

WARRANTIES 4U

PRODUCT TERMS AND CONDITIONS

Vehicles | Motorcycles | Motorhomes | Caravans



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Important document hierarchy

Your Warranty Schedule confirms the Covered Asset, period, cover level, claim limit, excess, labour rate and any endorsements. These Product Terms and Conditions govern warranty repairs. Any breakdown assistance or recovery benefit is separate and is governed exclusively by the National Recovery Terms and Conditions document and the applicable membership schedule.

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Please read everything

Read these terms together with your Warranty Schedule and the product schedule that applies to your Covered Asset. Keep all documents and service evidence for the full Period of Cover.

1. About this Agreement and Document Priority

1.1 These terms form part of a repair agreement for the Covered Asset identified in the Warranty Schedule. This is not an insurance product and is not regulated by the Financial Conduct Authority.

1.2 The agreement contributes towards the reasonable cost of authorised repairs following a covered Mechanical Breakdown or Electrical/Electronic Failure during the Period of Cover, subject to all limits, exclusions and conditions.

1.3 Warranties 4U administers the programme, including records, claims assessment, communications and payment administration. Warranties 4U does not diagnose faults, perform repairs or guarantee the work of a Repairer.

1.4 The documents apply in this order where there is a conflict:

- any written endorsement issued by Warranties 4U;
- the Warranty Schedule;
- the relevant product schedule in this document;
- these main terms; and
- for breakdown or recovery only, the National Recovery Terms and Conditions and applicable membership schedule.

1.5 Nothing in this agreement affects your statutory rights.

2. Definitions

Term	Meaning
Agreement Holder / You / Your	the person named in the Warranty Schedule.
Administrator / We / Us / Our	Warranties 4U / Warranties 4 U Ltd.
Covered Asset	the vehicle, motorcycle, motorhome or caravan identified in the Warranty Schedule.
Warranty Schedule	the document confirming the Agreement Holder, Covered Asset, cover level, Period of Cover, claim limit, excess, labour rate and endorsements.
Mechanical Breakdown	the sudden and unexpected failure of a covered mechanical component resulting in an immediate loss of function.
Electrical/Electronic Failure	the total failure of a covered electrical or electronic component resulting in loss of function.
Wear and Tear	deterioration of a component through normal use or ageing.
Covered Component	an original-specification mechanical, electrical or electronic component included under the selected cover level and product schedule.
Claim Limit	the maximum contribution for one accepted claim, inclusive of VAT and all approved costs, as shown in the Warranty Schedule or a specific component cap.
Total Warranty Value	the maximum aggregate amount payable during the Period of Cover, limited to the Covered Asset's current retail market value determined using a recognised industry source.
Excess	the amount You must contribute to an accepted claim, where shown in the Warranty Schedule.
Labour Rate	the maximum hourly rate payable, as shown in the Warranty Schedule.
Labour Times	recognised published repair times, including Autodata/ICME where available, or Our reasonable assessment.
Repairer	a VAT-registered garage, workshop or appropriately qualified repair business carrying out diagnosis or repair.
Consequential Damage	damage to a Covered Component directly caused by the failure of another Covered Component.
Pre-existing Fault	a fault, symptom or underlying cause present before cover commenced, whether or not diagnosed at that time.
Territorial Limits	the United Kingdom unless We agree otherwise in writing.
Period of Cover	the start and end dates shown in the Warranty Schedule.

3. Eligibility and Commencement

3.1 Cover applies only to the Covered Asset and Agreement Holder shown in the Warranty Schedule.

3.2 Cover starts on the date shown in the Warranty Schedule, provided the required premium has been received. When bought directly outside an approved dealer network, a 21-day waiting period may apply and the effective start date will be shown in the Warranty Schedule.

3.3 Major failures involving the engine, turbocharger, gearbox or drivetrain occurring within the first 14 days or 1,000 miles after cover starts, whichever occurs first, are excluded unless the Warranty Schedule expressly states otherwise.

