



MAZDA EXTENDED WARRANTY



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## DEMANDS AND NEEDS STATEMENT

Mazda Extended Warranty meets the demands and needs of customers who wish to insure themselves with respect to warranty and assistance for their vehicle.

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

You may already possess alternative insurance(s) for some or all of the features and benefits this type of policy provides. It is your responsibility to investigate this.

AWP Assistance UK Ltd, trading as Mazda Warranty Services, has only provided you with information and has not provided you with any recommendation or advice about whether this product fulfils your specific insurance demands and needs.

# ABOUT US AND OUR INSURANCE SERVICES

Mazda Warranty Services  
102 George Street  
Croydon  
CR9 6HD

## 1. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates the 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 that offers products from a single insurance company, AWP P&C SA which is a French company duly authorised in France. We act on their behalf.

## 3. What services will we provide you with?

You will not receive any personal advice or recommendation from us for warranty and roadside assistance. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

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

You will only pay us the premium for your policy, and you will not pay us a fee for arranging this on your behalf. We are paid for our services to you by the insurance company, AWP P&C SA. The nature of such payment is a mixture of commission and other fees based on our costs for administering your policy.

## 5. Who regulates us?

Mazda Warranty Services is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD and is authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 311909.

Our permitted business includes arranging motor warranty and roadside assistance insurance.

You can check this on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://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 wish to register a complaint, please contact us:

in writing: Customer Service, Mazda Warranty Services, 102 George Street, Croydon CR9 6HD

by email: [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)

by phone: 020 8603 9853

If you cannot settle your complaint with us you can contact the Financial Ombudsman Service.

Visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk), write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR, call: 0800 023 4567 or 0300 123 9 123 or email: [complaint.info@financial-ombudsman.org.uk](mailto: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 its obligations.

Insurance advising and arranging is covered for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, phone number 0800 678 1100 or 020 7741 4100, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

# INTRODUCTION

## WELCOME

Thank **you** for taking out Mazda Extended Warranty with **us**.

Mazda Extended Warranty has been designed to help protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a covered component or, if applicable, **breakdown/immobilisation** of the **insured vehicle** occurring within the **area of cover**.

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

It is very important that **you** read the whole of this policy document together with the **confirmation of cover**. If **you** do not understand anything please ask for further information.

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

## IMPORTANT CONTACT DETAILS

### Warranty

Should a problem arise, please take **your** Mazda vehicle to a Mazda Dealer or authorised Mazda Repairer for the fault to be investigated and for a warranty claim to be considered. The Mazda Dealer will handle any necessary claim on **your** behalf.

Alternatively, please call **Mazda Warranty Services** Claims Department on 020 8603 9906.

All calls to **Mazda Warranty Services** may be recorded. This will assist **us** in confirming details of a call that may be incomplete or unclear.

### Roadside Assistance (if applicable)

If **you** require help, please do not attempt to make **your** own arrangements as reimbursement cannot be made to **you** retrospectively. Please contact **Mazda European Assistance** with the following details.

- Location of **your** vehicle.
- Registration number of **your vehicle**.
- A contact phone number.
- Description of the problem.

When in the **UK** call 020 8649 8626 or freephone 0800 777 179.

When in **Continental Europe** call +44 20 8649 8626.

All calls to **Mazda European Assistance** may be recorded. This will help **us** with confirming details of a call that may be incomplete or unclear.

#### Change of address

If **you** need to update **your** contact details please call **Mazda Warranty Services** on 020 8603 9907. Alternatively, please complete the form on page 31 or email us at [mzdawarrantyservices@allianz-assistance.co.uk](mailto:mzdawarrantyservices@allianz-assistance.co.uk)

#### **SUMMARY OF COVER**

Mazda Extended Warranty gives **you** comprehensive warranty cover against the failure of **your vehicle's** mechanical and electrical components. **You** should read the rest of this policy for the full terms and conditions.

