





Walters motor group

Your Warranty Documents

Electric Vehicle (EV)

Supplied through Walters Motor Group
Warranty administration and claims support by Warranties 4U



YOUR VEHICLE WARRANTY

Hello and welcome to Walters motor group

Thank you for purchasing your electric vehicle from Walters Motor Group, and welcome to your EV warranty.

Warranties 4U provides warranty administration and claims support. This booklet explains your cover, your responsibilities and what to do if your electric vehicle develops a fault.

Please read this booklet alongside your Warranty Schedule, which confirms your vehicle details, selected cover, warranty dates, claim limit, labour rate and any applicable excess or agreed variations.

Inside, you will find:
- How to keep your warranty valid
- What is covered and the limits that apply
- What is excluded
- How to report a fault and request a repair
- Important contact information

Your statutory rights
This warranty is additional to your statutory rights against the dealership that sold you the vehicle. Its exclusions, claim limits and expiry do not restrict those rights.

Contact your supplying Walters Motor Group dealership if you wish to raise a complaint about the vehicle under your statutory rights.

Please keep your booklet and Warranty Schedule somewhere safe.

Important: Repairs must not begin without our written authorisation. Contact us before diagnosis or dismantling if you want those costs considered; our agreement to contribute must be obtained separately, in advance.

This booklet applies to eligible fully electric vehicles. Petrol, diesel and hybrid vehicles, including plug-in hybrids, require our separate vehicle warranty.

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WORDING
DEFINITIONS

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Warranty Schedule – The document confirming your personal details, vehicle details, level of cover, warranty dates, claim limit, labour rate and any applicable excess or agreed variations.
Claim Limit – The maximum payable per claim, as shown in your Warranty Schedule, subject to applicable component limits and the Total Warranty Value.
Excess – The amount you must pay towards a claim, where an excess is specified in your Warranty Schedule.
Labour Rate – The maximum hourly labour rate we will contribute towards an approved repair, as shown in your Warranty Schedule.
Labour Times – Repair times based on Autodata or ICME guidelines. Where published times are unavailable, we will assess a reasonable allowance and explain it before authorisation.
Listed Components – The components covered under your selected level of warranty, subject to the terms, limits and exclusions in this booklet.
Mechanical Breakdown – The sudden and unexpected failure of a covered mechanical component that causes it to stop working.
Electrical/Electronic Failure – A diagnosed failure of a covered electrical or electronic component that prevents it from operating correctly, whether continuously or intermittently. A warning light or fault code alone does not establish a covered failure.
Period of Cover – The period between the warranty start and expiry dates shown in your Warranty Schedule.
Repairer/Garage – A VAT-registered garage with the expertise and equipment appropriate to your vehicle and the proposed repair.
Territorial Limits – The United Kingdom, unless we agree otherwise in writing.
Vehicle – The eligible fully electric vehicle named in your Warranty Schedule. Petrol, diesel and hybrid vehicles, including plug-in hybrids, require our separate vehicle warranty.
Warranty Provider / We, Us, Our – Warranties 4U Ltd 16 Upper Woburn Place, London, WC1H 0AF (Company No. 17211260), responsible for providing your warranty cover and meeting approved claims under these terms.
Supplying Dealership – The Walters Motor Group company named on your vehicle sales invoice, through which your warranty is supplied.
Administrator – Warranties 4U Ltd, which manages your warranty administration, claims enquiries and repair authorisations.
Wear & Tear – The natural deterioration of a component over time through normal use or ageing. Cover applies only where expressly included under your warranty and remains subject to applicable limits and exclusions.
You / Your – The warranty holder named in your Warranty Schedule.
Consequential Failure – Damage to another covered component directly caused by the failure of a covered component, subject to the consequential-damage limit and other applicable warranty terms.
Manufacturer's Service Information – The servicing requirements, maintenance schedules and operational instructions provided by the vehicle manufacturer.
Part – A mechanical, electrical or electronic component forming part of the vehicle's original specification and covered under your warranty.
Total Warranty Value – The maximum total amount payable during the warranty period. This cannot exceed the vehicle's current CAP retail value when the claim under consideration is assessed. Previous claim payments count towards this limit.