3.4 The Covered Asset must meet the eligibility rules in the relevant product schedule. We may request proof of ownership, identity, mileage, service history, MOT, tax and insurance.

3.5 Modifications must be disclosed and accepted by Us in writing within 14 days of commencement. Acceptance is not automatic.

4. Your Responsibilities

- Keep the Covered Asset roadworthy, safe and legally compliant, with a valid MOT, road tax and insurance where required.
- Service it in accordance with the manufacturer's schedule at a VAT-registered garage or appropriately qualified service centre. A tolerance of 28 days or 750 miles, where mileage applies, is permitted unless the product schedule or Warranty Schedule says otherwise.
- Retain itemised service invoices and maintenance records. A stamped service book alone may not be sufficient.
- Carry out routine checks and maintenance, use the correct fuel, oils, lubricants, coolant and antifreeze, and respond promptly to warnings or symptoms.
- Stop driving, riding, towing or using the Covered Asset when a warning, leak, unusual noise, vibration, overheating or other fault becomes apparent, unless the manufacturer confirms continued use is safe.
- Report a potentially covered fault without delay and follow the claims procedure exactly.
- Provide complete and accurate information and reasonable assistance, and allow inspection of the Covered Asset and failed components.
- Do not authorise repairs, replacement parts or dismantling as a warranty cost until We give written approval.

Failure to comply

A claim may be declined to the extent that a breach of these responsibilities caused, contributed to, worsened or prevented proper assessment of the failure. Fraud, deliberate misrepresentation or material non-disclosure may result in immediate cancellation.

5. How Warranty Cover Works

5.1 We will contribute towards reasonable and necessary parts, labour and VAT for an authorised repair to a Covered Component, up to the applicable Claim Limit and Total Warranty Value.

5.2 Cover is limited to the specific fault investigated, reported and authorised. Unrelated work discovered during diagnosis or repair requires separate approval and may be treated as a separate claim.

5.3 There is no fixed number of claims, but all payments remain subject to the Claim Limit, component caps, one repair per individual component, and the Total Warranty Value. Multiple components failing at the same time may be treated as one claim.

5.4 The same component failure will not be covered more than once within any 12-month period. Injector cover is limited to one accepted injector claim during the agreement unless the Warranty Schedule states otherwise.

5.5 Wear and Tear is included only within the age/mileage thresholds in the relevant product schedule and only for Covered Components. A component that has merely reached the end of its serviceable life is not covered outside those thresholds.

5.6 Consequential Damage is covered only where expressly stated and only to Covered Components. The maximum is £1,000 including VAT for vehicles and motorcycles, and £500 including VAT for motorhomes and caravans, subject always to the overall Claim Limit. Damage caused by a non-covered component is excluded.

5.7 Diagnostic costs are initially Your responsibility. Up to one hour may be included where a claim is accepted and this benefit applies. Dismantling is payable only where We approved it in advance and confirm it forms part of the accepted claim.

5.8 We may source new patterns, quality used, exchange or reconditioned guaranteed components. Manufacturer-branded parts will be authorised only where we consider there is no suitable alternative. You must pay any upgrade or price difference you request.

5.9 If a repair improves the Covered Asset beyond its condition immediately before failure, We may reasonably ask You to contribute towards betterment. We will explain any contribution before repair begins.

6. Cover Levels and Common Benefits

Cover level	How it applies
Core	Comprehensive cover for the categories listed in the relevant product schedule, subject to the specific component, age, mileage and monetary limits shown there.
Ultra	Where offered and shown in the Warranty Schedule, the same broad covered categories with the Core component restrictions removed, so accepted Covered Components are payable up to the Claim Limit. General exclusions and express eligibility/time/mileage conditions still apply.
Caravan	One cover level applies, subject to Schedule D and any limits in the Warranty Schedule.

