



WHAT WE COVER

You have to make sure your car is serviced and maintained correctly and has no known faults when you take out the cover, and we'll protect you against any unexpected sudden failures of the listed covered parts. It's as simple as that.

We have designed this product to cover the cost of repairing your car when something goes wrong. No one wants to pay a repair bill that always seem to happen at the wrong time. We will cover you if a part stops working due to a sudden mechanical failure and needs a repair or replacement before it will work from day 1. If the part is not working properly, we will cover this, but you must have the policy for 30 days or covered 750 miles. This will still need to be a part that will fail before the policy expires.

WE COVER MORE PARTS AS STANDARD

We constantly look at our competitors and we aim to cover more parts as standard. We have made it simple and easy to follow with a minimum number of upgrades needed to give you the best value for money.

WHAT MAKES AND MODELS ARE INCLUDED

With so many different manufactures in the market today, we cover all the main stream vehicles with very few exceptions. We have published a list that is small and is mainly supercars and specialist vehicles.

REPAIRS AT A LOCAL GARAGE

You can use any VAT registered repairer of your choice. Or, if you prefer, we can assist you to find a repairer near you.

PROTECTION UP TO THE RETAIL PRICE OF YOU CAR WHEN YOU CHOOSE OUR GOLD WARRANTY

Your vehicle will depreciate over time, but the value and use of our Essential cover plan doesn't. The value of your vehicle is locked in from day 1.

NO LIMIT TO THE NUMBER OF REPAIRS

We do not limit the number of repairs on your vehicle, this is up to the value of your vehicle and is locked in from day 1.

NO CONTRIBUTION FROM YOU TOWARDS REPAIR COSTS

We do not limit the number of repairs for your vehicle, this is up to the value of your vehicle and is locked in from day 1. This is subject to the benefit level you have chosen, and some additional parts are capped.

£200 CAR HIRE

£40 car hire per day up to 5 days, Rescue and recovery is sold as a separate product.



OUR AIM

We use plain English and want to offer our customers a simple and easy to understand product. We don't have lots of different levels, and we don't charge you extra for the things that you would want covered as standard.

What is Covered

Essential warranty cover	GOLD
Air Con re-gas*	£50
Air Suspension	£500
Exhaust system (excluding manifolds)	£250
Engine	Yes
Battery cover for six months	£75
Catalytic converter	£250
Central door locking	NO
Clutch	£250
Consequential damage*	Yes
Diagnosis*	Up to 1 Hour
Diesel Particulate Filter (DPF)	£250
Dual mass**	£500
Gearbox manual /automatic	Yes
Injector cover (2 Per claim)	£250
Remote key fob and cards	£200
Multimedia/sat nav (factory fitted including touch screens)	£500
Software update/re-programming*	£100
Sundries (i.e. oil, filters, anti-freeze)	£100
Agreement transfer to a private customer	£25
Vehicle hire (24 hours after claim has been accepted) *	£40
Power steering	Yes
Turbo	Yes
Electrical (excluding wear and tear items and any listed exclusions)	Yes
Steering	Yes
Fuel system	Yes

* As part of a valid claim ** Up to 80,000 miles at inception.



Clutch

Release (thrust) bearing, clutch plates, master and slave cylinders, clutch cable, (excluding lack of lubrication, worn or burnt out plates).

Gearbox

The following internal mechanical parts are covered: gears and gear clusters, selectors and shafts, selector drum, bushes, ball, roller and needle bearings, internal chains, shafts and servos.

Shaft Drive

Shafts, universal joints and couplings, bearings, rubber couplings (excluding gaiters).

Wheel Bearings

Front and rear wheel bearings.

Front Suspension

Head stock bearing, yokes (excluding pitting), telescopic forks including seals and springs.

Rear Suspension

Springs, shock absorber(s) including remote reservoir (excluding pipes), swinging arm bearing and bushes.

Braking System

Brake master cylinder, calipers (excluding corroded or seized parts).

instruments (mechanical failure only)

Speedometer head, tachometer, fuel or temperature gauge.

Electrical System

Alternator/generator, voltage regulator, rectifier, starter motor, indicator relay, electric radiator fan and temperature sensing switch, oil pressure sensor, indicator, fuel tank sender unit, horn, rear wiper motor, sunroof motor, coil pack, central locking motor, electric window lift motor.

Engine

Cylinder block or barrels and crankcase assemblies (excluding cracks and porosity) crankshaft bearings, big end bearings, small/little end bearings, oil pump, con-rods, gudgeon pins, pistons, piston rings, cylinder bore (excluding cracks and porosity) cylinder head (excluding cracks and porosity) cylinder head gasket, rocker shafts, rocker arms, camshafts and cam followers, camshaft bearings, push rods, inlet and exhaust valves, valve springs, valve guides (excluding two stroke power valve assemblies), timing gears, flywheel (excluding overheating, reseating, de-coking, burnt, pitted and sticking valves).

Timing Chains and Belts

If the timing belts or chains have been changed in accordance with the time/mileage requirements specified by the manufacturer they will be covered against Mechanical Breakdown.

Cooling System

Water pump, engine thermostat and housing, engine temperature sensor, engine oil cooler, radiator, heater matrix.

Fuel System

Fuel lift pump (mechanical or electrical), petrol injection pump, carburettor, idle control valve

Engine Management System

Engine Electronic Control Unit (ECU).

Ignition System

CDI unit (electronic ignition), electronic ignition module, ignition coil.

Casings

Consequential damage to casings caused by the failure of a covered component will constitute part of the total claim.

CLAIMS PROCESS

Step 1. If you have a fault with your vehicle please arrange to take it to a reputable VAT registered repairer. If you are unsure of who to use for your repair then please telephone our claims team on **0333 242 7644** who will be happy to guide you to a local repairer.

Step 2. Provide your repairer with a copy of your cover document and ask them to call us on **0333 242 7644** or email us on **support@2020warranty**, preferably after diagnosis has taken place (customer is responsible for giving permission for initial diagnosis and estimate).



Step 3. It may be necessary for parts to be dismantled. If we approve your repair, we will pay for this work up to the amount shown in the agreement table. If we do not approve the repair then you will be responsible for the costs involved.

Step 4. If in the event we approve the repair, we will issue a repair confirmation from. PLEASE NOTE: your excess amount (shown on your agreement certificate) will be deducted from the overall amount we agree to pay. You will be responsible for paying any further amount required by your repairer.

Step 5. Once a repair authorisation form has been issued, it remains valid for a period of 3 months. After this period, the repair authority is automatically withdrawn and you will be unable to claim for the repair. (Please refer to point 18 in the Terms and Conditions)

What to do with your invoice:

(a) Ensure that the repair authorisation number is clearly marked on the invoice

(b) Ensure any service invoices are included (if requested) (c) State clearly

who we are to pay

(d) Send to the following address:

2020 Warranty Ltd,
Unit 8,
Avenue Business Park,
Elsworth,
Cambridgeshire,
CB23 4EY.

Or email us on: support@2020warranty.co.uk

PLEASE NOTE:

For a valid claim to be considered all information must be received prior to the expiry date of the agreement.

1. You will be responsible for any excess (shown on your cover document) and any work completed which was not authorised or covered by this agreement.
2. If a repairer has been instructed outside of our network, then please make sure the repairer contacts us before any works are carried out so we can advise them of the correct procedure and the invoicing arrangements if authorised.
3. Failure to follow the claims procedure will result in the claim being rejected.