

Mercedes-Benz Extended Warranty



Mercedes-Benz



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Demands and needs statement.

This Mercedes-Benz Extended Warranty meets the demands and needs of customers who want to insure their vehicle against **mechanical or electrical failure**.

This Extended Warranty does not cover everything. **You** should read this policy carefully to make sure it provides the cover **you** need.

You may already have other insurance for some or all of the features and benefits this type of policy provides. It is **your** responsibility to check this.

We (AWP Assistance UK Ltd, trading as **Mercedes-Benz Warranty Services**) have only provided **you** with information and have not provided **you** with any recommendation or advice about whether this product meets **your** specific insurance demands and needs.

About us and our insurance services.

Mercedes-Benz Warranty Services
102 George Street
Croydon
CR9 6HD

1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services. Use this information to decide if **our** services are right for **you**.

2. Whose products do we offer?

We are an insurance intermediary. **We** offer products from a single insurance company, AWP P&C SA. AWP P&C SA are a French company duly authorised in France. **We** act on their behalf.

3. What services will we provide you with?

We will not recommend this warranty or advise **you** to buy it. **You** will need to make **your** own decision about whether to go ahead with this insurance.

4. What will you have to pay us for this service?

You will only pay **us** the premium for **your** policy. **You** do not have to pay **us** a fee for arranging this on **your** behalf. The insurance company, AWP P&C SA, pay **us** for providing the service to **you**. The payment **we** receive from them is a mixture of commission and other fees based on **our** costs for administering **your** policy.

5. Who regulates us?

We are authorised and regulated by the Financial Conduct Authority. **Our** Financial Services Register number is 311909.

Our registration allows **us** to arrange motor warranty insurance.

You can check this on the Financial Services Register by visiting the FCA's website at www.fca.org.uk/register or by contacting the FCA on 0800 111 6768.

6. What to do if you have a complaint

If **you** want to make a complaint, please contact **us**.

Write to: Customer Service, Mercedes-Benz Warranty Services, 102 George Street, Croydon CR9 6HD.

Email: customersupport@allianz-assistance.co.uk

Phone: 020 8603 9853

If **you** are not satisfied with the way **we** have dealt with **your** complaint, **you** can contact the Financial Ombudsman Service

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

7. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet their obligations.

For claims relating to advising on and arranging insurance, The FSCS covers 90% of the claim, with no upper limit.

For more information about the compensation scheme arrangements, contact the FSCS.

Phone: 0800 678 1100 or 020 7741 4100

Website: www.fscs.org.uk



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Introduction.

Important telephone numbers	
Warranty administration	0345 641 9778
Warranty claims	0345 641 9794

Welcome

Thank **you** for taking out this Mercedes-Benz Extended Warranty with **us**.

We have designed this Mercedes-Benz Extended Warranty to help protect **you** against the costs **you** may have to pay if there is a **mechanical or electrical failure** of a part that is covered or if the **insured vehicle** breaks down or won't start and this happens in the **area of cover**.

Your confirmation of cover shows the sections of the policy that apply to **you**, the **insured vehicle** and any special terms or conditions that apply.

It is very important that **you** read this policy and the **confirmation of cover**. If **you** do not understand anything, please ask **us** for more information.

The conditions of the policy and how to make a claim are explained in the following pages.

Please keep this policy document and **your confirmation of cover** in a safe place.

Important contact details

If **you** have a problem with the **insured vehicle** while it is in the **UK**, simply contact **your** chosen authorised Mercedes-Benz Retailer and tell them that **your** vehicle is protected by the Mercedes-Benz Extended Warranty. The Mercedes-Benz Retailer will handle any claim on **your** behalf.

Change of address

If **you** need to update **your** contact details please call **our** administration line on **0345 641 9778**, fill in the change of address form on page 23, or email **us** at mercedesbenzapprovedused@allianz-assistance.co.uk

Summary of cover

The maximum claim benefit **we** will pay in each 12 month period is the market value of the **insured vehicle** at the time of **your** claim.

Definition of words.

When the following words and phrases appear in this policy document or **your confirmation of cover**, they have the specific meanings given below. Wherever these words are used in the document, they are highlighted in bold print.