# IMPORTANT INFORMATION

## INSURER

Mazda Extended Warranty insurance is underwritten by AWP P&C SA and is administered in the UK by AWP Assistance UK Ltd (trading as Mazda Warranty Services).

## HOW YOUR INSURANCE WORKS

Your policy and **confirmation of cover** is a contract between **you** and **us**. During the period of insurance **we** will pay for any claim **you** make, which is covered by the policy.

Unless specifically mentioned, the benefits and exclusions within each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses. Certain words have a special meaning as shown under the section 'Definition of Words'.

## MILEAGE LIMITATION

The policy remains in force, for the duration stated on **your confirmation of cover**, without a mileage limit.

## YOUR CANCELLATION RIGHTS

If this cover does not meet **your** requirements or should **you** decide to cancel this insurance policy for any reason within 14 days of receipt of the original documentation, **you** can obtain a full refund of the premium paid without charge, subject to no warranty claims having been paid or assistance provided.

After this 14 day period **you** will be entitled to a pro-rata refund on an annual policy, subject to no claims being paid under the policy, less an administration fee of £25.

In either case, if **you** have made a warranty claim or 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 obtain a refund please write to **us** at:

Mazda Warranty Services, PO Box 1149, Croydon CR9 1ZQ or phone 020 8603 9907 or contact the selling agent.

If **you** have a monthly policy then no pro-rata refund is available and upon **your** cancellation request the policy cover will end on the next payment due date.

If the policy is deemed to be invalidated as a result of **your** action(s), **we** reserve the right to not refund any premium.

## POLICY CANCELLATION ADMINISTRATION FEE

If **you** choose to cancel **your** annual policy after 14 days, an administration fee of £25 will be deducted from any refund.

## OUR CANCELLATION RIGHTS

If **you** have a monthly policy **we** reserve the right to cancel **your** cover at any time by providing **you** with notice in writing to the last address **you** provided **us** with.



## SERVICING STANDARDS

The continued validity of **your** insurance is dependent upon **you** having the **insured vehicle** serviced in accordance with the manufacturer's recommendations. Genuine Mazda (or equivalent specification and quality) parts, oils and other fluids must be used.

**We** will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the service record for the **insured vehicle** is completed and that **you** keep all service receipts as proof of servicing.

**IMPORTANT:** If **you** fail to have the **insured vehicle** serviced correctly in accordance with the manufacturer's specifications during the **period of insurance**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate **your** insurance and **we** may not pay all or any part of a claim **you** make under the warranty section of this insurance.

## TRANSFER OF OWNERSHIP (annual policy only)

If **your insured vehicle** is sold direct to a **private individual**, the remaining cover may be transferred to the new owner provided that the registration fee of £20 is paid. Cover will not be transferred until payment has been made. Please note that the form must be signed by the existing policyholder named on the **confirmation of cover**.

As soon as possible after the date of sale, please complete the form on page 30 and call **us** on 020 8603 9907 to make the transfer fee payment over the phone.

Send the completed form to: **mazdawarrantyservices@allianz-assistance.co.uk**

N.B. The Mazda Extended Warranty is not transferable to any vehicle other than that shown on the **confirmation of cover**.

## RENEWAL OF YOUR EXTENDED WARRANTY ANNUAL POLICY

If **you** have annual cover, **we** will send **you** a renewal notice prior to the expiry of the warranty as shown on **your confirmation of cover**. **We** may vary the terms of **your** cover and the premium rates at the renewal date.

## RENEWAL OF YOUR EXTENDED WARRANTY MONTHLY POLICY

Unless **your** policy has been cancelled by **us** or **you** or has lapsed for any reason, each time **you** make a monthly payment when due, **your** monthly policy will renew for a period of one month from when the payment is received by **us**.

## DATA PROTECTION NOTICE

We care about **your** personal data.

This summary and **our** full privacy notice explain how **Mazda Warranty Services** protects **your** privacy and uses **your** personal data.

