

Fontain Motors Ltd

Warranty Document



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A1 Approved

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We would like to take this opportunity to thank you for purchasing your car from Fontain Motors and hope that you will thoroughly enjoy driving your new Audi. We trust that the buying process was straightforward, and all of your questions were answered. Of course, should there be anything of which you are unsure in this regard please do not hesitate to contact us.

Your car has been prepared to a high standard; should the unforeseen occur your warranty is designed to provide peace of mind and protect you against unexpected costs. It can either be used at our approved repairer or a garage of your choosing nationwide.

This is your warranty plan provided by Fontain Motors to protect your vehicle. Please read this booklet to familiarise yourself with the cover and claims procedure.

A1 Approved has written this Warranty Protection Plan specifically to ensure that, in the event of a breakdown, you will experience minimal inconvenience.

This Warranty Protection Plan is designed to give protection against unforeseen failures. Please read this booklet and all the definitions, terms, conditions, exclusions, and servicing requirements carefully as failure to do so may invalidate any future claim. Please contact us immediately on 01132 709488 or via e-mail: help@a1approved.co.uk if you have any queries regarding either component coverage or the Warranty Protection Plan in general.

This booklet is a contract between the warranty holder and Fontain Motors, A1 Approved Ltd are appointed as administrators. Fontain Motors have done everything possible to prepare your vehicle to the highest possible standard. Once your car's pre-delivery inspection has been completed you will receive an activation certificate at the commencement of the warranty.

Vehicles used in connection with the motor trade in any way, for hire and reward, professional driving tuition, track driving, or competition purposes of any description are not eligible for this cover. Cover is voided for vehicles modified from their original specification post-sale.

Should you need to make a claim please email claims@a1approved.co.uk or phone 01132 709488

Inclusive 12 month warranty:

Months 0-3

Covers the repair or replacement of failed manufacturer installed mechanical and electrical components (including parts and labour) within the terms of this warranty. You are protected up to the value of the vehicle.

Months 3-6

Covers mechanical failures to engine, transmission, and drivetrain (including the quattro 4 wheel drive system) for parts and labour.

Engine - Failures to all internal components

Gearbox (Manual and Automatic) - Failures to all internal components

Drivetrain (including quattro four wheel Drive) - Failures to all internal components

Months 6-12

Covers mechanical failures to engine, transmission, and drivetrain (including the quattro 4 wheel drive system) for labour only. Any parts required will be charged to the customer.

Engine - Failures to all internal components

Gearbox (Manual and Automatic) - Failures to all internal components

Drivetrain (including quattro four wheel Drive) - Failures to all internal components

Exclusions - Please see sections on General and Component exclusions.

Where the car is repaired by a third party, work is authorised based on manufacturer labour times. Labour charges are capped at Fontain Motors' prevailing hourly rate and any excess here is payable by the customer.

We reserve the right to either supply replacement parts or request the vehicle is returned to Fontain Motors for repair (recovery costs will be covered in this instance).

Premium 12 Month Warranty:

Covers the repair or replacement of failed manufacturer installed mechanical and electrical components (including parts and labour) within the terms of this warranty for the full 12 months. You are protected up to the value of the vehicle.

Exclusions - Please see sections on General and Component exclusions.

Where the car is repaired by a third party, work is authorised based on manufacturer labour times. Labour charges are capped at Fontain Motors' prevailing hourly rate and any excess here is payable by the customer.

We reserve the right to either supply replacement parts or request the vehicle is returned to Fontain Motors for repair (recovery costs will be covered in this instance).

Premium warranty can be purchased before vehicle collection for any Audi up to 5 years old. Premium warranty can also be purchased where the vehicle is up to 7 years old and under 50,000 miles at time of purchase.

Visit www.fontain.co.uk/warranty for the latest pricing of this product.

Inclusive 3 month warranty:

Older vehicles or those from other marques may be sold with our inclusive 3 month warranty.

Covers mechanical failures to engine, transmission, and drivetrain (including the quattro 4 wheel drive system) for parts and labour.

Engine - Failures to all internal components

Gearbox (Manual and Automatic) - Failures to all internal components

Drive System including quattro 4 wheel Drive - Failures to all internal components

A limit of £2000 per individual claim applies, where the balance of valid claims above this amount is to be paid by the owner.

Exclusions - Please see sections on General and Component exclusions.

Where the car is repaired by a third party, work is authorised based on manufacturer labour times. Labour charges are capped at Fontain Motors prevailing hourly rate and any excess here is payable by the customer.

We reserve the right to either supply replacement parts or request the vehicle is returned to Fontain Motors for repair (recovery costs will be covered in this instance).