Area of cover

The **UK** and **continental Europe**.

Beneficiary, beneficiaries

You (or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission), and any passenger in the **insured vehicle** at the time of the breakdown or when the **insured vehicle** will not start. **We** will cover up to the maximum number of people legally allowed to travel in the **insured vehicle**.

Confirmation of cover

The letter or email sent to **you** with this policy document.

Continental Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco,

Netherlands, Norway, Poland, Portugal (not including Madeira and the Azores), Romania, Russia (St Petersburg, Moscow, Rostov On Don, Togliatti and Perm only), San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

Insured vehicle

The vehicle shown on the **confirmation of cover**, which **you** have paid the appropriate insurance premium for.

Insurer

AWP P&C SA.

Maximum claim limit, claim limit

The most **we** will pay for each claim is the market value of the **insured vehicle** including VAT. If the cost of a repair is more than the market value of the **insured vehicle**, **you** agree to have the repair carried out at a Mercedes-Benz Retailer. **We** will pay the market value of the **insured vehicle** and **you** must pay the rest of the cost of the repair. If **you** decide not to have the repair carried out at a Mercedes-Benz Retailer, **we** will not pay for the repair.

Mechanical or electrical failure

Complete operational failure or internal damage caused by the actual breaking of any

manufacturer-fitted parts other than those which **we** specifically exclude (see 'What is not covered?' on pages 13 and 14).

Period of insurance

The period shown on **your confirmation of cover**.

Private individual

A person who is using the **insured vehicle** for their own personal use and who is not a motor trader, garage, business, or a person who deals in buying and selling or repairing motor vehicles.

UK

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

Wear and tear

Gradual deterioration caused by the effects of age or mileage (or both) under normal use.

We, our, us, Mercedes-Benz Warranty Services

AWP Assistance UK Ltd, who administer the insurance on behalf of the **insurer**.

You, your

The **private individual** named on the **confirmation of cover**, or any new owner who **you** tell **us** about using the transfer of ownership form in this document (and which **we** have accepted).

Important information.

Insurer

You Mercedes-Benz Extended Warranty is provided by AWP P&C SA. **We** administer it in the **UK** on their behalf.

How your policy works

Your policy and **confirmation of cover** form a contract between **you** and **us**. **We** will pay for claims **you** make which are covered by the policy that happen during the **period of insurance** and within the **area of cover**.

Unless **we** tell **you** otherwise, the benefits and exclusions in each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses.

Mileage and age limits

Cover is only available for vehicles with a mileage of less than 120,000 miles on the policy start date. There is no mileage limit within the **period of insurance**. The maximum age limit for the vehicle is 10 years at the end of the **period of insurance**.

Your right to cancel

If this cover does not meet **your** needs or if **you** decide to cancel this policy for any reason within

14 days of receiving the original documents, **we** will give **you** a full refund of the premium **you** have paid. There is no charge if **you** do this within 14 days. After this 14-day period **you** will be entitled to a refund for the **period of insurance** that is still to run on a 12-month or 24-month policy as long as **we** have not paid any claims under the policy, less an administration fee of £25. **We** will not pay a refund for monthly policies.

In either case, if **you** have asked **us** to perform or provide any of the services given under this policy **we** are entitled to recover all costs that **you** have used for the service provided. To claim a refund please write to:

Mercedes-Benz Warranty Services, PO Box 1183, Croydon CR9 1HR. Or phone **0345 641 9778**.

Our right to cancel

If **you** have a monthly policy **we** can cancel **your** cover at any time by sending **you** notice in writing to the last address **you** gave **us**.

Services

Servicing requirements for your Mercedes-Benz
Your insurance is only valid if **you** have the **insured**

vehicle serviced by an authorised Mercedes-Benz Retailer in the **UK** in line with the manufacturer's specifications. **We** will allow **you** to be up to 1,000 miles or one calendar month (whichever happens first) over the periods that are recommended between services.

Please make sure that the Mercedes-Benz Retailer who carries out the service fills in the service record for the **insured vehicle** and that **you** keep all service receipts as proof of the service.

Important: This insurance will not be valid if **you** do not have the **insured vehicle** serviced correctly in line with the manufacturer's specifications during the **period of insurance**, or if **you** are not able to provide proof that **you** have done this (if **we** ask for proof).