**Our** full privacy notice is available at:

[www.mazdaextended.co.uk/privacypolicy](http://www.mazdaextended.co.uk/privacypolicy)

If a printed version is required, please write to **us** at:

Customer Service (Data Protection), Mazda Warranty Services,  
102 George Street, Croydon CR9 6HD.

How will we obtain and use your personal data?

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

- Data that **you** provide to **us**; and
- Data that may be provided about **you** from certain third parties such as the manufacturer of the **insured vehicle** and their franchised dealers and authorised repairers.

**We** will collect and process **your** personal data in order to comply with **our** contractual obligations and/or for the purposes of **our** legitimate interests including:

- Entering into or administering contracts with **you**;
- Informing **you** of products and services which may be of interest to **you**.

Who will have access to your personal data?

**We** may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on **our** behalf;
- Organisations who **we** deal with which provide part of the service to **you** such as motor dealerships and recovery operators;
- 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 your** consent to do so.

How long do we keep your personal data?

**We** will retain **your** personal data for a maximum of seven years from the date the insurance relationship between **us** ends. If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as that information is no longer required for the purposes for which it was obtained.

Where will your personal data be processed?

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

Whenever **we** transfer **your** personal data outside the **UK** or EEA to other Allianz Group companies, **we** will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, **we** take steps to ensure that personal data transfers outside the **UK** or EEA receive an adequate level of protection.

What are your rights in respect of your personal data?

**You** have certain rights in respect of **your** personal data. **You** can:

- Request access to it and learn more about how it is processed and shared;
- Request that **we** restrict any processing concerning **you**, or withdraw **your** consent where **you** previously provided this;
- Request that **we** stop processing it, including for direct marketing purposes;
- Request that **we** update it or delete it from **our** records;
- Request that **we** provide it to **you** or a new insurer; and
- To file a complaint.

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 queries about how **we** use **your** personal data, **you** can contact **us** as follows:

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

By phone: 0208 603 9853

By email: [AzPUKDP@allianz.com](mailto:AzPUKDP@allianz.com)

#### **FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)**

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet its obligations. This depends on the type of business and the circumstances of the claim.

Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS, phone number 0800 678 1100 or 020 7741 4100 or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

### GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this insurance will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction.

### CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

**We**, the **insurer** and **you** do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

### MAKING 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 **your** legal rights will not be affected.

In the first instance, please contact: Customer Service, Mazda Warranty Services, PO Box 1149, Croydon CR9 1ZQ  
or email: [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)  
or phone: 020 8603 9853.

Please supply **us** with **your** name, address, policy number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

If **you** are not satisfied with **our** final response **you** can refer the matter to the Financial Ombudsman Service for independent arbitration:

Visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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

Phone: 0800 0234 567 or 0300 123 9 123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

# DEFINITION OF WORDS

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

## **Area of cover**

UK and **Continental Europe**.

## **Beneficiary, beneficiary's, beneficiaries**

**You** or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission and any passenger of the **insured vehicle** at the moment a **breakdown/immobilisation** occurs.

## **Breakdown/immobilisation**

**Electrical or mechanical failure**, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the **insured vehicle** to be immobilised.

## **Confirmation of cover**

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

## **Continental Europe**

Albania, Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland.

## **Electrical or mechanical failure**

The sudden and unexpected failure of a component which is covered by the warranty section of this insurance and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

## **Insured vehicle/your vehicle**

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

**Insurer**

AWP P&C SA.

**Maximum claim limit/claim limit**

The price **you** paid for the **insured vehicle**.

**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 individual dealing in the buying and selling or repair of motor vehicles.

**United Kingdom/UK**

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

**We, our, us, Mazda Warranty Services, Mazda European Assistance**  
AWP Assistance UK Ltd which administers the insurance on behalf of the **insurer**.

**You, your**

The **private individual** named on the **confirmation of cover**, or as replaced by any new owner correctly declared to **us** using the transfer of ownership form in this document and accepted by **us**.



