



Warranties
4 U

QUALITY YOU CAN TRUST / VALUE YOU CAN COUNT ON

Your Warranty
Documents

Motorhome



Hello and welcome to Warranties 4U

Thank you for choosing Warranties 4U and congratulations on your new warranty cover. We're honoured you've trusted us to help protect your investment.

Our team is here to provide reliable cover and support whenever you need it.

Please keep this booklet safe with your warranty schedule, as you may need both when making a claim.

Inside, you'll find important information about:

- **Keeping your warranty valid**
- **What is and isn't covered**
- **How to make a claim**
- **Full terms and conditions**

This warranty is designed to help reduce unexpected repair costs, and we're here to support you throughout.

Please note: This is not an insurance product and is not regulated by the Financial Conduct Authority.

IMPORTANT: All repairs must be authorised by us before any work is carried out. We cannot cover unauthorised repairs.

YOUR MOTORHOME WARRANTY

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WORDING

DEFINITIONS

Warranty Schedule –

Includes your personal details, motorhome details, and level of cover.

Claim Limit –

The maximum amount we pay per claim, as shown in your Warranty Schedule. Unlimited claims can be made up to your motorhome's current retail CAP value.

Excess –

The amount you must pay towards a claim if your warranty includes an excess.

Labour Rate –

Your hourly labour rate, as shown in your Warranty Schedule.

Labour Times –

Repair times based on Autodata/ICME guidelines, or our reasonable discretion if unavailable.

Listed Components –

The parts covered under this warranty.

Mechanical Breakdown –

Sudden and unexpected failure of a mechanical part causing it to stop working.

Electrical/Electronic Failure –

Total failure of a covered electrical or electronic part causing it to stop working.

Period of Cover –

The length of time your warranty is valid, as shown in your Warranty Schedule.

Repairer/Garage –

The garage or mechanic carrying out repairs on your motorhome.

Territorial Limits –

Cover applies within the United Kingdom unless agreed otherwise in writing.

Motorhome –

The motorhome named in your Warranty Schedule.

We, Us, Our / Administrator –

Refers to Warranties 4U (Registered No. 1721260).

Wear & Tear –

Natural deterioration of a part over time through normal use or ageing.

You / Your –

The named warranty holder.

Consequential Failure –

When a part not covered by the warranty fails and causes damage to a covered part.

Manufacturer's Service Information –

The servicing requirements and operational information provided by the motorhome manufacturer.

Part –

A mechanical or electrical component that is part of the motorhome's original specification and covered under your warranty.

Total Warranty Value –

The maximum amount payable during the warranty period, up to the retail value of your motorhome shown in your Warranty Schedule (including VAT).



INCLUDED BENEFITS

Additional Benefits Included with Your Warranty



24/7 Roadside Assistance

If the Motorhome covered by your warranty breaks down during a journey within the UK, you can contact our assistance line at any time, day or night, on 0203 668 1569.

We will arrange for an assistance operator to attend and attempt a roadside repair for up to one hour, where a repair is considered possible.



Local Recovery

If the Motorhome cannot be repaired at the roadside, we will arrange recovery to a suitable local repairer within 25 driving miles. Alternatively, the vehicle can be recovered to your home address if it is within 25 driving miles of the breakdown location.

Benefits Included with Protect Cover

Your Protect breakdown cover includes:

- 24-hour assistance, 365 days a year
- Roadside assistance
- Up to one hour of roadside repair assistance
- Local recovery up to 25 driving miles
- Recovery to a suitable local repairer or your home address
- Transport for the driver and up to six passengers
- Message relay service
- Cover for eligible vehicles

Please note: Recovery is included only where Protect cover is shown as active on your warranty schedule. All assistance and recovery services must be authorised in advance by Warranties 4U. Additional mileage and any services outside the applicable cover limits may be chargeable.