Important information

Definitions: the words or expressions detailed below have the following meaning wherever they appear in this agreement.

Dealer: Fontain Motors who supplied the Vehicle which is the subject of this Agreement.

Owner/You/Your: The registered Owner of the vehicle forming the subject of this Agreement as specified on the application form.

A1/We/Us/Our: A1 Approved Ltd, Office 51, Sugar Mill, Oakhurst Road, Leeds, LS11 7HL (Company registration number 6508257) who have been appointed to deal with all administrative matters relating to the warranty, including claims handling, arising under this agreement.

Mechanical Breakdown: is the failure of any manufacturer installed component causing a sudden stoppage of function, for a reason other than wear and tear, deterioration, or negligence. Damage caused by the effect of overheating or abuse is not regarded as a mechanical breakdown under the terms of this agreement. A complaint where a component has not ceased to function is not regarded as a mechanical breakdown under the terms of this agreement

Territorial Limits: Please note that this warranty only applies to failure(s) that occur within the British Isles. Should you take your vehicle abroad for whatever reason we strongly suggest that you take out a recovery option that includes European cover and would repatriate the vehicle and its passengers in the event of a failure. Any repairs undertaken outside of the British Isles will not be covered.

Prevailing hourly rate: This may vary so please telephone for our latest rate.

Water ingress: The ingress of externally originating water or other liquids

Wear and tear: The gradual reduction in performance of a component over time from normal usage, including increase in noise.

Engine: All internal components, turbocharger/supercharger, sensors and control units for engine management, fuel pumps, fuel injectors, starter motor, alternator, water pump, thermostat, air conditioning compressor, power steering pump.

Gearbox/Transmission: All internal components, gear selection and linkage, ECU.

Drivetrain/Drive system: All internal components of differentials and transfer boxes, ECU.

Component exclusions: the following items are not covered by your warranty.

Routine maintenance (all components forming a part of routine maintenance, servicing, calibration, or adjustment).

Chassis and bodywork components including paint and surface finishes, aerials, seals, glass, sunroof assemblies and cartridges, and convertible roofs.

Seat frames, covers, mechanical and electric seat adjusters, and seat heating/cooling/massage components are excluded.

All removable media (including satellite navigation map media).

Portable or removable entertainment systems, headphones, and accessories.

Keys, accessories, removable pieces, and other items not attached to the vehicle.

Gas struts and lifters.

Strikers, latches, and hinges.

Adjustments or calibration (including wheel alignment, ADAS, and engine timing).

Wear and/or perishable parts including:

- Batteries of all types
- Friction materials and surfaces of all types (including flywheel and clutches)
- Pipes, lines, and hoses
- CV boots/gaiters
- Exhaust systems (including DPF, OPF, and catalytic convertors)
- Fuses
- All interior trims and upholstery
- Exterior trims, seals, and moldings
- Bulbs, lights, and lamps (Including, but not limited to Halogen, Xenon, and LED)
- Wheels and tyres
- Drive belts
- Wiring and connectors
- Wiper blades and arms

Additional items listed under general or policy exclusions

General Exclusions: these apply to all types of warranty cover.

This warranty does not provide roadside assistance, breakdown recovery, or transportation. We recommend all vehicle owners take out a separate roadside assistance policy.

We will not pay for any repairs that have not been authorised by Us in the first instance or faults not notified to Us during the warranty period. Repairs must be affected within a reasonable period of time post notification.

We will not pay for any loss where the servicing conditions or intervals have not been adhered to or claims on Vehicles that have been modified after the Warranty has commenced.

We will not pay for any parts that have not failed or need to be replaced as part of "good practice".

We will not pay for any loss where Vehicles are used for hire and reward such as taxis and driving school vehicles. Nor will it cover for off-road use, rallying, racing, speed trials, tests, track days or any competition driving of whatsoever nature.

Where a repairer incorrectly diagnoses a fault and this claim is paid we will not pay a further claim for the same issue.

We will not pay for loss caused by not taking reasonable measures to minimise the claim, or not acting upon complaints within a reasonable time. This is particularly relevant to overheating damage (however caused) or loss caused by the failure of a non-covered component. Nor will we pay for loss where continued use of the vehicle post failure causes further damage or failure.

We will not pay for loss resulting from avoidable drive-on damage howsoever caused.

We will not pay for faults not notified to Us during the warranty period and faults that occur outside of the British Isles.

We will not replace belts, lubricants, fluids, or filters unless damage is caused by the sudden failure of a covered component.

We will not cover the sudden failure of a component resulting from a lack of lubricant, fuel, or fluid. The same shall apply where sudden failure is caused by foreign matter contaminating, entering, or blocking a system.