Transfer of ownership

If **you** sell the **insured vehicle** to a **private individual**, **you** can transfer the remaining cover to the new owner as long as **you** pay the transfer fee of £25. **We** will not transfer the cover until **we** have received the transfer fee. **You** (the existing policyholder named on the **confirmation of cover**) must sign this form.

As soon as possible after selling the **insured vehicle**, please fill in the form at the back of this document, attach a cheque for the transfer fee of £25 (made payable to **Mercedes-Benz Warranty Services**) and send it to: Mercedes-Benz Warranty Services, PO Box 1183, Croydon CR9 1HR. **You** can also call **us** on **0345 641 9778** to make payment over the phone.

You cannot transfer this Mercedes-Benz Extended Warranty to any other vehicle. It only covers the **insured vehicle** shown on the **confirmation of cover**.

You have the right to cancel **your** policy. Please see '**Your** right to cancel!' on page 10.

Data protection notice

We care about **your** personal information.

This summary and **our** full privacy notice explain how **we** protect **your** privacy and use **your** personal information.

Our full privacy notice is available at:
www.mercedes-benzwarranty.co.uk/privacypolicy

If **you** would like a printed version of **our** privacy notice, please write to **us** at Customer Service (Data Protection), Mercedes-Benz Warranty Services, 102 George Street, Croydon CR9 6HD.

How will we collect and use your personal information?

We will collect **your** personal information from a variety of sources, including:

- information **you** give **us**; and
- information about **you** that **we** receive from certain third parties, such as the manufacturer of the **insured vehicle** and Mercedes-Benz Retailers and authorised repairers.

We will collect and process **your** personal information in order to meet the contractual obligations **we** have under contracts **we** have entered into and to protect **our** legitimate interests including:

- when entering into or managing contracts with **you**; and
- to tell **you** about products and services which **we** believe **you** may be interested in.

Who will have access to your personal information?

We may share **your** personal information:

- with public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud-prevention agencies and claims databases, for the purposes of providing insurance and preventing fraud;
- with other service providers who provide services on **our** behalf;
- with organisations **we** deal with, who provide part of the service to **you** (such as motor retailers and recovery-service providers); and
- to meet **our** legal obligations, including providing information to the relevant ombudsman if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us** permission to do this.

How long do we keep your personal information?

We will keep **your** personal information for up to seven years from the date **we** stop providing cover to **you**.

If possible **we** will delete certain areas of **your** personal information (or delete any details that could identify **you**) as soon as **we** no longer need that information for the purposes for which **we** received it.

Where will we process your personal information?

Your personal information may be processed both inside and outside the United Kingdom (**UK**) or European Economic Area (EEA).

Whenever **we** transfer **your** personal information outside the **UK** or EEA to other Allianz Group companies, **we** will do this in line with Allianz's approved binding corporate rules (BCR).

If Allianz's BCR do not apply, **we** make sure that any personal information **we** transfer outside the **UK** or EEA receives an appropriate level of protection.

What are your rights relating to your personal information?

You have certain rights relating to **your** personal information. **You** can:

- ask for access to **your** information and for details about how **we** process and share it;

- ask to restrict the way **we** process **your** information if **you** previously gave **us** this;
- ask **us** to stop processing **your** information, including for direct marketing purposes;
- ask **us** to update **your** information or to delete it from **our** records;
- ask **us** to give a copy of the information to **you** or a new insurer; and
- make a complaint about the way **we** have processed **your** information.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can you contact us?

If **you** would like a copy of the information that **we** hold about **you** or if **you** have any questions about how **we** use **your** personal information, contact **us**.

Write to: Customer Service (Data Protection),
AWP Assistance UK Ltd, 102 George Street, Croydon
CR9 6HD

Phone: 0208 603 9853

Email: AzPUKDP@allianz.com

Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet their financial obligations. This depends on the type of insurance and the circumstances of **your** claim. Insurance cover provides protection for 90% of the claim, with no upper limit.