# MAZDA EXTENDED WARRANTY

Your vehicle must be under 100,000 miles at the date you purchased this policy.

## WHAT IS COVERED?

This insurance covers factory-fitted mechanical and electrical parts (limited to parts and labour inclusive of VAT up to the **maximum claim limit**) of the **insured vehicle**. This insures against **electrical or mechanical failure** occurring within the **area of cover** and during the **period of insurance**. Replacement parts covered under this warranty and labour to fit them will be paid.

## WHAT IS NOT COVERED?

- Normal service replacement items and other components subject to routine maintenance or periodic repair or replacement: air cleaner, fuel filters, pollen/odour filters, spark plugs, oil filters and gaskets, auxiliary belts, bulbs and fuses, wiper blades, arms and washer jets, batteries.
- Pipes and hoses, drive shaft and steering rack gaiters, engine mountings, gearbox mountings, axle and drive line mountings, handbrake cables, tyres, wheels, lamp units.
- Exhaust systems, diesel particulate filters (DPF) - although catalytic converters are covered for internal failure only.
- Clutch pressure plates, bearings and frictional material, brake discs, drums and frictional material.
- Wiring and connections (including HT leads and aerial coaxial cables).
- Re-programming/software updates, unless required as part of a replacement part repair.
- All adjustments or cleaning.
- General oil leaks (except where the removal of the engine or gearbox is necessary in order to rectify the oil leak).
- Any failure attributable to the effects of overheating is not regarded as an electrical or mechanical failure under the terms of this insurance.
- Non-Mazda original parts that are not of a matching quality to Mazda original parts.
- All bodywork, paint, all hinges, glass (including heated), seals and sealants (including but not limited to water ingress), mirrors, locks, handles,(except in the case where they suffer an **electrical failure**), channels and guides, check straps and cosmetic items, upholstery, interior and exterior trims, sunroof cables, convertible roof material and straps, bonnet, boot and fuel flap release cables.



## CLAIM PAYMENTS

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

## OTHER ENTITLEMENTS

Vehicle replacement (only in the UK)

**Mazda Warranty Services** will pay up to £25 a day including VAT, for up to a maximum of 5 days in a 12 month period, towards the cost of a replacement vehicle. **You** can only have a replacement vehicle if **your vehicle** is being repaired under this warranty and prior authority has been given by **Mazda Warranty Services**.

Exclusions

- a) The first 24 hours of any rental period is not covered.
- b) **You** will have to pay for fuel and warranty for the replacement vehicle.

## Driving abroad

The warranty is valid for up to 60 days per year (pro-rata) and within the **period of insurance** for driving in **Continental Europe**. **Mazda Warranty Services** will not pay more than the equivalent **UK** cost for parts and labour.

## Overnight accommodation

**Mazda Warranty Services** will pay up to £100 (including VAT) towards overnight accommodation if the vehicle breaks down and **you** are unable to return home. **You** will need to send **Mazda Warranty Services** a receipt. **You** cannot claim for the cost of meals and drinks.

N.B. These benefits will not be provided if the failure is not covered by this warranty. Payments will be limited to those levels outlined.

# MAZDA EXTENDED WARRANTY GENERAL EXCLUSIONS

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

1. Corrosion, frost, salt, hail, wind-storms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect which is likely to have existed before the **period of insurance**.
3. Wear and tear, normal deterioration, routine servicing, maintenance, re-programming or loading of software.
4. Faulty repairs, incorrect servicing or failure to have the **insured vehicle** serviced in accordance with the manufacturer's specification.
5. Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems, or use of oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **insured vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.
7. Any loss where the speedometer has been tampered with, altered, disconnected or where the mileage of the **insured vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **insured vehicle** under this insurance.
8. Damage or failure caused by an excluded component.
9. The vehicle has been used for competitions of any kind, racing, pacemaking, rallies, off road use including track days, for any form of hire or reward and usage for or by driving schools.
10. Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent (such as but not limited to consequential damage caused by continuing to drive the **insured vehicle** when a fault becomes apparent).
11. Any component which is either subject to recall by Mazda, manufacturing defect or inherent design faults.
12. **Electrical or mechanical failure** which happens outside the **area of cover**.

13. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
14. **We** will pay for damage caused to a covered part if caused by another covered part.
15. **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
16. **We** will not pay for any damage to a covered part if the damage is caused by a part that is not covered by this warranty.
17. As **your** policy is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the policy terms and conditions. For example, **your** policy may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your insured vehicle** is being repaired.
18. **You** should check whether **you** have any other insurance policies that may cover additional damage or related costs or losses not covered by this policy.
19. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
20. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
21. Acts of war, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion, explosions, fire, radiation and falling objects.
22. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
23. Any costs covered under any other warranty, guarantee, insurance or cover.
24. Any damage which has occurred as a result of accidental damage or impact of whatever nature to either the covered vehicle or the **beneficiaries**.
25. This insurance will not cover any loss, damage or failure caused wholly or partially from lack of maintenance, abuse or neglect or as a result of accident. It will not cover pre-existing faults or a gradual reduction in operating performance that is commensurate with the age and mileage of the vehicle.
26. Any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles.

# MAKING A WARRANTY CLAIM

## WHEN IN THE UK

Contact **your** nearest authorised Mazda Dealer or any authorised Mazda Repairer for the fault to be investigated and a claim to be considered.

The Mazda Dealer or any authorised Mazda Repairer will then contact **us** regarding claims on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **insured vehicle** or any other work required to diagnose any faults with the **insured vehicle**.

**We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this insurance.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

**Mazda Warranty Services** reserve the right to examine the **insured vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being unable to determine the cause of failure by inspecting the **insured vehicle** or defective components, then **we** will not pay all or any part of **your** claim.

## WHEN IN CONTINENTAL EUROPE

All repairs and costs are the responsibility of the policyholder while in **Continental Europe**. It is **your** responsibility to authorise any dismantling of the **insured vehicle** or any other work required to diagnose any faults with the **insured vehicle**. Once the repairs have been completed, **you** must settle the costs with the dealer and retain the invoice. Please also keep the replaced components if possible until **we** have finished processing **your** claim as **we** may need to see them.

Please take **your** invoice to **your** local Mazda Dealer on **your** return to the **UK** to enable them to submit a claim on **your** behalf.



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MAZDA CX-5

# MAZDA EUROPEAN ROADSIDE ASSISTANCE (if applicable)

This will be shown on **your confirmation of cover** if **you** have included it.

Mazda European Roadside Assistance provides **you** with the following assistance services and benefits for motoring emergencies to aid **you** in the event of a covered **breakdown/immobilisation** of the **insured vehicle** in the **UK** or **Continental Europe**, as set out in this section.

## WHAT TO DO IF YOU NEED ASSISTANCE

If **you** require help, please do not attempt to make **your** own arrangements as reimbursement cannot be made to **you** retrospectively.

Please contact **Mazda European Assistance** with the following details.

- Location of **your** vehicle.
- Registration number of **your vehicle**.
- A contact phone number.
- Description of the problem.

When in the **UK** call: 020 8649 8626 or freephone 0800 777 179.

When in **Continental Europe** call: +44 20 8649 8626.

All calls to **Mazda European Assistance** may be recorded. This will assist **us** in confirming details of a call that may be incomplete or unclear.

## EUROPEAN AUTOROUTE RESTRICTIONS

If assistance is required on a French Autoroute or on certain Autoroutes in **Continental Europe**, **you** must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither **Mazda European Assistance** nor any other assistance organisation is allowed to assist **you** on these roads.

Once the **insured vehicle** has been recovered from the Autoroute, **you** should contact **Mazda European Assistance** and **we** will make any further arrangements for **you** and inform **you** how to reclaim costs incurred for recovery from the Autoroute.

