

**SUZUKI**  
**APPROVED USED CAR**  
**WARRANTY**  
**& ROADSIDE ASSISTANCE**  
**TERMS & CONDITIONS**

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# DEFINITION OF WORDS (listed in alphabetical order)

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

## AREA OF COVER

Means **UK**.

## POLICY DOCUMENT

Means document given to **you** at the **Suzuki Dealer/Service Centre**.

## COVERED COMPONENTS

Has the meaning given to it on page 8.

## COVERED VEHICLE/VEHICLE

Means the vehicle shown on the **policy document**.

## ELECTRICAL OR MECHANICAL FAILURE

Means the sudden and unexpected failure of a component which is covered by the **Suzuki Approved Used Car Warranty** section of this document, and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

## MAXIMUM CLAIM LIMIT

Means the market value of the **covered vehicle** at the time the covered vehicle is presented for repair (The market value is based on the overall condition and mileage of the vehicle provided by HPI valuations).

## PERIOD OF SUZUKI APPROVED USED CAR WARRANTY

Means the period shown on **your policy document**.

## PRIVATE INDIVIDUAL

Means a person who is using the **covered vehicle** for their own personal leisure use only and not for any business purposes (except for travel to and from a normal place of work).

## STANDARD BATTERIES

Means 12v lead acid batteries.

## SUZUKI APPROVED USED CAR WARRANTY

Means the 12-month warranty which, subject to these terms, is automatically activated upon completion of the sale of a Suzuki vehicle through a **Suzuki Dealer**.

## SUZUKI, WE, OUR, US

Means Suzuki GB PLC.

## SUZUKI DEALER

Means any dealer located in the UK and who has been authorised by **Suzuki** to sell Used Suzuki Cars.

## SUZUKI SERVICE PARTNER

Means any repairer located in the UK and who has been authorised by Suzuki to undertake servicing, repair, or maintenance work.

## UK

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

## YOU, YOUR

Means the **private individual** named in **policy document**, or as replaced by any new owner (who is also a private individual) and who has been correctly declared to **us** by contacting **your** local **Suzuki Dealer/Service Partner**.

# INTRODUCTION

**Suzuki Approved Used Car 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** of the **covered vehicle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it together with **your policy document** in a safe place.

All the details of how to make a claim together with the conditions of the policy are set out in the following pages. If **you** have any questions, **your Suzuki Dealer/Service Partner** will be able to help **you**. To locate **your** nearest authorised **Suzuki Dealer/Service Partner** please refer to **[cars.suzuki.co.uk/find-a-dealer/](https://cars.suzuki.co.uk/find-a-dealer/)**

## SUMMARY OF WARRANTY COVER AND LIMITS

Subject to these terms, parts and labour in respect of repair or replacement of **covered components** up to the **Maximum Claim Limit** of the **covered vehicle**.

Any repair completed under this warranty will be completed by a **Suzuki Service Partner** using Suzuki Genuine Part, subject to availability.

To determine whether the **Maximum claim limit** has been reached we shall calculate the labour costs using the repairing Suzuki Service Partner's warranty labour rate and the warranty price of any Suzuki Genuine Parts.

For full terms and conditions please read this **Suzuki Approved Used Car Warranty** document together with **your policy document**.

# IMPORTANT INFORMATION

Thank **you** for buying **your** Suzuki **vehicle** with an Approved Used **Suzuki Dealer**.

**Your policy document** confirms, subject to these terms, the commencement of the **Suzuki Approved Used Car Warranty** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this document together with the **policy document** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim or require assistance.

If **you** have any questions regarding this **Suzuki Approved Used Car Warranty**, please speak to your **Suzuki Dealer/Service Partner**.

## HOW THIS SUZUKI APPROVED USED CAR WARRANTY WORKS

Upon completion of the vehicle sale through a **Suzuki Dealer**, **we** will provide **you** with a 12-month warranty.

## GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this warranty will be in English. In the event of a dispute, the courts of England and Wales shall have exclusive jurisdiction. No term of this warranty agreement is to be enforceable by any third party pursuant to the Contract (Rights of Third Parties) Act 1999. **Your** statutory rights are not affected in any way by this warranty.

## CANCELLATION RIGHTS / REFUNDS

Please note that this warranty has no surrender or refund value.

## TRANSFER OF OWNERSHIP

The **Suzuki Approved Used Car Warranty** is transferable to subsequent **private individuals** of the **vehicle** but not transferable to another vehicle.

If the **covered vehicle** is sold, the remaining cover may be transferred to the new owner who is a **private individual** providing the new **private individual** is registered with a **Suzuki Dealer/Service Partner**.

## SERVICING REQUIREMENTS FOR YOUR SUZUKI

Servicing must be carried out in accordance with the vehicle manufacturer recommendations, and you must only use the correct specification of oils and fluids. In addition, we recommend that you only use Genuine **Suzuki** parts. Any failure that is attributable to servicing not being carried out in accordance with vehicle manufacturer recommendations, or to the incorrect specification of oils or fluids being used or due to non-genuine Suzuki parts being used will result in a **Suzuki Approved Used Car Warranty** claim being rejected.

## SERVICING REQUIREMENTS FOR ALL COVERED VEHICLES

**We** will allow a maximum of 250 miles or 14 days in excess of the recommended service intervals, whichever occurs first.