6.1 All claim and component limits include VAT. You are responsible for the excess, costs above the authorised labour rate or repair time, and any amount above the Claim Limit or component cap.

6.2 Oil, fluids, oil filters, gaskets, seals and other working materials are covered only where necessary to complete an accepted repair and cannot be claimed independently.

6.3 Oil or fluid leaks may be covered up to 10 years or 100,000 miles, excluding fuel leaks, where the relevant product schedule includes this benefit.

7. General Exclusions

We will not pay for the following, unless expressly included by the Warranty Schedule or relevant product schedule:

- Pre-existing Faults; faults present or developing before commencement; or faults identified during servicing, MOT, inspection or health checks.
- Routine servicing, maintenance, adjustments, calibration, cleaning, flushing, software updates, recalls, technical service bulletins or manufacturer design/inherent defects.
- Repairs started or completed without Our prior written authorisation; late or incomplete claims; or costs submitted outside the required timescales.
- Gradual deterioration outside the stated Wear and Tear benefit; corrosion, oxidation, carbon build-up, sludge, silt, contamination, blockages, staining, misting or high oil consumption.
- Accident, impact, collision, road hazard, theft, attempted theft, vandalism, criminal damage, fire, flood, storm, lightning, freezing, frost, water ingress or delamination, except any specifically stated body-leak benefit.
- Misuse, neglect, abuse, overloading, overheating, seizure, lubrication failure, incorrect or insufficient fuel/fluids, continued use after a fault, off-road use, competition, motorsport, track days, racing, rallying, pace-making or speed testing.

- Faulty workmanship, incorrect diagnosis, poor or incomplete previous repairs, or damage caused by a Repairer, supplier or third party.
- Non-covered parts causing damage to covered parts, except where expressly stated; or any item covered by another warranty, guarantee, insurance, finance, maintenance or repair arrangement, recall or goodwill settlement.
- Personal injury, death, third-party property damage, loss of use, inconvenience, storage or release fees, loss of income, business or commercial losses, alternative transport, accommodation and any indirect or consequential loss, unless expressly included under separate recovery membership terms.
- Faults where the odometer has been altered, disconnected or tampered with, or accurate mileage cannot be established.
- Any Covered Asset used or owned contrary to the eligibility rules in the relevant product schedule.

7.1 Common excluded components and consumables

The following are excluded unless expressly listed as covered in the relevant product schedule or Warranty Schedule:

- bodywork, paint, trim, chassis/body cosmetic items, glass, mirrors, seats, upholstery, carpets, floor coverings and soft furnishings;
- tyres, wheels, valves and pressure sensors; brake pads, shoes, discs and drums; bulbs, fuses, spark plugs and auxiliary drive belts;
- hoses, pipes, cables, wiring, connectors, terminals, fixings, bolts, mountings and perishable rubber items including bushes;
- fuel tanks and clearing fuel lines; air-conditioning recharge; exhaust systems and manifolds;
- software, reprogramming, trackers, driver-assistance, radar/lidar, head-up displays and ancillary batteries;
- electric/hybrid charging cables, sockets, HV cabling, battery housings, cells, modules, cooling and venting; and
- burnt valves/seats, cracked blocks or cylinder heads, skimming, core plugs, carbon removal, sprockets and pulleys, and cambelt damage where replacement requirements were not followed.

8. Claims Process

Prior authorisation is essential

No repair may begin until You have completed the claim form and We have issued written authorisation. An estimate, conversation or claim reference is not authorisation.

1. Stop using the Covered Asset if continued use could cause further damage. If breakdown/recovery assistance is needed, follow section 12 and the National Recovery Terms and Conditions.
2. Book the Covered Asset into a suitable VAT-registered Repairer for diagnosis and a detailed estimate.
3. Complete the claims form at www.warranties4u.co.uk as soon as possible.
4. Within 7 days of first reporting the fault, email claims@warranties4u.co.uk with the diagnostic report, repair estimate, registration or identification details, Agreement Holder's name and address, date the fault began, part numbers where available, printed OBD reports where relevant, and a full parts/labour/VAT breakdown.
5. Wait for Our written decision. We may request service records, photographs, video, dismantling, failed parts or an independent inspection.
6. If approved, check the authorised work and amount before instructing the Repairer. You are responsible for any excess and unauthorised or excess costs.