INCLUDED **BENEFITS**

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Additional Benefits Included with Your Warranty - Where Protect cover is active on your schedule, roadside assistance is available if your covered vehicle breaks down in the UK one mile or more from your home address.



24/7 Roadside Assistance

If the EV vehicle 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 EV vehicle 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
- Assistance for a covered vehicle while towing a caravan
- Recovery of the attached caravan when the covered towing vehicle breaks down

Caravan Recovery

Breakdown cover applies to the registered vehicle, not the caravan as a standalone vehicle.

If the covered towing vehicle breaks down while towing a caravan, we will arrange assistance for the towing vehicle. Where recovery is required, both the towing vehicle and the attached caravan will be recovered, subject to the applicable size, weight, access and safety limits.

A breakdown or fault affecting only the caravan is not covered unless separate caravan recovery cover is confirmed on your warranty schedule.

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

Breakdown and recovery cover included with your warranty expires when your warranty ends or 12 months from your warranty start date, whichever is earlier. For warranties lasting longer than 12 months, additional breakdown cover must be purchased separately to continue assistance after this date.
Your Warranty Schedule confirms the warranty start and expiry dates. A warranty expiry date more than 12 months after the start date does not extend the included breakdown and recovery cover beyond the first 12 months.



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YOUR **RESPONSIBILITIES**

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

Service Your vehicle in accordance with the manufacturer's time and mileage requirements, whichever becomes due first, at a VAT-registered garage or appropriately qualified service centre. A tolerance of up to 28 days or 750 miles beyond the applicable service due point is permitted, whichever allowance is reached first. Retain itemised invoices as evidence of servicing.

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 vehicle as needed, ensuring it is kept in good working order at all times. Failure to maintain the vehicle 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 vehicle, 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 affect your claim where it causes or contributes to the failure, or prevents us from properly assessing the claim.

WARRANTY COVER

Unexpected EV repairs can be costly. Our warranty helps reduce those expenses, with support from our approachable, knowledgeable team.

We contribute towards authorised repairs to covered components, including parts, labour and VAT, subject to the claim limit shown on your Warranty Schedule and any applicable caps.

Our plans cover a wide range of listed components against mechanical breakdown and electrical or electronic failure. Wear and tear is included for eligible failures occurring before your vehicle reaches 125,000 miles. Normal high-voltage battery degradation is excluded.

We offer two levels of cover:

EV Core: Cover for listed components, with individual component caps.
EV Ultra: The same covered components without Core's individual component caps, up to your purchased claim limit.

Consequential damage is capped at £1,000 including VAT under both plans, within the overall claim limit.

Important: All cover is subject to the warranty's terms, conditions and exclusions. Please read this booklet alongside your Warranty Schedule for full details.



Comprehensive coverage with specific limitations and conditions applied.



EV Ultra covers the same components as EV Core without Core's individual component caps, up to your purchased claim limit. The separate £1,000 including VAT consequential-damage limit, general exclusions and applicable conditions still apply.

Cover is available for vehicles of any age and mileage. Wear and tear is included on covered parts where the failure occurs before the vehicle reaches 125,000 miles, subject to the warranty`s exclusions and claim limits. Once the vehicle reaches 125,000 miles, wear and tear cover ends; all other cover continues under the existing terms, exclusions and claim limits.

WARRANTY CORE COVER

Cover applies to eligible listed components, subject to your Warranty Schedule, applicable limits and the exclusions on pages 10–12. Not every part within each system is covered.

- Air Conditioning System
- Auxiliary 12V Battery — Failure covered during the first six months of the warranty. Discharge alone, without battery failure, is excluded
- Braking System (Excluding Calipers)
- Casings (Casings of covered components, damaged as a direct result of a covered failure)
- Charging Socket/Inlet
- Coil Springs and Shock Absorbers — The failed component is covered. Opposite-side replacement requires our prior authorisation and manufacturer guidance or a documented technical reason for replacing the pair. Both replacements count towards the same claim.
- Cooling System (Excluding hoses, pipes and tubes)
- Diagnosis Costs - (One hour on a valid claim)
- Drive System — Driveshafts, CV joints and differentials, where fitted. The electric drive motor and reduction gearbox are covered separately under their applicable limits.
- Electrical Connectors (If integral to EV system)
- Heat Exchanger
- Steering System
- Suspension Including Bushes
- Wear and Tear on all Covered Parts
- Wheel Hubs and Bearings
- Wiring Loom if Integral to the EV System
- Working Materials as part of a valid claim

These component caps apply to EV Core only. Caps include parts, labour, VAT and any authorised diagnosis, software/reprogramming and working materials required for the repair. Those associated costs count within the relevant component cap, not as additional allowances. Any separate benefit limit also applies.
Where a component has its own cap, that cap takes precedence over the general electrical/electronic parts cap. Each valid claim remains subject to the overall claim limit shown on your Warranty Schedule. Core's component caps do not apply to EV Ultra.