Ask about optional upgrades and additional benefits that can be added to your warranty plan

YOUR RESPONSIBILITIES

To ensure your warranty remains valid, you'll need to meet the following requirements:



Make sure your motorhome is serviced in line with the manufacturer's schedule at a VAT registered garage. You have a 28 day window from the service due date to get this done. Your motorhome must always be roadworthy, legally compliant, insured, with a valid MOT and up to date road tax.



Keep all service receipts and invoices as proof that required maintenance has been carried out. You may need to provide these documents when making a claim, so having them available can help prevent delays or issues during the process.



Carry out routine maintenance on your motorhome as needed, ensuring it is kept in good working order at all times. Failure to maintain the motorhome properly may lead to problems that could have been prevented, and in such cases, we will not cover the cost of any resulting repairs.



Follow the claims procedure outlined in this document. It's straightforward, but it's essential that you follow it exactly for your claim to be considered. .



Do not ignore any warning lights on your motorhome, as this could worsen the issue and impact our decision. Any potentially covered faults must be reported to us immediately.

FAILURE TO MEET THESE REQUIREMENTS MAY RESULT IN YOUR COVER BEING INVALID.

Unexpected motorhome issues can quickly become costly if you don't have a warranty in place. Our cover is designed to protect you from those surprise expenses, giving you confidence on the road. With access to a wide range of benefits and support from our approachable, knowledgeable team, help is always available when you need it.

We contribute towards repair costs, including parts, labour, and VAT, up to the agreed claim limit. Below is a brief overview of what's included, but for full details and any exclusions, please check the relevant sections of your warranty documents.

Important: Terms and conditions apply. Refer to your warranty schedule or contact us for guidance.

As one of the UK's leading warranty providers, our plans cover an extensive number of motorhome components over 13,000 parts making it impractical to list everything individually.

In general, most mechanical, electrical, and electronic components are protected against failure.

To keep things straightforward, we offer two levels of cover: Core and Ultra. A summary of each is outlined below.

WARRANTY COVER



Comprehensive coverage with specific limitations and conditions applied.



Provides the same level of coverage as Core Cover, but without restrictions, offering full protection for all covered components up to the stated claim limit.

For motorhome of Any Age and Any Mileage:

Wear and Tear is included on all covered parts until your motorhome reaches 125,000 miles. At this point, the wear and tear element ceases but everything else remains the same.

Most parts under these sections are included:

See relevant section in the policy booklet for specific details

- Auxiliary Electrics - mains hook up input connector, battery Charger, ELCB (Earth Leakage Circuit Breaker), electrical distribution unit, Interior light fittings
- Alarm and Tracker - All electrical parts (excluding batteries and key fob). Failure must occur during the contract period with a recognised tracker service provider.
- Body Leaks - Motorhomes up to 7 years old water ingress through any permanently sealed seam or joint, being part of the original manufactures construction
- Braking System - All mechanical linkage, Backing plates, Actuators, drums and shoes
- Cassette Toilet - operating mechanism, pump motor and flushing mechanism (excluding seal)
- Casings
- Chassis - All chassis members including outriggers
- Cooker - burners, Grill, Oven, flame failure device, Igniters
- Coil Springs and Shock Absorbers
- Cooling System
- Diagnosis Costs - (One hour on a valid claim)
- Drive System
- Electrical Steps, Beds and Table, (must be factory fitted electrical step)
- Electrical and Electronic Parts
- Engine
- Fuel System
- Fridge - door Seal, condenser, gas control valve, gas igniters, flame failure device, 12v and 240v selector switches / heater elements
- Gas thermostat - 240v thermostat, 240v temperature control switch
- Gas System - gas pipe runs and joints, Gas bottle fixing bracket
- Gearbox and Transmission
- Heating System - gas heater, thermostat, control unit, motor switches, flame failure device, igniters
- Ignition System
- Oil or Fluid Leaks - (Covered up to 10 years or 100,000 miles excluding fuel)
- Running Gear - axles, hubs, bearings, hubs and hub oil seals
- Steering System
- Suspension - springs, hangers, shackle pins, bushes, shock absorbers, mountings
- Wear and Tear (Covered up to 125,000 Miles unless Stipulated in your Schedule)
- Wheel Hubs and Bearings
- Window Blind Tension -mechanical failure only (Not physical or accidental damage)
- Water System
- Wheel Hubs and Bearings
- Mechanical and Electrical -All mechanical and all electrical parts within your motorhome. All wiring are also included (but excludes burnt, corroded or damaged wiring), control panel, battery charger/power supply unit, extractor fans, water pumps, water heater (gas or electric), water gauges, thermostat, fan blower motor, switches, light units, ELCB, electronic control devices, alarm control units and switches (excluding LED's or LED units, bulbs and tubes), 12v battery charger, 240v internal system

