 80,000 miles

Clutch centre plate for oil contamination, Clutch centre plate torque springs, Clutch cover diaphragm, Clutch release bearing, Clutch fork, Clutch master cylinder, Clutch slave cylinder. Excludes worn out clutch components.

Front Wheel Drive

Drive shafts, Constant velocity joints. Excludes rubber gaiters and oil seals.

Rear Wheel Drive

Drive shafts, Prop shaft, Half-shafts, Bearings.
Excludes rubber gaiters and oil seals.

Wheel Bearings

Front wheel bearing, Rear wheel bearing.

Steering

Steering rack and pinion, (excludes rubber gaiters and oil leaks) Hydraulic PAS steering pump, PAS steering motor, Steering box, Steering idler.

Engine Cooling System

Water pump, Engine cooling radiator, Thermostat, Thermostat housing, Heater matrix, Viscous fan coupling, Engine cooling fan motor.

Air Conditioning

Air conditioning pump/compressor.

Brake System

Brake master cylinder, Brake calipers (unless seized), Brake limiter valve, Wheel cylinders, Servo, Brake pumps, ABS Pump.

Fuel System

Primary fuel pump, Secondary fuel pump, Diesel injection pump, Airflow meter, Idle control valve.

EGR Valve

Exhaust gas recirculation valve, this has a maximum claim limit of £100.00 inclusive of VAT regardless of any higher specified claim limit (excludes Injectors, excludes seals).

Catalytic convertor/Diesel particulate filter

Maximum claim limit of £100.00 regardless of any higher specified claim limit (cover ceases at 80,000 miles).



Electrical System

Alternator, Alternator voltage regulator, Starter motor, Starter motor solenoid, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Coil/Coil packs, Relays, Indicator switch, Engine ECU, Heater blower motor, Electric window lift motors, Sun roof motor, Central locking motors and solenoids. Excludes pumps.

Combined Components

In this instance a 50% contribution will be made towards the covered part cost and 100% towards the associated labour cost, (e.g. window regulator/window lift motor, door latch/door locking solenoid).

Diagnosis

If deemed necessary, a maximum contribution of £25.00 inclusive of VAT will be authorised and will form part of a valid claim and maximum claim benefit.

Consumables

As part of a valid claim, a contribution of £15.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT.

Recovery

A recovery benefit of £50.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £15.00 inclusive of VAT per day for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours and is subject to a claimable occurrence.

Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6 and 12 month Bluechip Assist.

Please refer to page 16 in this booklet or ask your dealer for more information.



PREMIUM

The following listed factory fitted components are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function, (any item not listed/named is specifically excluded).

Please refer to the terms and conditions for detailed explanations, restrictions or other exclusions.

Covered Items

Engine

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder Liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

Turbo

Factory fitted turbo unit, Seals, Bearings, Turbines, Shafts, Waste-gate, excluding heat shield.

Supercharger

Factory fitted supercharger unit.

Manual Gearbox

Gears, Shafts, Synchromesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Manual gearbox casing(if damaged by an internal covered component). Excludes oil seals.

Automatic Gearbox

Shafts, Bushes, Clutches, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, ECU, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

Transfer Box

Internal components, Transfer box casing (if damaged by an internal covered component). Excludes oil seals.

Clutch / Dual Mass Flywheel

Only one occurrence is covered during the warranty duration, with a maximum/combined claim limit of £500.00 inclusive of VAT, regardless of any higher specified claim limit.

clutch and dual mass flywheel cover ceases at 80,000 miles

Clutch centre plate for oil contamination, Clutch centre plate torque springs, Clutch cover diaphragm, Clutch release bearing, Clutch fork, Clutch master cylinder, Clutch slave cylinder. Excludes worn out clutch components.

Front Wheel Drive

Drive shafts, Constant velocity joints.
Excludes rubber gaiters and oil seals.

Rear Wheel Drive

Drive shafts, Prop shaft, Half-shafts,
Bearings. Excludes rubber gaiters and oil seals.

Wheel Bearings

Front wheel bearing, Rear wheel bearing. Hubs.

Steering

Steering rack and pinion, (excludes rubber gaiters and oil leaks) Hydraulic PAS steering pump, PAS steering motor, Steering box, Steering idler, High Pressure PAS pipe/hose, Steering column joints, Steering column bearings, Track rod ends.