Limitations

DC–DC Converter
Capped to £800 inc VAT
Electric Drive Motor
Capped to £800 inc VAT
Electrical and Electronic Parts Including Sensors
Capped to £750 inc VAT
High Voltage Battery 'HVB' (Sudden electrical or mechanical failure only)
Capped to £800 inc VAT
Onboard Charger, Charging Socket/Inlet and Integral Charging Connectors
Capped to £800 inc VAT - Combined
Original in Vehicle Entertainment
Capped to £500 inc VAT - Combined
Reduction Gearbox
Capped to £800 inc VAT
Remote Key Fobs or Key Cards
Capped to £250 inc VAT
Software Updates and Reprogramming as part of a valid claim
Capped to £400 inc VAT

Cover applies to eligible listed components, subject to your Warranty Schedule, applicable limits and the exclusions on pages 10–12. Not every part within each system is covered.

- Air Conditioning System
- Auxiliary 12V Battery — Failure covered during the first six months of the warranty. Discharge alone, without battery failure, is excluded
- Braking System (Excluding Calipers)
- Casings (Casings of covered components, damaged as a direct result of a covered failure)
- Charging Socket/Inlet
- Coil Springs and Shock Absorbers — The failed component is covered. Opposite-side replacement requires our prior authorisation and manufacturer guidance or a documented technical reason for replacing the pair. Both replacements count towards the same claim.
- Cooling System (Excluding hoses, pipes and tubes)
- DC–DC Converter
- Diagnosis Costs - (One hour on a valid claim)
- Drive System — Driveshafts, CV joints and differentials, where fitted. The electric drive motor and reduction gearbox are covered separately under their applicable limits.
- Electric Drive Motor
- Electrical and Electronic Parts Including Sensors
- Electrical Connectors (If integral to EV system)
- Heat Exchanger
- High Voltage Battery 'HVB' (Sudden electrical or mechanical failure only)
- On Board Charger
- Original in Vehicle Entertainment
- Reduction Gearbox
- Remote Key Fobs or Key Cards
- Software Updates and Reprogramming as part of a valid claim
- Steering System
- Suspension Including Bushes
- Wear and Tear on all Covered Parts
- Wheel Hubs and Bearings
- Wiring Loom if Integral to the EV System
- Working Materials as part of a valid claim

EV Ultra covers the same components as EV Core without Core's individual component caps, up to your purchased claim limit.
The separate £1,000 including VAT consequential-damage limit, general exclusions and applicable conditions still apply.



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ELECTRIC VEHICLES WE CANNOT COVER







We are unable to provide cover for:

- Vehicles exceeding 3,500kg gross vehicle weight, including electric commercial vehicles and car-derived vans. Eligible commercial vehicles must not exceed 2,000 miles per month, unless a higher mileage allowance has been agreed by us in writing.
- Modified vehicles, unless the modifications have been disclosed to and approved by us in writing. This includes alterations to the high-voltage battery, electric motor, charging system, power output, suspension or vehicle control software. Routine manufacturer-approved software updates are not treated as modifications.
- Custom-built vehicles or vehicles converted from another power source to electric propulsion, unless expressly accepted by us in writing.
- Vehicles used for taxi or private hire work, hire and reward, courier or delivery work, driving instruction, chauffeuring, or self-drive rental, unless the relevant use has been expressly accepted by us in writing. Ordinary commuting and business travel are permitted, subject to the other terms of this warranty.
- Vehicles used for racing, track days (timed or untimed), rallying, pace making, speed testing, competitive events, off-road driving or illegal activities.
- Vehicles owned or operated by a motor-trade business, or by a motor-trade professional for business purposes, unless expressly accepted by us in writing. Dealer-arranged cover for an eligible retail customer is not excluded solely because the selling dealer operates within the motor trade.
- Vehicles previously declared a total loss or insurance write-off by an insurer.