Towing Vehicle Warranty - To be added at an extra cost

Limitations

Battery (Not Leisure Battery)

Covered for the First 6 Months up to £150 inc VAT

Clutch Friction Plate material and Flywheel

Capped up to the Value of £600 inc VAT.

DPF / Catalytic Converter.

Capped up to the Value of £750 inc VAT (Repair or Replace).

Turbocharger / Supercharger

Covered up to 100,000 Miles to the Claim Limit on the Warranty Schedule, Over 100,000 Miles. Claims will be Capped to £750

Injectors.

Capped up to the Value of £750 inc VAT, Covered up to 125,000 Miles. Over 125,000 miles is Capped at £350 inc VAT.

Timing Chain Repairs.

Capped up to the Value of £400 inc VAT, Covered up to 100,000 Miles

Original in Motohome Entertainment

Sat Nav, Infotainment and telephone up to £300 inc VAT

Remote Key Fobs or Key Cards

Remote Key Fobs or Key Cards up to £250 inc VAT

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WARRANTY CORE COVER



Most parts under these sections are included:

See relevant section in the policy booklet for specific details

- Auxiliary Electrics - mains hook up input connector, battery Charger, ELCB (Earth Leakage Circuit Breaker), electrical distribution unit, Interior light fittings
- Alarm and Tracker - All electrical parts (excluding batteries and key fob). Failure must occur during the contract period with a recognised tracker service provider.
- Body Leaks - motorhomes up to 7 years old water ingress through any permanently sealed seam or joint, being part of the original manufactures construction
- Braking System - All mechanical linkage, Backing plates, Actuators, drums and shoes
- Cassette Toilet - operating mechanism, pump motor and flushing mechanism (excluding seal)
- Casings
- Chassis - All chassis members including outriggers
- Cooker - burners, Grill, Oven, flame failure device, Igniters
- Coil Springs and Shock Absorbers
- Cooling System
- Diagnosis Costs - (One hour on a valid claim)
- Drive System
- Electrical Steps, Beds and Table, (must be factory fitted electrical step)
- Electrical and Electronic Parts
- Engine
- Fuel System
- Fridge - door Seal, condenser, gas control valve, gas igniters, flame failure device, 12v and 240v selector switches / heater elements
- Gas thermostat - 240v thermostat, 240v temperature control switch
- Gas System - gas pipe runs and joints, Gas bottle fixing bracket
- Gearbox and Transmission
- Heating System - gas heater, thermostat, control unit, motor switches, flame failure device, igniters
- Ignition System
- Oil or Fluid Leaks - (Covered up to 10 years or 100,000 miles excluding fuel)
- Running Gear - axles, hubs, bearings, hubs and hub oil seals
- Steering System
- Suspension - springs, hangers, shackle pins, bushes, shock absorbers, mountings
- Wear and Tear (Covered up to 125,000 Miles unless Stipulated in your Schedule)
- Wheel Hubs and Bearings
- Window Blind Tension -mechanical failure only (Not physical or accidental damage)
- Water System
- Wheel Hubs and Bearings
- Mechanical and Electrical -All mechanical and all electrical parts within your motorhome. All wiring are also included (but excludes burnt, corroded or damaged wiring), control panel, battery charger/power supply unit, extractor fans, water pumps, water heater (gas or electric), water gauges, thermostat, fan blower motor, switches, light units, ELCB, electronic control devices, alarm control units and switches (excluding LED's or LED units, bulbs and tubes), 12v battery charger, 240v internal system

Towing Vehicle Warranty - To be added at an extra cost

No restrictions, offering full protection for all covered parts and components up to the stated claim limit.