For more information about compensation scheme arrangements, call the FSCS on 0800 678 1100 or 020 7741 4100, or visit their website at www.fscs.org.uk

Governing law

Unless **you** and **we** agree otherwise, English law will apply to this insurance, and all communications and documents relating to it will be in English. Any dispute relating to this insurance will be dealt with in the courts of England.

Contracts (Rights of Third Parties) Act 1999

No-one other than **us**, the **insurer** and **you** can enforce any of the terms of this insurance under the Contracts (Rights of Third Parties) Act 1999.



Mercedes-Benz Extended Warranty.

What is covered?

This warranty covers all factory-fitted mechanical and electrical parts (including labour costs) of the **insured vehicle** against sudden and unexpected **mechanical or electrical failure**. This includes consequential damage (see below) to covered parts. Please see the general exclusions on pages 16 to 17 for details of what is not covered.

This policy covers the following parts.

Alarm systems

Factory-fitted alarms, or alarm systems that have been fitted according to the manufacturer's specification at the time the **insured vehicle** was registered as a new car.

Casings

These will only be covered if any of the covered parts fail and cause damage to the casings. Otherwise casings are not covered.

Catalytic converters

Catalytic converters and diesel-particulate filters are covered for **mechanical failure**.

This does not include cleaning fuel lines, filters, carburettors, and pumps or replacing catalytic converters if these have been damaged as a result of using contaminated or incorrect fuel or accidental damage.

Consequential damage

- **We** will pay for damage caused to a covered part if this is caused by another covered part.
- Apart from casings (see above) **we** will not pay for any damage to parts not covered by this warranty, even if the damage is caused by a covered part.

High-voltage (HV) parts

HV batteries, plug-in hybrid batteries, AC/DC on-board charger, inverter, HV coolant compressor, HV ECUs, HV line set, electric motor central power train controls (electrical), PTC interior heating and PTC battery heating.

In-car entertainment

Factory-fitted audio-visual equipment or audio-visual equipment fitted by a retailer as part of the standard specification of the **insured vehicle** at the time it was first registered.

Includes the COMAND, Becker Map Pilot, telephone equipment (not including the handsets) and satellite navigation system.

Working materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part, which is covered under this warranty.

What is not covered?

Claims for **mechanical or electrical failure** of covered parts if the failure is due to **wear and tear**.

Bodywork, body seals (including any convertible roof, boot, sunroof, doors and so on), fixings and fastenings (nuts, bolts, brackets, studs, clips and springs (other than suspension springs)), glass, interior and exterior trim, interior panels, paint, lamp units and wheels.

Any failure that is caused by the **insured vehicle** overheating. This is not regarded as a **mechanical failure** under the terms of this insurance.

We do not cover the following parts.

- Air cleaners
- Any seal, gasket or sealant
- Auxiliary belts
- Batteries - non-HV and auxiliary batteries
- Bonnet, boot and fuel-flap release cables
- Brake friction material and discs and drums
- Brake pipes and brake hoses
- Clutch assemblies, clutch fork, release bearings, pressure plate and carrier plate
- Clutch master cylinder and clutch slave cylinder
- Core plugs
- Distributor caps
- Drive shaft and steering rack gaiters
- Electrical connection blocks, terminals and fuses
- Exhaust system, muffler, heat shields and exhaust pipes
- Fuel filters
- Gearbox, axle and drive line mountings
- Handbrake and parking brake cables
- Hinges
- Hoses and pipes (non-metal), hose clips and connectors (not including coolant hoses)
- HT leads
- Light bulbs and LED bulbs (except xenon bulbs)
- Navigation CDs, DVDs and SD cards
- Oil filters and gaskets
- PAS high-pressure hoses or pipes
- Pollen and odour filters
- Reprogramming or software updates unless these are needed as part of a repair to a covered part or will solve the complaint or fault. **We** will only pay for one hour's work
- Shock absorbers and suspension struts
- Spark plugs
- Sunroof cables, convertible cables, convertible roof material and straps
- Tyres
- Wheels
- Wiper blades
- Wiring and wiring looms

Claim payments

We will pay any number of claims (including VAT) up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official labour times and costs which are necessary to repair or replace covered parts.

When in continental Europe

The warranty is valid for up to 60 days a year while **your** vehicle is in **continental Europe**. **Mercedes-Benz Warranty Services** will not pay more than the equivalent **UK** cost for parts and labour.