7. Complete the repair and submit the final itemised VAT invoice within 45 days of authorisation and before expiry where required. The invoice should be made out to Warranties 4 U Ltd where We are to reimburse VAT.
8. Keep replaced parts available until we confirm the claim is closed.

9. How Claims are Assessed and Paid

- We may communicate directly with You and the Repairer, nominate a Repairer or parts supplier, and inspect, test, remove or refurbish components.
- We may appoint an independent assessor where necessary. We will consider their technical findings together with the agreement terms and other evidence when deciding liability.
- Published repair times and the Labour Rate on the Warranty Schedule determine the maximum labour contribution.
- All diagnosis and dismantling remain at Your risk until the claim is accepted in writing.
- An authorisation is based on information available at the time and may be varied or withdrawn if material information changes, the diagnosis is incorrect, eligibility cannot be evidenced, or the terms are not met.
- Payment is made only after receipt and verification of all requested documents and a compliant final invoice.
- A claim with no communication for more than six weeks may be treated as withdrawn. Repairs and invoice submission must in all cases meet the 45-day deadline notified with authorisation.
- A claim is active once a fault has been reported, but reporting alone does not mean it has been accepted.

10. Cancellation, Transfer and Termination

10.1 Cancellation

You may cancel within 14 days of the start date. For cover purchased directly from UWarranties 4U, a full refund will be issued provided no claim has been made. For cover supplied through a dealer, any refund is subject to the dealer's applicable refund terms. No refund is available after 14 days unless required by law or confirmed by Us in writing.

We may cancel within 14 days of inception and refund any amount due, subject to any claim or benefit already provided.

10.2 Transfer to a new owner

If You sell the Covered Asset, You may request transfer to a new private owner who is not involved in the motor trade, provided no claim has been made. A £35 administration fee applies. Email **admin@warranties4u.co.uk** with the new owner's details and the registration or identifying information. Transfer is not effective until confirmed in writing.

10.3 Termination

We may terminate the agreement for non-payment, fraud, dishonest or exaggerated claims, material misrepresentation or non-disclosure, abusive or threatening conduct, or a serious breach of these terms. We may seek recovery of sums obtained dishonestly and take legal action where appropriate.

11. Complaints, Data and General Legal Terms

11.1 Complaints

Email **admin@warranties4u.co.uk** with Your name, registration or warranty number, the reason for the complaint and the outcome sought. We aim to acknowledge complaints within 3 working days and

provide a full response within 14 working days. If You remain dissatisfied, You may ask Our Directors to review the matter. This does not affect Your statutory rights or right to pursue an available legal remedy.

11.2 Personal data

We act as a Data Controller for personal information We collect. We may use and share information with dealers, repairers, assessors, suppliers and other relevant parties where necessary to administer the agreement, prevent crime, comply with legal obligations, improve services and, where permitted, communicate about products. See www.warranties4u.co.uk/privacy or email admin@warranties4u.co.uk for data requests or communication preferences.

11.3 General

- This agreement and correspondence are in English.
- The agreement is governed by the law of England and Wales, unless the law applicable to Your residence requires otherwise. The courts with lawful jurisdiction may hear disputes.
- You must assist with any reasonable recovery rights We may have against a manufacturer, Repairer, supplier or other third party.
- No person may amend these terms unless We confirm the amendment in writing. Any updated terms will not reduce an existing contractual entitlement unless the change is required by law or agreed with You.
- If part of these terms is unenforceable, the remaining provisions continue to apply. A delay in exercising a right is not a waiver of that right.