## BENEFITS IN THE UK

Local recovery or roadside and home assistance

In the event of **breakdown/immobilisation**, **Mazda European Assistance** will organise and pay the costs of taking the **insured vehicle** to the nearest and/or most appropriate Mazda Dealer.

If **Mazda European Assistance** are unable to mobilise **your vehicle** following local recovery/roadside or home assistance, **you** will be entitled to the following benefits.

Onward travel or hotel accommodation or car hire

In the event of **breakdown/immobilisation** of the **insured vehicle** in the **UK** causing it to be immobilised for a period of more than 4 hours, **Mazda European Assistance** will organise and pay for the following.

Standard class rail transport, or equivalent costs of more convenient travel, to enable the **beneficiaries** to return home or continue to any destination of the **beneficiaries'** choice within the **UK**.

Or

Overnight hotel, bed and breakfast accommodation, up to £100 (inc. VAT) per **beneficiary** up to a maximum of £300 (inc. VAT) in total for all **beneficiaries**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the **insured vehicle** occurs more than 30 miles from the home address of any of the **beneficiaries** and only when the **beneficiaries** have to prolong their stay as a direct result of the covered **breakdown/immobilisation**.

Or

In the event of **immobilisation** of the **insured vehicle** for more than 4 hours, **Mazda European Assistance** will organise and pay for a temporary replacement vehicle (Group C: manual transmission - seats: 5 - engine size: 1400 cc), during the time that the vehicle is being repaired, for a maximum period of 2 days. The temporary replacement vehicle will only be provided if **Mazda European Assistance** has arranged the recovery of the **insured vehicle** to an authorised Mazda Dealer.

The driver must be able to satisfy the requirements of the car rental company which include the following.

- Possession of a full valid **UK** or EU driving licence with no more than 9 penalty points.
  - For photo identification licences both parts must be produced.
- A valid credit or debit card.
  - For security authorisation to cover excess fuel usage, unauthorised days hire and/or driving offences.
- Due to insurance liability **Mazda European Assistance** will be unable to provide a rental vehicle to drivers **under the age of 21**.
- Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.
- **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **insured vehicle**.

#### Glass replacement service

In the UK, if **you** or any other **beneficiary** driving the **insured vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **Mazda European Assistance** will provide details of a nationwide glass replacement company to replace the broken glass.

Please note that **you** will be responsible for all parts and fitting costs, but these may be covered under **your** motor insurance policy. In the event that immediate repair cannot be made, **Mazda European Assistance** will recover the **insured vehicle** to the nearest authorised Mazda Dealer.

#### Message relay service

**Mazda European Assistance** will pass on urgent messages to the **beneficiary's** family, business or friends if **your** journey has been delayed due to the **breakdown/immobilisation** of the **insured vehicle**.

### BENEFITS IN CONTINENTAL EUROPE

#### Local recovery or roadside assistance

In the event of **breakdown/immobilisation** in **Continental Europe**, **Mazda European Assistance** will organise and pay for the costs of taking the **insured vehicle** to the nearest and/or most appropriate dealer should roadside assistance prove unsuccessful.

If **Mazda European Assistance** are unable to mobilise **your vehicle** following local recovery/roadside assistance in **Continental Europe**, **you** will be entitled to the following benefits.

#### Vehicle repatriation

In the event of **breakdown/immobilisation** in **Continental Europe** where the **insured vehicle** cannot be repaired or where the repairs will take longer than 5 days, **Mazda European Assistance** will repatriate the **insured vehicle** to the nearest authorised Mazda Dealer or to **your** home address in the UK.

#### Onward travel or hotel accommodation or temporary replacement vehicle

In the event of **breakdown/immobilisation** in **Continental Europe** where the **insured vehicle** cannot be repaired within the same day, **Mazda European Assistance** will organise and pay for standard class rail transport or scheduled air fares (or equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the UK or continue their journey to their original destination within **Continental Europe**. Where appropriate, **Mazda European Assistance** will cover the cost of a standard class rail or scheduled air ticket for **you** to collect the **insured vehicle**, once repairs have been completed.