General terms and conditions.

These conditions apply to all sections of **your** warranty. **You** must meet them before **we** will make a payment under this policy.

Information you need to tell us

There is certain information that **we** need to know as it may affect the terms of the insurance cover **we** can offer **you**.

You must give accurate answers to the questions **we** ask when **you** buy **your** Mercedes-Benz Extended Warranty. If **you** do not answer the questions truthfully, **your** policy may not be valid and **we** may not pay all or part of any claim **you** make.

If **you** think **you** may have given **us** any incorrect information, or if **you** want any help, please call **0345 641 9778** as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

Claims – your duties

If **you** need to make a claim **you** must follow the relevant claims procedures, described on page 18 of this document, as soon as **you** can.

Claims – our rights

We can take over and defend or settle any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **insured vehicle** and will test any damaged parts.

Looking after your vehicle

You must take all reasonable steps to protect the **insured vehicle** against breaking down or not starting and **mechanical or electrical failure**.

Fraud

If **you** or any **beneficiary** claiming under this insurance makes a claim that is false or dishonest in any way, this insurance will not be valid and **you** will lose all benefits under it. **We** will also have the right to claim back from **you** any payments **we** have made following previous claims **you** have made.

Salvage

If **we** are going to settle **your** claim by replacing **your** vehicle or by paying **you** the market value, **your** vehicle will become **our** property. If **your** vehicle has a personalised registration, **you** can keep this as long as this is allowed under DVLA rules and regulations.

Obsolete parts

If any part or accessory is not available, the most **we** will pay for that part will be the cost shown in the manufacturer's last **UK** price list, plus a reasonable fitting cost. If the part is not listed in the manufacturer's last **UK** price list, **we** will pay the cost of an equivalent part plus the reasonable cost of fitting it. If no equivalent part is listed the most **we** will pay is £250.

General exclusions.

This insurance does not cover any injury, failure, loss or damage which is caused by, arises from or happens in connection with the following.

1. Corrosion, frost, salt, hail, windstorms, fire, lightning, things landing on the **insured vehicle** (for example, chemicals, tree sap and bird droppings), rodent damage, flooding or any material letting in water.
2. Any fault which is likely to have existed before the **period of insurance**.
3. Manufacturer faults, faulty design or recall campaigns.
4. **Wear and tear**, normal deterioration, routine servicing, maintenance or reprogramming.
5. Faulty repairs, incorrect servicing or failing to have the **insured vehicle** serviced in line with the manufacturer's specification.
6. The oil in the **insured vehicle** degrading or carbon or soot building up.
7. Lack of oil, fuel, lubricants, hydraulic fluids or additives.
8. Foreign matter entering the fuel, cooling, air conditioning or lubrication systems.
9. Using oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **insured vehicle** does not recommend.
10. The **insured vehicle** being modified in any way. This includes Brabus vehicles that were registered prior to 1-April 2006 or where the modification is not factory-approved.
11. Fire, explosion, overheating, smoke, scorching or blistering.
12. A part that is not covered by this policy.
13. The vehicle being used for competitions of any kind, racing, pacemaking, rallies (including track days), off-road use (considered to be outside reasonable use) or any form of hire or reward, or by a driving school (unless this is specifically included in the **confirmation of cover**).
14. Any type of accident, the **insured vehicle** being misused or **you** doing anything that is deliberate, unlawful or negligent (or failing to do something if this is deliberate, unlawful or negligent).
15. Any part which is recalled by the **insured vehicle's** manufacturer, or any part which has a manufacturing fault or design fault.
16. **Mechanical or electrical failure** which happens outside the **area of cover**.
17. Cleaning, polishing, adjustments, modifications, alteration, tampering, disconnection, improper adjustments, repairs or operations carried out during normal maintenance.
18. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
19. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
20. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, violent uprising, military or usurped power, riot or civil commotion, explosions, fire, radiation, falling objects, strike, lockout, embargo (trading ban) or foreign invasion.

21. Pressure waves caused by aircraft and other flying objects travelling at or above the speed of sound.
22. Accidental damage or the **insured vehicle** or the people inside the vehicle being hit by an object.