Suspension

Coil springs, Shock absorbers, McPherson struts, Pneumatic air springs, Ride height actuators, Ride height regulator valves, Air suspension pump, Swivel joints. Excludes all suspension bushes.

Engine Cooling System

Water pump, Engine cooling radiator, Thermostat, Thermostat housing, Heater matrix, Viscous fan coupling, Engine cooling fan motor, Engine oil cooler.

Air Conditioning

Air conditioning pump/compressor, Air conditioning condenser, Expansion valve, Evaporator, Accumulator.

Brake System

Brake master cylinder, Brake calipers (unless seized), Brake limiter valve, Wheel cylinders, Servo, Brake pumps.

Anti-Lock Brake System

ABS Pump, ABS ECU, Actuator, Modulator, Wheel speed sensors (sensors have a maximum claim limit £250.00 inclusive of VAT).

Fuel System

Primary fuel pump, Secondary fuel pump, Diesel injection pump, Airflow meter, Idle control valve, Fuel ECU, Fuel tank sender unit, Throttle body, Throttle potentiometer, Cold start valve, Overrun cut off valve, Mapping sensor (sensors have a maximum claim limit of £250.00 inclusive of VAT), Fuel pressure regulator.

EGR Valve

Exhaust gas recirculation valve, this has a maximum claim limit of £250.00 inclusive of VAT regardless of any higher specified claim limit.



Injectors

Injectors, these have a maximum claim limit of £250.00 inclusive of VAT regardless of any higher specified claim limit (cover ceases at 80,000 miles). Excludes seals.

Glow Plugs

Glow plugs, these have a maximum claim limit of £100.00 inclusive of VAT regardless of any higher specified claim limit (cover ceases at 50,000 miles).

Catalytic convertor/Diesel particulate filter

Maximum claim limit of £250.00 inclusive of VAT regardless of any higher specified claim limit (cover ceases at 80,000 miles).

Electrical System

Alternator, Alternator voltage regulator, Starter motor, Starter motor solenoid, Ignition distributor, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Rear windscreen washer pump, Coil/Coil packs, Relays, Indicator switch, Engine ECU, Heater blower motor, Electric window lift motors, Sun roof motor, Central locking motors/solenoids/ (excludes pumps), DIS sensors (sensors have a maximum claim limit of £250.00 inclusive of VAT), Electronic ignition amplifier, Switches, Cruise control unit, Headlamp motors, Alarm control unit, Alarm siren, Air bag sensors (sensors have a maximum claim limit of £250.00 inclusive of VAT) Electric handbrake motor.

Battery

Maximum claim limit of £50 inclusive of VAT, regardless of any higher specified claim limit. This cover is limited to the first three months of your warranty duration.

Multimedia

Multimedia units have a maximum claim limit of £250 inclusive of VAT, regardless of any higher specified claim limit.

Sensors

All sensors are covered, with a maximum claim limit of £250.00 inclusive of VAT, regardless of any higher specified claim limit.

Electric Roof

Power hood motors, Power hood sensors, these have a maximum claim limit of £250.00 inclusive of VAT regardless of any higher specified claim limit.

Instrument gauges and clusters

All instrument gauges and clusters are covered, with a maximum claim limit of £250.00 inclusive of VAT, regardless of any higher specified claim limit.

Ancillaries

Tailgate strut/s, window regulator/s.



Combined Components

In this instance a 50% contribution will be made towards the covered part cost and 100% towards the associated labour cost. (e.g. window regulator/window lift motor, door latch/door locking solenoid).

Diagnosis

If deemed necessary, a maximum contribution of £25.00 inclusive of VAT will be authorised and will form part of a valid claim and maximum claim benefit.

Consumables

As part of a valid claim, a contribution of £20.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT.

Recovery

A recovery benefit of £75.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £25.00 inclusive of VAT per day for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours and is subject to a claimable occurrence.

Vehicle Inspection

Vehicles will be inspected 1) at random and 2) if the cause of failure cannot be identified by the repairer.

Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6 and 12 month Bluechip Assist.

Please refer to page 16 in this booklet or ask your dealer for more information.



Claims Procedure

If your vehicle should suffer a mechanical or electrical breakdown, you should call us on **0800 404 5814** or **01379 773330**, to report the problem. We will then explain the claims process to you.