Or

In the event of **breakdown/immobilisation** causing the **insured vehicle** to be immobilised for a period of more than 8 hours, **Mazda European Assistance** will organise and pay for hotel bed and breakfast accommodation up to a maximum of €75 (inc. local taxes) per **beneficiary** per night, up to a maximum of 3 nights.

In the event of **breakdown/immobilisation** where the **insured vehicle** cannot be repaired on the same day, **Mazda European Assistance** will pay for the cost of a temporary replacement vehicle (Group C: manual transmission - seats: 5 - engine size: 1400 cc), during the time that the **insured vehicle** remains immobilised, up to a maximum of 3 days. **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **insured vehicle**.

Parts delivery

In the event that **Mazda European Assistance** has arranged to take the **insured vehicle** to an authorised Mazda Dealer for repairs and any parts essential to the running of the **insured vehicle** are not available locally, **Mazda European Assistance** will organise and pay for the dispatch of such parts to the repairing dealer.

# MAZDA EUROPEAN ROADSIDE ASSISTANCE EXCLUSIONS

**Mazda European Assistance** will not assist or reimburse **you** or the **beneficiaries** in the event of a call for assistance or claim caused by, arising from or in connection with the following.

1. **We** will not pay for any loss, theft, damage, death, bodily injury, cost or expense that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this policy.
2. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
3. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
4. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
5. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
6. Any costs covered under any other warranty, guarantee, insurance or cover.
7. Accident or injury either through voluntary non-observance of the laws of the land in which the **beneficiary** is travelling or the practice of activities not authorised by the local authorities.
8. The cost of replacement parts.
9. Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
10. The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **Mazda European Assistance** and a file number.
11. Any costs that would have been payable normally by **you** or the **beneficiaries**, such as fuel, congestion or toll charges.
12. Charges for specialist recovery or charges incurred by **us** where the **insured vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred where the **insured vehicle** was not accessible using **our** standard recovery equipment.
13. **Breakdown/immobilisation** which happens outside the **area of cover**.
14. **You** are travelling in a vehicle that is not a private car or light commercial vehicle.
15. **You** are travelling in a vehicle that exceeds 3500kgs in weight (including load), 5.5 metres in length, 3.0 metres in height or 2.3 metres in width including any caravan or trailer that **you** are towing.

16. Faulty repairs, incorrect servicing or failure to have the **insured vehicle** serviced in accordance with the manufacturer's specification.
17. Any modifications from the original manufacturer's specification.
18. Accidental damage is not covered.

### CARAVANS AND TRAILERS

If the **insured vehicle** is **immobilised** due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the repairing authorised Mazda Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

### ADVERSE WEATHER CONDITIONS

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the **insured vehicle** later.

### RELEASE FEES

Should the **insured vehicle** be stolen and subsequently recovered by the police, **you** may be required by them to pay a release fee before **we** can remove the **insured vehicle** to an authorised Mazda Dealer or to **your** home address.

### SPECIALIST CHARGES

In the event that the recovery of the **insured vehicle** requires the use of specialist equipment, any costs incurred in addition to **our** standard recovery services will be payable by **you**.

### LOCK OUT OR LOST KEYS

In the event that entry to the **insured vehicle** is not possible and spare keys are not available, a forced entry may be required. If this happens, before any attempt is made to enter the **insured vehicle**, **we** will ask **you** to sign a declaration giving **your** permission for this to take place and stating that any resulting costs will be **your** responsibility.

# GENERAL TERMS AND CONDITIONS

These conditions apply to all sections of **your** warranty and **you** must meet them before **we** make a payment.