12. Breakdown and Recovery - Separate Terms Apply

REFER TO THE NATIONAL RECOVERY TERMS AND CONDITIONS DOCUMENT

All matters relating to breakdown assistance or recovery - including eligibility, registered vehicle, approved incidents, territorial limits, roadside attendance, recovery distance, towing, passengers, caravans/trailers, home assistance, nationwide recovery, alternative transport, accommodation, mis-fuel, European assistance, exclusions, vehicle dimensions/weights, excesses and charges - are governed exclusively by the current National Recovery Terms and Conditions document and the applicable Membership Schedule.

12.1 A warranty does not by itself guarantee recovery. Recovery applies only where the Warranty Schedule or Membership Schedule confirms an active eligible recovery product, such as Protect or an applicable upgrade.

12.2 Any summary of recovery benefits in marketing material or a product booklet is illustrative only and does not replace or vary the National Recovery Terms and Conditions.

12.3 Assistance must be requested and authorised through the stated assistance channel. Charges outside the selected recovery level may be payable by You.

12.4 Warranty repair claims remain governed by this document. Recovery assistance does not confirm that a subsequent warranty repair claim will be accepted.

Schedule A - Vehicle Cover

A1. Covered categories

- Air conditioning system
- Braking system
- Camshaft timing belt/chain, including rattle
- Casings

- Clutch and flywheel
- Coil springs and shock absorbers
- Cooling system
- Drive system
- Electrical and electronic components
- Engine
- Fuel system
- Gearbox and transmission
- Hybrid/EV power generation and transmission components
- Ignition system
- Steering system
- Suspension
- Turbocharger and supercharger
- Injectors
- Wheel hubs and bearings

A2. Core limits

Benefit/component	Core limit
Main 12V battery	First 6 months; up to £150 including VAT.
Clutch and flywheel repairs	Up to £600 including VAT.
DPF / catalytic converter	Repair or replacement up to £750 including VAT.
Turbocharger / supercharger	Up to Claim Limit to 100,000 miles; above 100,000 miles, up to £750.
Injectors	Up to £750 to 125,000 miles; above 125,000 miles, up to £350. One injector claim per term.
Timing-chain repairs/rattle	Up to £400 and only to 100,000 miles.
Original in-vehicle entertainment	Sat-nav, infotainment and telephone up to £500.
Remote key fob / key card	Up to £250.
Oil/fluid leaks	Up to 10 years or 100,000 miles; fuel leaks excluded.
Wear and Tear	Covered Components to 125,000 miles.
Diagnosis	Up to one hour on an accepted claim.
Consequential Damage	Up to £1,000 including VAT, subject to section 5.6.

A3. Ultra

Where Ultra is shown, the covered categories above are payable up to the Claim Limit without the Core component monetary caps, subject to the Warranty Schedule, general exclusions and any express time/mileage restriction stated to apply to the benefit.

A4. Vehicles not eligible

- commercial vehicles, including car-derived vans, above 3,500kg gross vehicle weight;
- commercial vehicles exceeding 2,000 miles per month unless agreed in writing;
- custom-built or modified vehicles not accepted in writing;
- vehicles used for hire and reward, taxi/private hire, dispatch, driving tuition, chauffeuring or prohibited competition/off-road purposes;
- vehicles owned, operated or maintained by a motor-trade business or employee; and
- vehicles previously declared an insurance total loss/write-off.

