

# Bike Protect Gold Dealer Care Extended Guarantee

## Terms and Conditions

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### Dealer Care Extended Guarantee

Following the purchase of your motorcycle, we are pleased to welcome you to the Dealer Care Extended Guarantee. This Guarantee is administered on behalf of the selling dealer by AA Warranty.

Please read this document carefully. It contains details of your Dealer Care Extended Guarantee - as well as explaining the things you must do to keep the Guarantee valid, such as having your motorcycle correctly maintained and serviced. If you have any questions on the contents, please contact the selling dealer or our customer services team on 03300 555 242 who will be happy to help.

#### What is the Dealer Care Extended Guarantee?

The selling dealer has certain responsibilities under The Consumer Rights Act 2015 to deliver your new motorcycle as described, fit for purpose and of satisfactory quality. The aim of the Guarantee is to give you the opportunity to extend the dealers guarantee to help protect you against the cost of faults that may develop after delivery of your motorcycle. The Dealer Guarantee is administered on behalf of the selling dealer by AA Warranty, Warranty House, Savile Street East, Don Valley, Sheffield, S4 7UQ. AA Warranty is a trademark of AA Group of Companies and is used with its permission under licence to Motorway Direct Plc.

#### How do we use your data in relation to this Guarantee?

The selling Dealer is the Data Controller and AA warranty, as the administrator (such as customer service queries and claims handling), is the Data Processor.

The selling Dealer and AA Warranty have certain responsibilities to you under Data Protection Law in relation to the use and security of your data.

If you would like to know more about how the selling Dealer uses your data, please ask a member of their staff.

If you would like to know more about how AA Warranty uses your data, please refer to their privacy policy at [www.motorwaydirect.co.uk/privacy-policy](http://www.motorwaydirect.co.uk/privacy-policy).

#### What are your entitlements under the Dealer Care Extended Guarantee?

Your Vehicle will have undergone a pre delivery inspection to ensure it reaches you in the best possible condition, however no matter how well the motorcycle is prepared, things can go wrong. The Dealer Care Extended Guarantee sets out to protect you against the cost of repairs resulting from the failure of the components specifically listed in this document. The duration of the Guarantee and claim limit will be detailed on the schedule.

#### Definition of Mechanical or Electrical Failure

The definition of Mechanical Failure shall mean, the sudden failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence). The Guarantee will not meet the cost of routine servicing and maintenance, adjustments or components failing as a result of normal wear and tear.

#### If you need to make a claim

If you suspect that you have a fault, which may be included under the Guarantee, you should in the first instance contact the selling dealer to arrange for the motorcycle to be examined. Alternatively, where it is not possible for you to return the motorcycle to the selling dealer, please telephone AA Warranty on 03300 555 250 who will advise you of the correct procedure to follow.

AA Warranty operates a nationwide network of nominated repairers who are fully conversant with our repair procedures and we reserve the right to use these repairers at our option to carry out repairs to your motorcycle. No repairs may commence until authorised by AA Warranty and a claims authority number has been issued to you.

#### Wear and Tear

No claim will be rejected on the grounds of Wear and Tear where the motorcycle is under 5 years old at the time of the claim.

#### Caring for your motorcycle

The Dealer Guarantee will not meet the cost of repairs attributable to or caused by lack of routine or regular maintenance and or service. It is the Guarantee holder's responsibility to ensure that the Vehicle is maintained in a legal and roadworthy condition at all times (preferably by following the manufacturer's recommended service schedule). You should retain service invoices as these may be required for validation purposes. Where the motorcycle does not have a current MOT Certificate on the date of failure no claims will be accepted.

### The Guarantee

The Guarantee will contribute towards the cost of repairs required to your motorcycle, due to Component Failure occurring within the Period of Guarantee, limited to the maximum single Claim Limit(s) detailed on the schedule. The maximum limit for all claims under this Guarantee is limited to the retail value of the motorcycle.

**All mechanical and electrical Components of the motorcycle are included, where they were supplied as part of the manufacturer's original specification, other than the items listed as excluded below:**

#### Excluded Items

Frame, paintwork, light units, fairing, mirrors, hinges and fasteners, exhaust systems, alarms, tracker units, immobilisers, satellite navigation systems. Workshop consumables and service/maintenance items which includes, but is not limited to; spark plugs, brake and clutch frictional material, chain, pipes and hoses, bulbs, batteries and fuses. Any impact or accident damage is not included.

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#### Effective from 13/08/2018

The Dealer Care Extended Guarantee is administered on behalf of the dealer by AA Warranty. AA Warranty is a trademark of AA Group of Companies and is used with its permission under licence to Motorway Direct Plc.

Telephone calls may be monitored and recorded for quality assurance and compliance. You may contact Us using Text Relay. Information is also available in Large Print, Braille and Audio on request. Please call for details.