All vehicle details, modifications and intended uses must be disclosed accurately when applying for cover. Any exception to these eligibility rules must be confirmed by us in writing.

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GENERAL EXCLUSIONS

Certain faults, repairs and circumstances fall outside the scope of this warranty

These include:

- Parts, faults and repairs listed as excluded elsewhere in this handbook.
- Failures caused or contributed to by not meeting Your Responsibilities or the General Conditions, or where non-compliance prevents us from properly assessing the claim..
- Failures caused by a failure to maintain the vehicle in a roadworthy condition or comply with applicable legal requirements.
- Repairs carried out without our prior authorisation.
- Faults or damage that existed before your cover started.
- Work that does not relate to a covered mechanical breakdown or electrical/electronic failure. This includes routine servicing, MOTs, inspections, general maintenance and preventative replacement of components that have not failed, except where expressly included within your cover.
- Wear and tear failures occurring when the vehicle has reached 125,000 miles or more. Other covered mechanical breakdowns and electrical/electronic failures remain subject to the existing terms, exclusions and claim limits.
- Normal degradation of the high-voltage battery, including gradual loss of capacity and the resulting reduction in driving range. High-voltage battery cover applies only to sudden electrical or mechanical failure, subject to the applicable limits for your level of cover.
- Routine software updates, subscriptions and feature upgrades. Software updates and reprogramming are covered only where necessary to complete an authorised, valid repair, subject to the applicable limits.

Consequential Damage

Consequential damage means damage to another covered component caused directly by the failure of a covered part.

Where included within your level of cover, consequential damage is limited to £1,000 including VAT per valid claim, subject to applicable component caps and the overall claim limit shown on your Warranty Schedule. This allowance is included within the overall claim limit; it is not an additional payment above that limit.

Damage to components that are not covered by this warranty is excluded.

Continued Use After a Fault

We do not cover additional damage caused by continuing to drive, charge or operate the vehicle after a fault becomes apparent, where that continued use causes or worsens the damage.

If a warning instructs you to stop driving or charging, stop as soon as it is safe to do so and contact us before arranging repairs.

Other Excluded Events and Losses

This warranty does not provide benefits for personal injury, death, damage to third-party property, loss of income or incidental expenses. It also excludes faults or damage caused by accidents, road hazards, theft, acts of war, civil unrest, vandalism or severe weather.

Damage caused by a repairer's work is excluded from warranty cover. We will not pay costs recoverable under another insurance policy, warranty, finance agreement, guarantee or repair arrangement, including a manufacturer warranty or motor insurance.

These exclusions describe the scope of warranty benefits. They do not affect your statutory rights or exclude or restrict our liability for death or personal injury caused by our negligence.

Mileage Records

Claims are excluded where the odometer has been altered, tampered with or disconnected so that the vehicle's true mileage cannot be reliably established.

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WHAT'S NOT COVERED
PARTS, FAULTS & REPAIRS

The exclusions below apply alongside the General Exclusions and your Warranty Schedule. Benefits expressly included in your covered-parts list remain covered, subject to their conditions and limits.

Service Items and Consumables
Tyres, wheel alignment/balancing, brake pads, discs, shoes, drums and friction materials; bulbs, fuses, filters, wiper blades and auxiliary drive belts. Routine air conditioning recharging, fluid replacement/top-ups and standalone fixings are excluded unless necessary for an authorised covered repair.

Braking and Steering
Brake calipers, brake hoses/pipes/tubes, and steering-system leaks or repairs solely to rectify them.

Bodywork and Trim
Paintwork, body panels, chassis, structural repairs, interior trim, seats/frames, upholstery, carpets, convertible roofs and mechanisms, sunroof assemblies, wheels, glass/heated-screen elements, air vents, door locks/catches, mirror assemblies, airbags and deployment systems.

Seat Belts
Seat belt assemblies and associated components, including webbing, retractors, inertia reels, buckles, stalks, anchorages, pretensioners, sensors, switches and wiring, are excluded from cover.