Schedule B - Motorcycle Cover

B1. Covered categories

- Braking system
- Camshaft timing belt/chain, including rattle
- Clutch and flywheel
- Coil springs and shock absorbers
- Cooling system
- Drive system
- Electrical and electronic components
- Engine
- Fuel system
- Gearbox and transmission
- Ignition system
- Steering system
- Suspension
- Injectors
- Wheel hubs and bearings

B2. Core limits

Benefit/component	Core limit
Battery	First 6 months; up to £50 including VAT.
Clutch friction material and flywheel	Up to £400 including VAT.
Catalytic converter	Repair or replacement up to £250 including VAT.
Injectors	Up to £450 to 125,000 miles; above 125,000 miles, up to £350. One injector claim per term.
Timing-chain rattle/repair	Up to £300 and only to 100,000 miles.
Original motorcycle entertainment	Sat-nav, infotainment and telephone up to £300.
Remote key fob / key card	Up to £250.
Oil/fluid leaks	Up to 10 years or 100,000 miles; fuel leaks excluded.
Wear and Tear	Covered Components to 125,000 miles.
Diagnosis	Up to one hour on an accepted claim.
Consequential Damage	Up to £1,000 including VAT, subject to section 5.6.

B3. Ultra

Where Ultra is shown, the covered categories above are payable up to the Claim Limit without the Core component monetary caps, subject to the Warranty Schedule, general exclusions and any express time/mileage restriction stated to apply to the benefit.

B4. Motorcycles not eligible

- commercial motorcycles exceeding 2,000 miles per month unless agreed in writing;
- custom-built or modified motorcycles not accepted in writing;

- motorcycles used for hire/reward, dispatch, taxi/private hire, tuition, chauffeuring, off-road or competition purposes;
- motorcycles owned, operated or maintained by a motor-trade business or employee; and
- motorcycles previously declared an insurance total loss/write-off.

Schedule C - Motorhome Cover

C1. Covered categories

- Base vehicle: engine, gearbox/transmission, drive, fuel, ignition, cooling, braking, steering, suspension, casings, coil springs/shock absorbers, electrical/electronic components and wheel hubs/bearings.
- Habitation: auxiliary electrics; eligible alarm/tracker components; cassette-toilet operating mechanism, pump and flush mechanism excluding seals; chassis members/outriggers; cooker; fridge; gas thermostat/system; heating; water system; running gear; window-blind tension mechanism; and factory-fitted electrical steps, beds and tables.
- Mechanical/electrical habitation components including control panels, eligible wiring, battery charger/power supply, extractor fans, water pumps/heaters, gauges, thermostats, fan motors, switches, ELCB and electronic control devices, excluding items listed in section 7 and C4.
- Body leaks: water ingress through an original permanently sealed seam/joint only for motorhomes up to 7 years old and subject to maintenance and inspection evidence.

C2. Core limits

Benefit/component	Core limit
Main vehicle battery (not leisure battery)	First 6 months; up to £150 including VAT.
Clutch friction material and flywheel	Up to £600 including VAT.
DPF / catalytic converter	Repair or replacement up to £750 including VAT.
Turbocharger / supercharger	Up to Claim Limit to 100,000 miles; above 100,000 miles, up to £750.
Injectors	Up to £750 to 125,000 miles; above 125,000 miles, up to £350. One injector claim per term.
Timing-chain repairs	Up to £400 and only to 100,000 miles.
Original motorhome entertainment	Sat-nav, infotainment and telephone up to £300.
Remote key fob / key card	Up to £250.
Oil/fluid leaks	Up to 10 years or 100,000 miles; fuel leaks excluded.
Wear and Tear	Covered Components to 125,000 miles.
Diagnosis	Up to one hour on an accepted claim.
Consequential Damage	Up to £500 including VAT, subject to section 5.6.

C3. Ultra

Where Ultra is shown, the covered categories above are payable up to the Claim Limit without the Core component monetary caps, subject to the Warranty Schedule, general exclusions and any express time/mileage restriction stated to apply to the benefit.

C4. Additional motorhome exclusions

- leisure batteries; burnt, corroded or damaged wiring; LEDs/LED units, bulbs and tubes; seals unless expressly included;
- external panels/paint, glass, windscreens, mirrors, skylights, sunroofs/glass hobs, soft furnishings, carpets/flooring, worktops and shower trays;
- external pumps, hoses/pipes/fittings/unions, brackets/catches/hinges/rails/runners/slides, accessories, cycle carriers, roof racks, stabilisers, tow bars, wheels/tyres and service brakes;
- smoke/carbon-monoxide detectors and fire extinguishers; and
- rental, custom-built, ineligible commercial, motor-trade-owned or written-off motorhomes, and unapproved modifications. Commercial use is limited to 2,000 miles per month unless agreed.