We will not cover any loss if the speedometer has been tampered with, altered or disconnected, or if the **insured vehicle's** mileage cannot be confirmed, or if **you** or anyone else acting on **your** behalf prevents **us** from inspecting the **insured vehicle**.

We will pay for damage to a covered part if the damage is caused by another covered part. **We** will not pay for any damage to parts that are not covered by this warranty, even if the damage is caused by a covered part.

We will not pay for any depreciation (fall in value over time) to **your** vehicle, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered part.

Your policy is intended to cover the cost of repairing or replacing faulty or damaged parts. It does not cover losses that may be caused by that faulty or damaged part, unless **we** tell **you** otherwise in the policy terms and conditions. For example, **your** policy may cover the cost of repairing or replacing a wheel bearing, but would not cover any loss of earnings **you** may suffer while **your** vehicle is being repaired.

You should check whether **you** have any other insurance policies that may cover extra damage or related costs or losses that are not covered by this policy.

We will not cover any costs that are covered under any other warranty, guarantee, insurance or cover.

This insurance will not cover any loss, damage or failure that is caused fully or partly by the **insured vehicle** not being maintained or used properly or being neglected, or as a result of an accident. It will not cover faults that existed before this policy started, or a gradual reduction in the **insured vehicle's** performance that is to be expected considering the age and mileage of the vehicle.

This policy does not cover any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles, commercial passenger transport, taxis, driving schools, postal and courier services, or rental vehicles.

If **you** export the **insured vehicle**, this policy will no longer be valid.



How to make a claim.

Making a claim in the UK

Contact **your** chosen authorised Mercedes-Benz Retailer and tell them that **your insured vehicle** is protected by the Mercedes-Benz Extended Warranty. The Mercedes-Benz Retailer will contact **us** about the claim on **your** behalf. **You** are responsible to authorise the retailer to dismantle the **insured vehicle** or carry out any other work needed to diagnose any faults with the **insured vehicle**.

We will only pay for diagnostic costs that are directly associated with a valid claim for a faulty part under this insurance. If **you** are VAT-registered **you** are responsible for paying the VAT content on any claim **we** pay.

We have the right to examine the **insured vehicle** and to arrange for an expert to carry out an assessment to decide whether **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf prevents **us** from being able to find out what has caused the failure by inspecting the **insured vehicle** or faulty parts, **we** will not pay all or any part of **your** claim.

Making a claim in continental Europe

You are responsible for all repairs and costs while the **insured vehicle** is in any country outside the **UK**. **You** are responsible for authorising the repairer to dismantle the **insured vehicle** or carry out any other work that is needed to diagnose any faults with the **insured vehicle**. **You** must tell **us** before any repairs are carried out under this warranty.

We have the right to arrange an independent inspection of the vehicle at no cost to **you**. **We** also reserve the right to speak to the retailer prior to completion of any warranty repairs.

Once the repairs have been completed, **you** must pay the retailer. **You** must keep the invoice and if possible please also keep any parts that have been replaced until **we** have finished processing **your** claim, as **we** may need to see or inspect them.

When **you** return to the **UK** (or as soon as reasonably possible), please contact **us**. **We** will tell **you** if the repair is covered under this insurance. **We** will ask **you** to send **your** claim to:

Mercedes-Benz Warranty Services, Claims
Department PO Box 1183, Croydon CR9 1HR.

When **you** send **us your** claim please include a detailed repair invoice and the following original documents.

- The job card for the repairs.
- Diagnostic print outs (star test).
- The receipt for the repairs.

If **you** have any questions, please call **our** claims team on **0345 641 9794**.

Please keep a copy of the repair invoice and the original service records for **your** own records as **we** will not be able to return the originals to **you**.

We have the right to ask **you** for any other documents **we** need to support of **your** claim and **you** must pay any costs involved in providing these.

We will process **your** claim and, as long as it is valid, **we** will pay **you** the cost of the repairs that **you** have paid. **Our** payment will be in pounds sterling at the rate of exchange for the relevant currency at the time of the repair. **We** will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times and costs which are necessary to repair or replace parts that are covered by this warranty. If **you** are VAT-registered, **you** are responsible for paying the VAT on any claim **we** pay.