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WARRANTY
ULTRA COVER





Certain circumstances, parts and costs fall outside the scope of your warranty. We will not cover:

- Anything listed in the parts, faults and repair exclusions, or claims where you have not met your obligations under this warranty.
- Repairs carried out without our prior authorisation.
- Faults that existed before the cover started.
- Motorhomes that are rented, unroadworthy, do not meet legal requirements or have been modified from the manufacturer's original specification.
- Claims where the odometer has been altered, tampered with or disconnected.
- Damage caused by continuing to drive or use the motorhome after a fault becomes apparent.
- Wear and tear after 125,000 miles, or components that have reached the end of their serviceable life.
- Routine servicing, MOTs, inspections, maintenance, cleaning, flushing or software updates.
- Parts that have not failed but are recommended for replacement, including work identified during a previous service or inspection that was not completed.
- Failures caused by missed servicing, accident, road hazards, misuse, negligence, criminal damage, theft, vandalism, blockages, burning, melting, electrical overload, seizure, flooding, water ingress, delamination, frost, freezing, severe weather, war or civil unrest.
- Damage caused by an awning or unnecessary force.

Unless specifically included within your selected cover, we will not cover:

- External panels, paintwork, windows, windscreens, mirrors, skylights, sunroofs or glass hobs.
- Soft furnishings, carpets, flooring, worktops, shower trays, window catches or stays, seats, coverings or frames.
- External water pumps, hoses, pipes, joints, fittings, unions, brackets, catches, hinges, rails, runners or slides.
- Accessories such as cycle carriers, roof racks, stabilisers and tow bars.
- Wheels, tyres, pressure sensors, valves, brake discs, drums, pads or shoes.
- Smoke or carbon-monoxide detectors and fire extinguishers, which remain the owner's responsibility.

We will not pay for any part, repair or loss covered by another insurance policy, warranty, guarantee, finance agreement, maintenance plan, repair arrangement or goodwill settlement.

Consequential damage is limited to £500, including VAT, and only applies to covered components damaged directly by the failure of another covered part.

We are not responsible for storage or release charges, insurance costs, deposits, excesses, unauthorised motorhome hire, personal injury, death, third-party property damage, loss of income, incidental expenses, repairer-related losses or other indirect losses. If we pay costs not included within your warranty, you may be required to reimburse us.

GENERAL EXCLUSIONS

MOTORHOMES WE CAN NOT COVER

We are also unable to provide cover for the following:

- Commercial motorhomes are limited to 2,000 miles per month unless otherwise agreed.
- Modified motorhomes, unless the modifications have been approved by us in writing within 14 days of the cover start date.
- Custom built motorhomes, or any motorhomes used for commercial or business purposes. This includes (but is not limited to) dispatch work, taxi use (hire and reward), driving instruction, chauffeuring, off-road use, illegal activities, road racing, track days (timed or untimed), rallying, pace making, speed testing, or any form of competitive event.
- Any motorhome owned by a company, individual, or employee operating within the motor trade.
- motorhomes that have previously been declared a total loss (insurance write-offs) by an insurer.