Hoses, Rubber Items and Blockages
Hoses, pipes, tubes and unions; perishable rubber items other than covered suspension bushes; and work solely to clear blockages, deposits, sludge, silt or contamination. Eligible failures of listed suspension components remain covered.

Electrical and Electronic Equipment
Light assemblies and controls, tyre-pressure sensors, radar/lidar and driver-assistance systems, trackers, head-up displays and comfort-heating elements. Wiring, terminals and connectors are excluded unless integral to the EV system. Batteries are excluded except the covered high-voltage and auxiliary 12V batteries.

Key-fob/card batteries, mechanical key blades, spare/additional keys, and lost, stolen or accidentally damaged keys are excluded. Standalone radio recoding and adjustments unrelated to a valid repair are also excluded.

External Charging Equipment
Detachable cables, portable chargers, adapters, extension leads, wallboxes, public chargers and external electrical installations. Damage caused by incompatible, defective or incorrectly used charging equipment, or forced connection/disconnection, is excluded.

The onboard charger, charging socket/inlet and integral EV connectors remain covered, subject to the applicable limits for your level of cover.

WHAT'S NOT COVERED
PARTS, FAULTS & REPAIRS

High-Voltage Battery
Normal degradation, gradual capacity/range loss, or replacement solely because capacity or range no longer meets the owner's needs. Accident, impact or foreign-object damage; unauthorised modifications; incompatible charging; operation, charging or storage outside manufacturer limits; and unapproved external-power-supply use are excluded.

Eligible sudden electrical/mechanical failure, including cell/module failure, remains subject to the applicable limits for your level of cover. Housing cover follows the casings conditions. Battery cooling follows the cooling-system cover, excluding hoses, pipes and tubes.

Software
Routine updates, navigation maps, subscriptions, feature upgrades and programming unrelated to a covered repair. Damage from unauthorised software changes, malicious software or system interference is excluded.

Necessary software updates, reprogramming and key programming remain covered within the applicable limits.

Damage, Misuse and Contamination
Damage caused by water ingress, corrosion, oxidation, foreign objects, contaminated or incorrect/insufficient fluids, misuse, neglect or failure to follow manufacturer instructions. Additional damage caused by continued driving, charging or operation after a fault or overheating warning is excluded.

Overheating or seizure alone does not exclude a claim; the cause and applicable cover determine eligibility.

Repairs and Charges
Incorrect or unnecessary repairs caused by misdiagnosis; rectification of previous faulty workmanship; routine adjustments; and preventative replacement of functioning parts, except where expressly covered.

Waste disposal, storage, late fees, loss of use, inconvenience and commercial losses are excluded. Standalone resealing is excluded unless part of an authorised covered repair. Necessary working materials remain subject to claim limits.

Recalls and Other Cover
Work provided under manufacturer recalls/service campaigns, and costs recoverable under an applicable manufacturer warranty, battery scheme, insurance, warranty or guarantee.

These exclusions do not affect your statutory rights.

HOW TO MAKE A CLAIM

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Important: Repairs must not begin without our written authorisation. Unauthorised work may prevent us from assessing the fault and may result in your claim being declined. Contact us before diagnosis or dismantling if you want these costs considered; our agreement to contribute must be obtained separately, in advance.

Follow the steps below

1. Make the vehicle safe - Follow the manufacturer's guidance. Stop using the vehicle where continued use could be unsafe or cause further damage.
2. Report the fault - Complete the claims form at **www.warranties4u.co.uk.** Contact us before diagnosis or dismantling if you want these costs considered under your warranty.
3. Arrange diagnosis - Book your vehicle into a suitable VAT-registered garage for diagnosis and a repair estimate. You must authorise work with the garage; our agreement to contribute towards these costs must be obtained separately.
4. Submit the report and estimate - Ask the garage to email **claims@warranties4u.co.uk** with:
   - The diagnostic report and repair estimate.
   - Your name, vehicle registration and mileage.
   - An itemised breakdown of parts, labour hours, hourly rate and VAT.
5. Wait for written authorisation - We will confirm the approved repairs, our contribution and any costs you must pay. Repairs must not begin without our written authorisation.
6. Complete the approved repairs - Once authorisation is received, arrange for the garage to carry out the approved work.
7. Submit the final invoice - Email the final invoice and any requested documents to **claims@warranties4u.co.uk**. Our accounts team will arrange payment in accordance with the terms confirmed when your claim was authorised.