## 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, to the best of **your** knowledge, give accurate answers to the questions **we** ask when **you** buy **your** Mazda Extended Warranty. If **you** do not answer the questions truthfully it could result in **your** policy being invalid and could mean that all or part of a claim may not be paid.

If **you** think **you** may have given **us** any incorrect answers, or if **you** want any help, please call 020 8603 9906 as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

## CLAIMS - YOUR DUTIES

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

## CLAIMS - OUR RIGHTS

**We** can take over and carry out the defence or settlement of 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 damaged components.

## LOOKING AFTER YOUR VEHICLE

**You** must take all reasonable steps to safeguard the **insured vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical 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.

## CHANGE OF ADDRESS

Please complete the change of address form on page 31. If for any reason this is missing, please contact **Mazda Warranty Services** on: 020 8603 9907.



# TRANSFER OF OWNERSHIP FORM

If **your vehicle** is sold to a new private owner the remaining cover may be transferred, providing that the registration fee of £20 is paid. Please call **us** on 020 8603 9907 to make this payment.

Please note that this form must be signed by the existing policyholder named on the **confirmation of cover**.

Send the completed form to: **mazdawarrantyservices@allianz-assistance.co.uk**

Date of transfer \_\_\_\_\_

Mileage at transfer \_\_\_\_\_

## INSURED VEHICLE DETAILS

Registration number \_\_\_\_\_

Chassis number (VIN) \_\_\_\_\_

## NEW OWNER'S DETAILS

Title (Mr/Mrs/Miss/Ms/Other) \_\_\_\_\_

First name(s) \_\_\_\_\_

Surname \_\_\_\_\_

House name/number \_\_\_\_\_

Street \_\_\_\_\_

Town \_\_\_\_\_

County \_\_\_\_\_

Postcode \_\_\_\_\_

Contact phone number \_\_\_\_\_

Email address \_\_\_\_\_

## COMPANY DETAILS (applicable to company vehicles only)

Company name \_\_\_\_\_

Company address \_\_\_\_\_

I have read and agree to abide by the terms and conditions of the Mazda Extended Warranty policy (and Mazda European Roadside Assistance if applicable) and request that all rights and benefits of this insurance be transferred to me.

New owner's signature \_\_\_\_\_ Date \_\_\_\_\_

I hereby give notice that I wish to transfer the balance of my Mazda Extended Warranty (and Mazda European Roadside Assistance if applicable) to the new owner detailed above

Signature \_\_\_\_\_ Date \_\_\_\_\_

Important - check all services have been carried out when due, during the period of insurance, otherwise the policy may not be valid.

# CHANGE OF ADDRESS FORM

Please complete the following details and send the completed form to:  
**mazdawarrantyservices@allianz-assistance.co.uk**

## INSURED VEHICLE DETAILS

Registration number \_\_\_\_\_

Chassis number (VIN) \_\_\_\_\_

## YOUR DETAILS

Title (Mr/Mrs/Miss/Ms/Other) \_\_\_\_\_

First name(s) \_\_\_\_\_

Surname \_\_\_\_\_

## NEW ADDRESS DETAILS

House name/number \_\_\_\_\_

Street \_\_\_\_\_

Town \_\_\_\_\_

County \_\_\_\_\_

Postcode \_\_\_\_\_

Contact phone number \_\_\_\_\_

Email address \_\_\_\_\_

## COMPANY DETAILS (applicable to company vehicles only)

Company name \_\_\_\_\_

Company address \_\_\_\_\_

Mazda is a registered trademark of Mazda Motors UK Limited. Mazda Extended Warranty and Mazda European Roadside Assistance is underwritten by AWP P&C SA and is administered in the UK by AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD.

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Details about the extent of our regulation by the PRA are available from us on request.

AWP Assistance UK Ltd acts as an agent for AWP P&C SA for the receipt of customer money, settling claims and handling premium refunds.

**This document is available in large print, audio and Braille.  
Please contact us on 020 8603 9907.  
We will be pleased to organise an alternative version for you.**