These are the parts or faults that are excluded from our warranty.
They're mostly bodywork, trim, general maintenance and serviceable items

Service and consumable items - including but not limited to

- X Ancillary items** - Water ingress, corrosion, oxidation, faulty workmanship or parts, manufacturer recalls, radiators, A/C condenser, exhaust systems, all manifolds and swirl flap mechanisms, emissions, carbon build up, repairs to rectify issues such as high oil consumption, or poor fuel economy, oil or fluid contamination including staining or misting, sludge / silt or other waste, waste disposal, keyblades, sealing materials and compounds.
- X Any Additional Charges** - Loss of use, storage, inconvenience, late fees or commercial losses are excluded.
- X Air Conditioning Recharge**
- X Airbags**
- X Auxiliary Drive Belts**
- X Blockages (All)**
- X Bodywork and Trim** - Paintwork, bodywork, chassis, interior, seats and frame, upholstery, convertible roof frame and mechanism, sunroof systems and cassettes, wheels. Glass, air vents, locks and catches mirror units.
- X Brake Calipers**
- X Brake Pads & Discs, Brake Shoes/Drums**
- X Bulbs**
- X Connectors (All)**
- X Electric / Hybrid Motorhomes** - Electric charging cable, socket, wiring and HV cabling, HV battery housing, leisure battery, HV cells, modules and HV battery cooling and venting.
- X Electrical or Electronic Items** - Heating elements, glow plugs, connectors / terminals, wiring, all ancillary batteries, software, and software updates, reprogramming or adjustments, tracker system, heads up unit display, radio recoding, light units including ballast module. Tyre pressure sensors. All radar, lidar and assistance systems.
- X Engine and Turbo** - Sprockets, pulleys, burnt valves and valve seats, cracked blocks or cylinder heads, cylinder head skimming or replacing, burnt / carbonised valves or removal of carbon deposits, core plugs, cambelt damage, if the cambelt and associated parts haven't been replaced inline with the manufacturers recommendations. engine and gearbox mountings.
- X Fuel Tanks and Clearing of Fuel Lines**
- X Fuses**
- X Hardware (i.e bolts and fixings)**
- X Hoses, Pipes and Cables**
- X Misdiagnosis** - If a mechanic incorrectly identifies the cause of a fault and the repair doesn't cure the fault (or creates new issues).
- X Negligence or Driver Abuse** - Incorrect or insufficient oils or lubricants / fluids and overheating
- X Perishable Rubber Items Including Bushes**
- X Seized Components (Any)**
- X Spark Plugs**
- X Steering - Leaks**
- X Tyres**
- X Leisure Battery**



WHAT'S NOT COVERED
PARTS, FAULTS & REPAIRS

HOW TO MAKE A CLAIM

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Important: All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim

Follow the steps below

- 1 If your motorhome develops a fault, follow these steps:
- 2 Book your motorhome into a garage for diagnosis and a repair estimate.
- 3 Complete the claims form on our website: www.warranties4U.co.uk
- 4 After diagnosis, email us the following:
 - o The diagnostic report
 - o The repair estimate
 - o Your motorhome registration number & Warranty holders name
 - o A breakdown of parts, labour hours, and costs (including VAT)
 - o Send this to: claims@warranties4U.co.uk

Important: Do not start any repairs until you have completed the claim form and received a response from us. We won't be able to consider claims for work already carried out.

- 5 Once we confirm what is covered, we'll email you with the approved repairs.
- 6 You can then go ahead with the work.
- 7 After the repair is completed, our accounts team will arrange payment.

Important: If you choose to have the repairer begin work without our approval, please be aware that your claim may be rejected, as this prevents us from inspecting the motorhome and identifying the cause of the issue. In such cases, you will be liable for any additional parts and labour costs, as well as any repairs not included in your plan

How to receive payment: Once the repair has been completed, either you or the repairer should email a copy of the repair invoice to claims@warranties4u.co.uk, together with any additional documents we have requested. Please ensure the invoice is issued in the name of **Warranties 4 U LTD**; otherwise we will not be able to reimburse the VAT portion.