Important: Repairs must not begin without our written authorisation. Unauthorised work may prevent us from inspecting the vehicle or establishing the cause of failure and may result in your claim being declined. Any unauthorised costs, excluded repairs or charges above our approved contribution remain your responsibility.

How to receive payment: Once the approved repairs are complete, you or your repairer must email the final invoice and any requested documents to **claims@warranties4u.co.uk.** Follow the invoice instructions provided with your written authorisation, including the required invoice name and VAT details.

Payment terms: We will confirm payment arrangements in writing when authorising your claim. Payment is subject to completion of the approved repairs and receipt of the final invoice and all required documents.



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CLAIMS TERMS & CONDITIONS

In addition to the claims process on the previous page, the following terms apply when making a claim:

- You may choose a VAT-registered repairer with appropriate EV expertise. We may contact them to assess the claim and, where specialist work, inspection or refurbishment is necessary, propose an alternative repairer or parts supplier. Any arrangements will be explained before work begins. We may authorise suitable guaranteed exchange or reconditioned components.
- Where a repair materially improves the vehicle beyond its condition immediately before failure, we may request a reasonable contribution. The amount and reasons will be explained and agreed with you before work begins, taking account of the vehicle's age, mileage and previous condition.
- You must authorise diagnosis or dismantling with your repairer. Our agreement to contribute towards these costs must be obtained separately, in advance, subject to a valid covered claim and applicable limits. Unauthorised costs and costs relating to excluded faults remain your responsibility.
- We may appoint an independent assessor and use their report when deciding the claim. We will explain our decision, and you may challenge the findings through our complaints procedure without affecting your statutory rights. Additional inspection charges caused by failure to meet agreed inspection arrangements will only be deducted where reasonable, explained and agreed in advance.
- Approved labour costs are calculated using the labour rate shown on your Warranty Schedule and the repair-time guidelines described in the Definitions section. Where published times are unavailable, we will assess a reasonable allowance and explain it before authorisation.
- Report faults to us without delay. Do not continue driving, charging or operating the vehicle where this could cause further damage.
- We may request service invoices or other maintenance records relevant to the claim before authorising repairs.
- Repairs must be completed and the final invoice submitted within 45 days of written authorisation. Where a covered failure occurs and is reported during the Period of Cover, warranty expiry alone will not prevent completion of an otherwise valid claim within this deadline. Contact us promptly if circumstances outside your control cause delays. Reasonable extensions will be considered and confirmed in writing. We will notify you before closing a claim for a missed deadline.
- Failures arising from the same underlying fault will be treated as one claim, subject to the applicable component caps, consequential-damage limit and overall claim limit. Unrelated failures will be assessed separately.
- Deliberately false, dishonest or exaggerated claims may result in rejection of the claim, cancellation of cover and action to recover losses. Genuine mistakes will not automatically be treated as fraud.



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CLAIMS PROCEDURE

We recommend an approved repairer, but you may use another VAT-registered garage with suitable EV expertise and equipment. High-voltage work requires appropriately trained personnel. If specialist inspection or repair is needed, we may propose an alternative repairer and explain arrangements before work begins.

Warning Lights and Faults

- Follow manufacturer guidance. Stop driving or charging as soon as safely possible if instructed.
- Report faults promptly. Warning lights or fault codes alone do not establish a covered failure.
- Stop using the vehicle if noises, vibrations, leaks or charging problems suggest continued use could be unsafe or cause damage. Additional damage caused by continued use after a fault becomes apparent is excluded.
- Arrange a suitable repairer; only drive if manufacturer guidance indicates it is safe. Otherwise, arrange recovery.
- Contact us before diagnosis or dismantling. You authorise work with the repairer; our agreement to contribute must be obtained separately, in advance.
- Repairs require our written authorisation before work begins.

Breakdown Assistance

Call 0203 668 1569 for 24/7 assistance where breakdown cover is active. Protect applies one mile or more from home; home assistance requires an upgrade. Breakdown terms and limits apply.

Repairer's Report and Estimate

Ask your repairer to email claims@warranties4u.co.uk, ideally within seven days of reporting the fault, with:

- Your name, address, registration, mileage and fault date.
- Suspected failed component and findings supporting the repair.
- Part numbers, fault codes and test results where available.
- Diagnostic charges, parts costs, labour hours, hourly rate and VAT.