If you have already taken your vehicle to a VAT registered repairer, you should request that we are contacted with the following information -

Vehicle Repair Agreement Number

starting BCW

Vehicle registration number

Your name

Vehicle current mileage

Claim details

Cost of parts / labour / VAT

Service history information (if required)

NB: No work should commence until we have been contacted.

WHEN OPENING A CLAIM

The required documentation (estimate) for a registered claim, must be submitted to Bluechip Warranty Ltd within a thirty-day (30) period from the date of opening the claim.

NB: You are responsible for any initial fault diagnosis. If dismantling of your vehicle is required to ascertain the cause of failure, you must give permission for this. The administrator cannot authorise dismantling or diagnosis.

However, if ultimately a claim is accepted under this vehicle repair agreement,

the dismantling will be included within any authorised claim payment, up to your specific claim limit.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the vehicle examined by an independent assessor or to nominate an alternative repairer or to request the return of the vehicle to the supplying dealer.

Reimbursement of repair costs are guaranteed only by obtaining a repair authorisation code from Bluechip Warranty Ltd

**Claim contact can be made Monday to Friday 9am – 5pm
0800 404 5814 or 01379 773330 or
claims@bluechipwarranty.co.uk**

All repairers must be VAT registered.

CLAIM PAYMENT

Upon completion of the authorised repairs, please submit the repair invoice detailing parts, labour, VAT, vehicle make/model, registration number, current mileage and repair authorisation code, to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

The required documentation for a claim payment, must be submitted within a thirty-day (30) period from the date of authorisation, after which the claim will become null and void.

EXCLUSIONS

Examples include, but are not limited to – Bodywork, Trim, Glass, Wheels, Tyres, Hinges, Brake linings, Brake discs, Brake drums, HT leads, Spark plugs, Wiper blades, Light units, Light clusters, Bulbs, Drive belts, Wiring looms, Air bags and associated restraint systems, Hoses, Pipes, Mountings, Cables, Brackets, Exhaust System, Battery (excluding Premium cover level, first three month period), Seat belts, Fuel tank, Water ingress, Exhaust manifold, Inlet manifold, LPG conversions, Corrosion, Oil leaks, Cross contamination of fluids, Carbon damage, Consequential damage, Driver abuse, Driver neglect, Insufficient lubrication, Insufficient cooling liquids.

TERMS AND CONDITIONS

Please refer to the second page of the vehicle repair agreement certificate for further and detailed terms, conditions and exclusions.

SERVICING

Your vehicle must be serviced in accordance to the manufacturer's recommendations, from the inception date and mileage of this vehicle repair agreement. All service receipts must be retained and produced in the event of a valid claim.

EARLY CLAIM SUBMISSIONS

This vehicle repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure or breakage of a covered component. An early day claim submission would not be accepted, if the cause of failure is found to be of an inherent nature.



Bluechip Assist

ROADSIDE ASSISTANCE | RECOVERY | HOMESTART

In the event of a breakdown, please call

0800 302 9462

THIS IS A POINT OF SALE “PAY FOR” OPTION

(this is not automatically included with your vehicle repair agreement)

**Membership durations available
3 months, 6 months & 12 months**

Restricted to UK cover only

This is a vehicle based cover (as such, anyone driving the covered vehicle can use this service)

General Conditions

1. The Member's vehicle must have a current MOT certificate where applicable, a valid motor insurance policy, and a valid road fund license at the time of the Breakdown.
2. Contact to be made through the emergency phone number of **0800 302 9462**.
3. We will not be responsible for more than four (4) breakdowns in any one membership year from any one Vehicle.
4. Bluechip Assist retain the right to choose a suitable repairer to affect any repairs provided that the repairer can undertake the repairs in a reasonable time.
5. If Bluechip Assist effect a temporary roadside repair then We will not be liable for any subsequent repair costs.
6. If We cannot fix the problem at the roadside, We will transport the vehicle to a local garage of Your choice within 15 miles of the breakdown location. You have the option on scene to secure a journey of more than 15 miles by making a payment for the additional mileage at a rate of £1.50 per mile.
7. You must tell Us if You take another membership that provides the same service(s). We will not attend any Breakdown that would have been provided by another Breakdown service.
8. A person who is not a party to this membership has no right under the Contracts (Rights of Third parties) Act 1999 to enforce any term of this membership.
9. This membership will be governed by and interpreted and construed in accordance with English Law and the English courts will have jurisdiction in respect of any dispute arising out of this service.