Recovery

For any motorhome breakdown or recovery benefit, REFER to the National Recovery Terms and Conditions document. Size, weight, access and membership limits are not set by these warranty terms.

Schedule D - Caravan Cover

D1. Covered categories

- Auxiliary electrics: mains hook-up input, battery charger, ELCB, distribution unit and interior light fittings.
- Alarm and tracker electrical parts, excluding batteries and key fobs, where failure occurs during an active recognised tracker-service contract.
- Body leaks: water ingress through an original permanently sealed seam/joint for caravans up to 7 years old.
- Braking system: mechanical linkage, backing plates, actuators, drums and shoes where the listed cover applies.
- Cassette-toilet operating mechanism, pump motor and flush mechanism, excluding seals.
- Chassis members and outriggers; cooker; fridge; gas thermostat and gas system; heating system; running gear; suspension; towing mechanism; mechanical parts excluding electrics; motorised caravan mover; window-blind tension mechanism; water system.
- Mechanical and electrical components within the caravan, including eligible wiring and control/power components, subject to the exclusions below.

D2. Caravan-specific limits

Benefit/component	Limit
Wear and Tear	Covered Components until the caravan reaches 12 years old.
Body leaks	Only caravans up to 7 years old; original permanently sealed seams/joints.
Diagnosis	Up to one hour on an accepted claim.
Consequential Damage	Up to £500 including VAT, and only where one Covered Component directly damages another Covered Component.
Overall claim	Claim Limit, excess and Labour Rate shown in the Warranty Schedule.

D3. Additional caravan exclusions

- freezing/frost; unnecessary force or abuse; damage caused by an awning; flooding, water ingress or delamination outside the specific body-leak benefit;

- external panels, paint, trims, windows, mirrors, skylights, glass hobs, soft furnishings, carpets/floor coverings, worktops, shower trays, catches/stays and seat coverings/frames;
- tyres, wheels, valves/pressure sensors, leisure battery, fuses, external water pump, hoses/pipes/joints/fittings/unions, brackets/hinges/rails/runners/slides;
- accessories including cycle carriers, roof racks, stabilisers and tow bars; service/worn brake discs, drums, pads and shoes; smoke/CO alarms and fire extinguishers;
- rental caravans, caravans modified from original specification without written acceptance, and items previously identified for repair but not rectified.

D4. Towing vehicle

The caravan warranty does not provide mechanical warranty cover for the towing vehicle. Any towing-vehicle warranty must be purchased separately. For breakdown assistance or recovery of a towing vehicle and attached caravan, REFER to the National Recovery Terms and Conditions document and Membership Schedule.

Schedule E - Contact Details and Quick Claim Checklist

Purpose	Contact
Warranty claims	Complete the form at www.warranties4u.co.uk , then email documents to claims@warranties4u.co.uk
Administration, transfer, complaints and data enquiries	admin@warranties4u.co.uk
Telephone	0203 668 1569
Breakdown/recovery	Use the assistance contact stated in Your Membership Schedule and REFER to the National Recovery Terms and Conditions document.

Before sending a claim

- Fault reported without delay
- Covered Asset stopped where further damage was possible
- Online claim form completed
- Diagnostic report and itemised estimate attached
- Registration/identifier, Agreement Holder details and fault date included
- Parts, labour hours, labour rate and VAT shown
- Service evidence ready
- No repairs authorised or started
- Written authorisation awaited

Final reminder

This document must be read with Your Warranty Schedule and the product schedule that applies to Your Covered Asset. For every breakdown or recovery matter, REFER to the National Recovery Terms and Conditions document.