REMEMBER: YOUR CLAIM CAN ONLY BE PAID IF THIS PROCESS IS FOLLOWED CORRECTLY. PLEASE NOTE OUR STANDARD TERMS FOR PAYMENT DATES



In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

- We reserve the right to make contact with repair garages to discuss any potential liability and to appoint the garage and/or parts supplier involved. We may also choose to use exchange or reconditioned guaranteed components, and to have any parts examined or sent away for inspection or refurbishment where necessary.
- Where a repair or replacement results in an improvement or enhancement of the motorhome beyond its condition prior to failure, we may, at our reasonable discretion, request a contribution from you towards the cost of the repair. This will always be discussed with you before work begins, taking into account the motorhome's age, mileage, and the expense of returning it to its pre-breakdown condition.
- If the reason for the failure cannot be identified through initial diagnosis, it may be necessary for the motorhome to be partially or fully dismantled for a claim to proceed. This will only be carried out with your approval, and any costs incurred will remain your responsibility until the claim is authorised.
- To determine liability, we may at times appoint an independent assessor to inspect the motorhome and provide a report. Their findings will be final and binding on all parties. If, under agreed arrangements, the motorhome is unavailable for inspection or the assessor is unable to complete their assessment (for example, if the motorhome has not been stripped as required), we reserve the right to deduct the cost of any additional inspection visit from the approved claim amount.
- Repair durations are calculated in line with the repair time definitions set out in the contents section and at the agreed labour rate. Our liability will be determined based on these published repair times for the relevant work.
- All faults must be reported to us without delay.
- You may be asked to provide evidence of servicing, such as a recent VAT-registered garage service invoice, before any repair approval can be granted.
- Once authorisation has been issued, you will have 45 days to complete the repairs and submit the invoice for payment. After this period, the claim will be withdrawn and no payment will be made.
- This warranty covers a single repair per individual covered component.
- If multiple components fail at the same time and the claim is accepted, they will be treated as a single claim.
- Any false or fraudulent claim will render the warranty void, and we reserve the right to pursue legal action in all such cases.

CLAIMS TERMS & CONDITIONS



Approved Repairers

We recommend that you use one of our approved repairers for any non-emergency repairs. However, you are free to choose any VAT registered garage to carry out the work if you prefer.

motorhome Warning Messages

- If a warning light appears on your motorhome dashboard, you should stop using the motorhome and consult the manufacturer's guidance. Only continue riding the motorhome if the manufacturer confirms it is safe to do so.
- A warning light or a fault code from your motorhomes on-board diagnostics (OBD) system may suggest a potential issue, but it does not on its own confirm a breakdown or part failure. It should be checked as soon as possible, and you must notify us of the issue.
- You should also stop using the motorhome if you notice any other signs of a problem, such as unusual noises, vibrations, or any leaks of fluid or water. If further damage occurs because the motorhome continues to be driven after a fault is noticed, we will not contribute towards the repair costs.
- If you become aware of a fault, and it is safe to do so, you should take the motorhome to a repairer without delay.
- Do not authorise or proceed with any repairs until we have reviewed the claim and given you written approval.
- If your motorhome is not rideable and you are away from home, you can contact our 24/7 emergency roadside assistance and recovery service on **0203 668 1569**

Information Required from the Repairer

When you take your motorhome to a garage, please ask them to complete a full diagnostic report and email it to claims@warranties4u.co.uk. We must receive this within 7 days of you first reporting the fault.

The following details must be included:

- motorhome registration, your name, and your address
- A description of the suspected faulty component, including part numbers where available
- The date the fault first occurred
- A detailed repair quotation, clearly listing diagnostic charges, parts, labour, and VAT
- Any printed OBD (on-board diagnostics) reports

Once we have received all the required information, we will deal directly with you or your repairer to progress your warranty claim.

IMPORTANT: It is your responsibility to approve any diagnostic work or motorhome dismantling required to determine the source of a fault. Your warranty will only cover diagnostic and dismantling costs if we have agreed in advance that these can be included in your claim; otherwise, you will be liable for these charges.