10. We may change the terms and conditions of this membership in the future. We will give You sixty (60) days' prior notice of any change to this membership. If You find the change unacceptable, you have the right to cancel the membership within the sixty day notice period and receive a pro rata refund of the price paid to become a member. If You do not cancel the membership within the notice period, You will be considered to have accepted the changes.
8. Damage to paintwork and other cosmetic items.
9. Member's Vehicles not in a roadworthy condition immediately prior to any Breakdown.
10. Any toll charges, ferry charges, parking charges or traffic congestion charges.

Exclusions

We will not provide any service under this membership in respect of:

1. Any Breakdown occurring within 24 hours of the Member's Vehicle being registered on Our Database.
2. Any costs of whatsoever nature incurred by any other Breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.
3. More than four (4) callouts during the 12 month period of membership.
4. Labour costs.
5. Member's Vehicles being used (or that have been modified for use) in motor racing, rallies, speed or endurance tests; hire or reward (including courtesy vehicles), vehicles over 3.5 tonnes gross laden weight; mechanically modified Vehicles or Motorcycles requiring specialist repairers.
6. The cost of any fuel, parts, components, lubricants or materials, food, drinks, telephone calls, or any other incidental expenses.
7. Member's Vehicles that have not been maintained in accordance with manufacturer's recommendations.
11. Damage or costs caused by the entering into a Member's Vehicle to effect repair or Recovery.
12. Costs incurred in the removal of animals from a Member's Vehicle or the transportation of animals.
13. Any liability or consequential loss arising from any act performed in the execution of the Breakdown services provided.
14. Loss or damage to the personal possessions of driver, rider and / or passengers.
15. Member's Vehicles immersed in mud, snow, sand or water or any fault occurring or being immobilised as a result of contact with mud, snow, sand or water.
16. Storage charges incurred during or after the Recovery.
17. Any Breakdown resulting in a Member's Vehicle not being repaired, or that is disposed of or scrapped.
18. Poor-quality prior repairs, the unsafe condition of the Member's Vehicle, where the Vehicle has been altered from the manufacturer's specification or where no remedial action has been taken to correct a fault from any previous breakdown. Garage attention must always be sought after experiencing a breakdown and proof of repair obtained.

19. The costs of providing wheel(s) or tyre(s) if the Member's Vehicle or (or any trailer attached thereto) does not carry a serviceable spare or as a result of the absence of the key(s) for any locking wheel nuts.
20. In the event of a temporary repair, it is the owner's / driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner / driver of the Member's Vehicle, Bluechip Assist reserves the right to either charge the owner / driver for further call-outs or to refuse to provide any further service.
21. The Recovery of any trailer or caravan attached to the Member's vehicle with a standard towing hitch is not covered unless a standard fee of £80.00 has been paid to the Recovery Agent prior to assistance being offered.
22. Any costs or expenses not authorised by Our control centre operatives.
23. Any fines or penalties imposed by courts.
24. Any costs recoverable under any Member's Vehicle warranty or insurance policy or a service provided by any motoring organisation or under the manufacturer's warranty.
25. Any action directly or indirectly caused by or contributed to or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the burning of nuclear fuel; or radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it; war, invasion, terrorism, foreign enemy hostilities (whether war declared or not), civil war, rebellion, revolution, military force or coup; or pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

Complaints

We aim to give customers a high standard of service, at all times. However, If you are unhappy with the service provided for any reason or have cause for complaint, please contact,

Bluechip Warranty Limited
Diss Business Hub
Diss Business Park
Hopper Way
Diss
Norfolk
IP22 4GT

enquiries@bluechipwarranty.co.uk

Data Protection

Bluechip Warranty / Assist is the data controller in relation to any personal data You provide in accordance with current GDPR requirements (and as may be amended/superseded from time to time).

Your details will be passed on to our third party call centre and their service agent, in order to effect this service.





Head Office
01379 773 330

UK Freephone
0800 404 5814

London - Southern Region
0203 126 4884

Manchester - North West Region
0161 956 8977

Birmingham - Midlands Region
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Bristol - South West Region
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