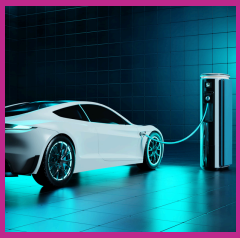
Contact us promptly about delays outside your control. Reasonable extensions will be considered and confirmed in writing.

IMPORTANT: You must authorise diagnosis or dismantling with your repairer. Our agreement to contribute towards these costs must be obtained separately, in advance, subject to a valid covered claim and applicable limits. Otherwise, these costs remain your responsibility. Repairs require our written authorisation before work begins. We will confirm our decision and approved contribution in writing. You must pay any excess, excluded costs or charges above the approved amount.

GENERAL **CONDITIONS**

1. **Your responsibilities:** Follow the warranty terms and provide accurate information. Where non-compliance causes or contributes to a failure, or prevents proper claim assessment, we will explain its effect and our reasons in writing.
2. **Dishonest claims:** Deliberately false or misleading information, or dishonest or exaggerated claims, may result in claim rejection, cancellation of cover and recovery of losses. Genuine mistakes will not automatically be treated as fraud. We will explain any decision and its effect on payments or refunds in writing.
3. **Reasonable assistance:** Provide information and assistance we reasonably require to administer your warranty, assess claims or pursue recovery from relevant manufacturers, repairers, suppliers or other parties.
4. **Inspections:** Make the vehicle available for reasonable claim-related inspections, arranged with you or your repairer at an agreed time.
5. **Authorising work:** You authorise work with your repairer. Our agreement to contribute towards diagnosis or dismantling must be obtained separately, in advance. Repairs require our written authorisation before work begins. Any excess, excluded work or charges above our approved contribution remain your responsibility.
6. **Governing law:** This warranty is governed by the law of England and Wales, without affecting mandatory consumer protections or rights to bring proceedings elsewhere where applicable. Warranty correspondence will be in English.
7. **Applicable terms:** The terms supplied when cover begins apply throughout that warranty period. Changes apply only where required by law or expressly agreed with you and confirmed in writing. Terms for new or renewed cover are available from admin@warranties4u.co.uk.
8. **Statutory rights:** This warranty is additional to your statutory rights against your supplying Walters Motor Group dealership. Warranty exclusions, claim limits and expiry do not restrict those rights.
9. **Upgrades, renewals and communications:** Eligible customers may request an upgrade within four weeks of the cover start date or a renewal within 30 days before expiry, subject to approval. We may contact you to administer your cover. Marketing will follow your preferences and applicable data-protection requirements.
10. **Respectful communication:** Threats, harassment or abuse towards staff or repairers may lead to restrictions on communication methods. We will maintain a reasonable way to manage your cover and pursue claims or complaints. Complaining or disagreeing with a decision is not, by itself, abusive behaviour.
11. **Reconsidering authorisation:** We may reconsider an authorised claim where material new evidence establishes fraud, an excluded fault or a significant authorisation error. We will explain the evidence, reasons and proposed effect in writing, consider costs reasonably incurred in reliance on our approval, and allow you to challenge the decision through our complaints procedure.







IMPORTANT INFORMATION

Payments
Upgrades and renewals purchased directly from Warranties 4U can be paid by debit or credit card. Any instalment arrangements will be confirmed separately.

Cancellation
To request cancellation within 14 days of your cover start date, email admin@warranties4u.co.uk with your name, vehicle registration and warranty number.

For direct purchases, we offer a full refund where no claim has been made. If claims or services have been provided, any lawful deduction will be explained.

For cover purchased through Walters Motor Group, contact your supplying dealership about cancellation and refunds under the terms provided at purchase. After 14 days, no discretionary refund is normally available. Your statutory cancellation and refund rights remain unaffected.

Transferring Your Cover
Remaining cover may be transferred to an eligible new owner, subject to approval and a £35 administration fee. Motor-trade businesses and other excluded owners are ineligible. Email admin@warranties4u.co.uk with the registration and new owner's details. Transfers take effect when confirmed by us in writing.