Once we have received all necessary information, we will notify you and your repairer whether the repair is covered under your warranty. If it is approved, we will confirm the authorised claim amount. Where applicable, you will remain responsible for any costs that go beyond the approved limit.

GENERAL CONDITIONS

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1. You are required to follow all terms and conditions set out in this warranty, including those under 'Your Responsibilities'. Any responsibility we have is dependent on your compliance with these terms and the accuracy of the information you provide.
2. If any information you supply is false or misleading, we may treat your application as fraudulent and cancel your cover without refund. If we have already made payments due to dishonest or exaggerated claims, your cover will be void immediately and no reimbursement will be given. We also reserve the right to pursue legal action to recover any costs incurred. Any such proceedings will take place in the courts of England and Wales.
3. You must provide all information and assistance we reasonably request in order to deliver services under this plan, including where we seek to exercise rights against manufacturers, repairers, suppliers, or other third parties.
4. You must allow us unrestricted access to inspect the motorhome at any time following a claim.
5. It is your responsibility to authorise any repair work and to cover the costs if it is later determined that the repair is not covered under this warranty.
6. This warranty operates under English law, which will apply unless you request an alternative legal jurisdiction and we agree to it within 30 days from the start of your cover. All correspondence relating to your warranty will be conducted in English.
7. We may, from time to time, update the terms of this warranty, including changes to wording, component coverage, or to comply with new laws and regulations. The most recent version of the terms and conditions can be obtained by contacting admin@warranties4u.co.uk
8. No changes may be made to this document without our prior approval. This warranty is provided in addition to any statutory rights you may have.
9. At our discretion and subject to approval, you may be offered an upgrade to your cover (if eligible) within 4 weeks of commencement, as well as the option to renew up to 30 days before expiry. By purchasing this warranty, you consent to being contacted regarding these opportunities.
10. We maintain a zero tolerance policy towards abusive, defamatory, or inappropriate behaviour. If such conduct occurs, we may cancel your cover and, where appropriate, take legal action to recover any associated costs or damages.
11. We reserve the right to withdraw a previously authorised claim without providing a reason.



IMPORTANT INFORMATION

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Payments and Premiums

When upgrading or renewing your cover directly with us, payment can be made using a debit or credit card.

Cancellation

You may cancel your cover within 14 days of the start date. If the policy was purchased via a dealer, any refund will be subject to the dealer's own warranty refund terms where applicable. For warranties bought directly from us, a full refund will be issued provided no claims have been made within the 14 day period. After 14 days, no refunds are available.

Transferring your cover to a new owner

If you sell your motorhome, you can request to transfer the cover to the new owner, as long as they are not involved in the motor trade. A £35 administration fee will apply. To begin the process, email admin@warranties4u.co.uk with the new owner's details and the motorhome registration number, and we will contact you to arrange payment.

Complaints

If something goes wrong or you are unhappy with our service or a repair decision, please contact us so we can look into it and resolve the issue. Send your complaint to admin@warranties4u.co.uk. We will acknowledge your complaint within 3 working days and aim to respond fully within 14 working days, often sooner.

Discretion

We apply our own judgement to ensure fair and reasonable outcomes for all claims. If you remain dissatisfied after following our complaints process, the final decision will be made by our Directors. This does not affect your statutory rights.

Your personal data

We act as the Data Controller for any personal information you provide. This means we have a legitimate interest in collecting, storing, and sharing your data within our group of companies to manage your cover and deliver services to you. Your data may also be shared with repairers, dealers, suppliers, or other relevant third parties where necessary. It may be used to contact you about your cover, for direct marketing (where you have opted in), service improvement, legal and regulatory compliance, or crime prevention purposes.

You have the right to access and correct your personal data at any time and can update your communication preferences by contacting us. Full details of how we use your data can be found at www.warranties4u.co.uk/privacy.

For any data related queries, you can email admin@warranties4u.co.uk.