We will not cover sudden failure if said failure is a result of damage from an Excluded component.

We will not pay for a claim that is already covered by another warranty, guarantee, insurance policy, or goodwill payment.

We will not pay for loss of earnings, travel expenses, death or injury, or damage to property as either direct or indirect result of a sudden component failure.

We will not pay for failure caused by gradual deterioration (wear and tear) in line with a vehicle's age and mileage (including oil consumption), or faults of a cosmetic only nature.

Failures affecting components that are the subject of a design issue or recall are not covered by the warranty.

Casings and houses are excluded unless their failure is a direct result of a covered component suffering sudden failure.

Damage caused by Fire, Theft, Modification, Rust or Corrosion, Weather, Tree sap, Animal droppings, Unauthorized repairs, Improper maintenance, Insufficient servicing, Failure to observe a recall, Vandalism, Intentional damage, Crash or Accident, Acts of war or terror, Use under the influence of drugs or alcohol, are not covered by the warranty.

The costs of repairing or replacing the covered components of your vehicle that have suffered sudden failure as a result of water ingress.

Warranty cover will cease at the point the vehicle is declared an insurance write-off. Furthermore, components replaced or repaired as part of an insurance or accident repair are excluded from the warranty.

We will not pay for repairs where the vehicle's odometer reading has been tampered with, altered, or cannot be verified.

Conditions of Cover:

1. No repairs are to be commenced without the prior authorisation of A1 Approved Limited who are responsible for administering the Warranty. We will issue your claim with its own unique claims number which you must quote in each communication you have with Us.
2. Providing you have a valid claim under this warranty, diagnostic, investigatory and temporary repair charges are covered to a maximum of 1 hour, or where diagnostic time is included as part of a valid claim. Diagnostic charges can only be authorised by the owner of the vehicle.
3. We reserve the right to inspect your vehicle at any time during the period of cover afforded by the Warranty including during and subsequent to a claim. The costs associated in conducting an inspection by either an independent engineer or assessor will be authorised by Us, however if for whatever reason the engineer/assessor is unable to undertake a full inspection through any fault other than their own, then the cost of any subsequent inspection will be Your responsibility.
4. There are no refunds on this warranty after the first 14 days from purchase of the Plan. If you wish to cancel this Warranty before the 14 days then you may do so in writing providing you have not made a claim, and that you have paid a distinct and separate price for this Warranty Plan. It is your responsibility to understand the scope of cover provided and to raise any questions before the 14 days have expired. After this time it is deemed that you are fully satisfied with the cover. Any refunds due will be made to the parties who directly paid Us for the Warranty.
5. In the event of a claim We reserve the right to limit the amount authorised to the standard Audi repair times and cost of Audi parts (where applicable). We also reserve the right to either supply the parts necessary to undertake the repairs (we may elect to supply refurbished, exchange, or used-certified parts) or to recover your vehicle back to Fontain Motors at Our expense, provided You have a valid claim under the warranty. These are at our sole discretion.
6. Our sole duty is to administer this warranty; at the end of your warranty period you may be approached to see if you wish to purchase another warranty.
7. This warranty is in addition to your normal statutory rights and does not replace them.
8. If You, your Dealer, recovery agent, or a repairer submit a fraudulent claim in any respect then We will cancel your Warranty and your claim. We will also seek to recover our costs in handling the claim and any other costs incurred in addition.

9. The warranty is not transferrable between vehicles or owners.

Claims procedure:

In the unlikely event of a failure please ensure that the following procedure is adhered to.

1. Email claims@a1approved.co.uk or phone 01132 709488
2. Whilst you can select a repairer yourself, we may need to refer you back to your Supplying Dealer or appoint a garage to undertake the repairs. We reserve the right to recover You back to Fontain Motors in the event of a valid claim.
3. Your repairing garage must analyse the fault (diagnostic charges of up to 1 hour are covered with a valid claim, or where diagnostic time makes up part of a valid claim) then contact Us on 01132 709488 or on claims@a1approved.co.uk with costs prior to completing the work. We reserve the right to inspect your vehicle. Diagnostic charges can only be authorised by the owner of the vehicle.
4. Once approval has been given by the issuing of a specific authorisation number, you or your garage must send to Us the invoice for the work and proof of any relevant services undertaken since the warranty commenced.
5. Once these documents have been received We will then (subject to all warranty conditions having been met) authorise payment for the sum approved. Any amount over and above the sum We have authorised will be your responsibility to pay the garage directly.
6. IMPORTANT – it is vital that the correct documentation is received by Us. Failure to send the correct documentation will result in your claim being delayed whilst We write to you for the information. If you do not respond, We may cancel your claim and instruct the garage to invoice you directly.