Complaints and Reviews
For complaints about warranty administration or a claim decision, email admin@warranties4u.co.uk with your name, vehicle registration and concerns. We will acknowledge your complaint within three working days and aim to respond fully within 14 working days. If more time is needed, we will explain why and provide an expected response date.

For complaints about the vehicle sale, its description or your statutory rights against the seller, contact your supplying Walters Motor Group dealership.

If dissatisfied with our response, you may request a Director's review. Our final internal decision does not affect your statutory rights or other available remedies.

Your Personal Data
Warranties 4U is the data controller for information it uses to administer your warranty and claims. We rely on appropriate lawful bases, including contractual necessity, legal obligations, legitimate interests or consent, as applicable.
Necessary information may be shared with your supplying Walters Motor Group dealership, repairers, assessors, breakdown providers and other service providers. Marketing follows your preferences and applicable legal requirements.

Depending on the circumstances, you may access, correct or request deletion of your information, restrict or object to its use, withdraw consent or complain to the Information Commissioner's Office.

Our privacy notice explains how we use your information, retention periods and your rights: www.warranties4u.co.uk/privacy. For queries or requests, email admin@warranties4u.co.uk. Your supplying dealership's privacy notice explains its own use of your information.

Your Warranty Documents
Read this booklet alongside your Warranty Schedule and any additional terms supplied at purchase. Separate breakdown and recovery terms apply where that cover is included. Contact us for copies or clarification.







RECOVERY OVERVIEW

Breakdown Cover — What Is Covered

Assistance applies to the eligible fully electric vehicle identified in your breakdown schedule, subject to your selected benefits and the separate breakdown terms.

Cover Duration

Included breakdown and recovery cover ends when your warranty expires or 12 months from your warranty start date, whichever comes first. A longer warranty does not extend this included benefit. Additional breakdown cover must be purchased separately to continue assistance after that date.

Protect — Roadside Assistance and Local Recovery

Where Protect cover is active, benefits include:

- Roadside assistance for an Approved Incident one mile or more from your home address, including up to one hour of attempted repairs where practical.
- If roadside repair is not possible, recovery of your vehicle, the driver and up to six passengers to a suitable repairer within 25 driving miles, or your home if within that distance.
- Assistance when towing an eligible caravan or trailer, with recovery of both together where necessary, subject to size, weight, access and safety limits.
- Message relay and 24-hour assistance, 365 days a year.

For breakdown assistance, call 0203 668 1569. All assistance and recovery must be authorised in advance.

Upgraded Benefits

Nationwide recovery, home assistance, alternative transport, overnight accommodation and European benefits apply only where the relevant upgrade is confirmed in your breakdown schedule. The applicable terms and limits apply.

Recovery Exclusions and Limits

The following are not covered:

- A caravan or trailer suffering its own fault or damage, unless separate cover is expressly confirmed.
- Vehicles not listed in your breakdown schedule or without active cover.
- Benefits or upgrades not included in your selected cover.
- Recovery of another motorised vehicle being carried or towed.
- Vehicles, caravans or trailers exceeding permitted size or weight limits, unless expressly accepted and any applicable additional fee paid.
- Recovery beyond your mileage limit. Additional mileage charges remain your responsibility.
- Repairs, parts, fuel, diagnosis, onward travel or accommodation unless expressly included.
- Road traffic collision recovery unless included in an applicable upgrade. Pay-as-you-go assistance may otherwise be available.
- Vehicles that are unsafe, inaccessible, overloaded, used illegally or on unsuitable terrain, or driven without the appropriate valid licence.
- Incidents arising from poor maintenance, lack of servicing, pre-existing conditions or inaccurate vehicle or usage information.

Important: Under Protect, a caravan or trailer is covered for recovery only while attached to your registered towing vehicle when that vehicle suffers an Approved Incident. It is not independently covered.
Protect is the standard level where confirmed as active, unless your breakdown schedule specifies Protect Plus, Protect Europe or another upgrade. Read the separate breakdown and recovery terms for full definitions, eligibility requirements, exclusions and limits.

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



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0203 668 1569
Claims@warranties4u.co.uk
www.warranties4u.co.uk



Walters motor group

EMERGENCY BREAKDOWN NUMBER

01274 288 488

National Breakdown Direct Assistance
Available 24 Hours a Day 7 Days a Week