See separately our full terms and conditions document.



- ✓ **Breakdown Cover – What Is Covered**
The benefits available depend on whether Gold or Platinum breakdown cover is shown on your warranty schedule.

- ✓ **Gold Cover - UK Cover Only**
 - Roadside assistance for up to:
 - 1 hour for motorhomes weighing up to 3,500kg.
 - 3 hours for motorhomes weighing over 3,500kg.
 - Recovery to a suitable repairer within 25 miles.
 - Nationwide recovery if repairs cannot be completed within 48 hours.
 - Assistance at your registered home or base address.
 - An emergency driver, where required and eligible.
 - Up to £250 towards alternative transport.
 - Overnight hotel accommodation where appropriate.
 - Cover for a trailer weighing up to 3,500kg.
 - Message relay to someone at your home or base.
 - UK misfuelling assistance for vehicles weighing up to 3,500kg GVW.

- ✓ **Platinum Cover - UK and EU Cover**
Platinum provides enhanced breakdown benefits, including:
 - Roadside assistance for up to:
 - 1 hour for motorhomes weighing up to 3,500kg.
 - 3 hours for motorhomes weighing over 3,500kg.
 - Recovery to a suitable local repairer.
 - Up to £500 towards alternative transport if the motorhome cannot be repaired the same day.
 - Up to £500 towards overnight accommodation.
 - Up to £150 towards a mandatory highway tow.
 - Cover for a trailer weighing up to 3,500kg.
 - Message relay to someone at your home, workplace or base.
 - Repatriation of motorhomes weighing up to 3,500kg GVW.
 - For motorhomes weighing over 3,500kg, repatriation of the driver and passengers may be provided.

- ✓ **Additional Assistance**
Subject to the terms of your selected cover, assistance may also be provided for:
 - Flat or damaged tyres, provided a usable spare wheel and any required locking wheel nut key are available.
 - Running out of fuel.
 - A depleted electric vehicle battery.
 - Lost, damaged or locked-in keys.
 - Running out of AdBlue.
 - Misfuelling.

- ✗ **Breakdown Cover – What Is NOT Covered**
Breakdown cover does not include:
 - Repeated call-outs for the same fault where a permanent repair has not been completed.
 - Moving the motorhome between locations after the initial authorised recovery.
 - Faults that existed or were known about before the breakdown.
 - Motorhomes that are not roadworthy, road legal or properly maintained.
 - Motorhomes exceeding the applicable size or weight limits.
 - Breakdown assistance outside the geographical area covered by your plan.
 - Driver error, including a flat battery caused by leaving lights or electrical equipment switched on.
 - Breakdowns requiring specialist recovery equipment, unless authorised.
 - Storage or vehicle-holding charges.
 - Repairs, replacement parts, fuel, AdBlue or other consumables.
 - Replacement keys, locks or security programming.
 - Food, drink, telephone or communication expenses.
 - Fines, penalties or legal costs.
 - Consequential losses or indirect expenses.
 - Any cost or benefit not specifically shown as covered.
 - The cost of replacement fuel, AdBlue, battery charging, replacement keys, tyres, parts and other consumables is not included unless specifically stated.

- ✗ **Unsafe or Inaccessible Locations**
Assistance will not be provided where the motorhome cannot be safely accessed or recovered, including where it is:
 - Stuck in mud, sand or water.
 - Submerged or affected by extreme weather.
 - Located in an unsafe, restricted or inaccessible area.
 - On private land without permission to access it.
 - Positioned on a transporter or trailer from which it cannot be safely recovered.
 - Scrapped, abandoned or beyond economical repair.

Important: Please review the full breakdown and recovery terms and conditions outlined in the membership documentation.



IMPORTANT REMINDERS

MOTORHOME REGISTRATION MAKE (VRM):

WARRANTY START DATE:



MOT DUE DATE:



ROAD TAX DUE DATE:



INSURANCE DUE DATE:





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