How to make a complaint.

We aim to provide **you** with first class insurance cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint, this will not affect **your** legal rights.

If **you** have a complaint, please contact **us**.

Write to: Customer Service,
Mercedes-Benz Warranty Services, PO Box 1183,
Croydon, CR9 1HR

Email: customersupport@allianz-assistance.co.uk
Phone: 020 8603 9853.

Please give **us your** name, address, policy number, vehicle registration and claim number (if this applies). If **you** make **your** complaint in writing, please enclose copies of any relevant correspondence to or from **us**, as this will help **us** to deal with **your** complaint as quickly as possible.

If **you** are not satisfied with **our** final response to **your** complaint, **you** can refer the matter to the Financial Ombudsman Service for an independent decision.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service,
Exchange Tower, London E14 9SR

Phone: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Renewing your Extended Warranty.

Renewing your Mercedes-Benz Extended Warranty 12-month or 24-month policies

If **your** cover is for 12 months or 24 months, **we** will send **you** a renewal notice before the end of the **period of insurance** as shown on **your confirmation of cover**.

We may vary the terms of **your** cover and the premium rates on the renewal date. **We** have the right not to renew **your** cover when **your** policy ends.

Renewing your Mercedes-Benz Extended Warranty monthly policies

Unless **you** or **we** have cancelled **your** policy or it has ended for any reason, each time **you** make a monthly payment when it is due, **your** monthly policy will renew for a period of one month from when **we** receive **your** payment.

Transfer of ownership form.

Vehicle details

Registration number: _____

Chassis number (VIN): _____

Current mileage: _____

Price paid by the new owner: _____

Current owner's declaration

I (name) _____

want to transfer the balance of my Mercedes-Benz Extended Warranty to the new private owner whose details are given below.

Signature _____

New owner's details

Title: Mr/Mrs/Miss/Ms/other: _____ Initials: _____

Surname: _____

Full address (including postcode): _____

Mobile number: _____

Home number: _____

Email: _____

If **you** sell the **insured vehicle** to a **private individual**, **you** can transfer the remaining cover to the new owner as long as **you** pay the registration fee of £25. Please make **your** cheque payable to **Mercedes-Benz Warranty Services** or call **us** on **0345 641 9778** to make payment over the phone. **We** will not transfer cover to the new owner until **we** have received this payment. Please note that **you** (the existing policyholder named on the **confirmation of cover**) must sign this form. **We** can only transfer this policy direct from **you** to the new policyholder.

Please send the filled-in form to: Mercedes-Benz Warranty Services, PO Box 1183, Croydon CR9 1HR.

Important: Check that all services have been carried out when they were due during the **period of insurance**. If they haven't, the insurance will not be valid.

You cannot transfer **your** policy if **you** pay for it monthly by direct debit. If this applies, the new owner will need to buy a new policy.

Change of address form.

Vehicle details

Registration number: _____

Chassis number: _____

Driver's details

Title: Mr/Mrs/Miss/Ms/other: _____ Initials _____

Surname: _____

New address (including postcode): _____

Mobile number: _____

Home number: _____

Email: _____

Company details (please fill in this section for a company vehicle only)

Company name: _____

New address (including postcode): _____

Please fill in t this form and send to.

Mercedes-Benz Warranty Services

PO Box 1183

Croydon

CR9 1HR

Or, **you** can email the form to **us** at

mercedesbenzapprovedused@allianz-assistance.co.uk

Notes.

Mercedes-Benz Extended Warranty is provided by AWP P&C SA and is administered in the UK by
AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD.

AWP Assistance UK Ltd (which is an Allianz Group company) are authorised and regulated by the Financial
Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France.
Deemed authorised by the Prudential Regulation Authority (PRA). Subject to regulation by the FCA and
limited regulation by the PRA. Details of the Temporary Permissions Regime, which allows EEA-based firms
to operate in the UK for a limited period while seeking full authorisation, are available on the FCA's website.

AWP Assistance UK Ltd act as an agent for AWP P&C SA for receiving customer money, settling claims and
handling premium refunds.

**This policy is available in large print and Braille. Please
phone 0345 641 9778 if you need a copy in one of these
formats. We will be happy to provide this for you.**