Please ensure that the **Suzuki Dealer/Service Partner** completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

# SUZUKI APPROVED USED CAR WARRANTY

The **Suzuki Approved Used Car Warranty** (subject to these terms) will commence at no extra cost following the purchase of your Approved Used Suzuki vehicle.

## ELIGIBILITY CRITERIA

The **Suzuki Approved Used Car Warranty** is a warranty which, subject to these terms, is activated upon the purchase of your Suzuki vehicle through an authorised Approved Used **Suzuki Dealer**.

Only **Suzuki** models originally sold through UK **Suzuki** authorised dealers qualify for the **Suzuki Approved Used Car Warranty** and customers must be residing in the UK.

All repairs must be carried out by a **Suzuki Dealer/Service Partner**.

If **you** have any queries in relation to **your** eligibility for the **Suzuki Approved Used Car Warranty**, or how it will apply to **your** vehicle, please contact **your** local **Suzuki Dealer/Service Partner**.

## COVERED COMPONENTS

Electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**;

### Other than:

- Filters, fuses, spark plugs, worn/warped clutches, brake shoes, pads, drums, discs and cables, oil, fluids, coolant, wiper blades and arms, drive belts (except camshaft drive belt, provided it has been replaced in accordance with the manufacturer's specification), pipes and hoses, lamps and bulbs, fuses, high tension leads, wheels and tyres, **standard batteries**, exhaust systems and particulate filters (GPF & DPF). Infotainment systems.



- Bodywork of any kind, sheet metal, body panels, bodywork, or glass sealants or bondings, paintwork, glass, and mirrors (except in the case where they suffer an **electrical or mechanical failure**), upholstery, carpets, interior and exterior trim, all weather strips and seals, channels and guides, locks, hinges, handles, check straps, antenna, and cosmetic items. For the avoidance of doubt, the general corrosion warranty will remain in place.
- Parts not approved by or equivalent in quality or design to parts supplied by **Suzuki**.
- Damage or defects as a result of consequential damage caused by non-**Suzuki** genuine accessories or special equipment.
- Parts replaced under normal maintenance procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.
- **Covered components** with existing defect at time of policy commencement.

## WORKING MATERIALS / CASINGS

Should a valid claim for a **covered component** require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a **covered component** which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this warranty.

## SUZUKI APPROVED USED CAR WARRANTY EXCLUSIONS

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

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g., chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect that existed when the **Suzuki Approved Used Car Warranty** period commenced.
3. Wear and tear, normal deterioration, routine servicing, maintenance, adjustments, reprogramming or loading of software.
4. Faulty repairs, incorrect servicing, or failure to have the **covered 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 parts, oil, fuel, lubricants, hydraulic fluids, or additives which the manufacturer of the **covered vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.

7. Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the **covered 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 **covered vehicle** under this warranty.
8. Any vehicle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
9. Any vehicle which is used for business purposes (except for travel to and from a normal place of work) or that is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward.
10. Other vehicle brands/models, except for **Suzuki**.
11. Police vehicles, fire service vehicles, ambulances and vehicles used by any other emergency service.
12. Losses or damage due in any way to any type of accident, misuse or any act or omission which is willful, unlawful, or negligent (such as but not limited to consequential damage caused by continuing to drive the **covered vehicle** when a fault becomes apparent).
13. Any component which is subject to recall by **Suzuki**.
14. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments, or repairs.
15. **We** will pay for damage caused to a covered part if caused by another covered part, but not damage caused by a part that is not covered.

16. **We** will not pay for any depreciation 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 item.
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 **Suzuki Approved Used Car Warranty** terms and conditions. For example, your **Suzuki Approved Used Car Warranty** may cover repairs to or replacement of an ABS module but would not cover any loss of earnings that **you** may suffer while **your vehicle** is being repaired.
18. **You** should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this **Suzuki Approved Used Car Warranty**.
19. 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.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any insurance guarantee, warranty, or cover.

## CLAIM PAYMENTS

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official **Suzuki** labour times/costs which are necessary to repair or replace **covered components**.

## HOW TO MAKE A SUZUKI APPROVED USED CAR WARRANTY CLAIM (UK)

Please report any repair under the **Suzuki Approved Used Car Warranty** immediately to **your** nearest **Suzuki Dealer/Service Partner**, advise them that **your covered vehicle** is protected by the **Suzuki Approved Used Car Warranty** and present them with a copy of the warranty and service book.

Make the vehicle available for examination and provide the **Suzuki Dealer/Service Partner** with all the information needed or requested to help them identify the issue claimed for.

Always retain the service booklet and make it available to your **Suzuki Dealer/Service Partner** as requested.

It is **your** responsibility to authorise any dismantling of the **covered vehicle**, or any other work required to diagnose any faults with the **covered 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 **Suzuki Approved Used Car Warranty**.

## HOW TO MAKE A SUZUKI APPROVED USED CAR WARRANTY CLAIM (CONTINENTAL EUROPE)

Arrange for the **covered vehicle** to be taken to the nearest **Suzuki Dealer/Service Partner** and give **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the **Suzuki Dealer/Service Partner** 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.

On **your** return to the **UK**, please visit **your** local **Suzuki Dealer/Service Partner** with copies of the invoice and the **covered vehicle's** service records. This must be done within 14 days of your return to the UK.

**Your** claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid. **We** will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace **covered components**.

# GENERAL TERMS & CONDITIONS

These conditions apply to all sections of your **Suzuki Approved Used Car Warranty**, and **you** must meet them before **we** make a payment.

## CLAIMS - YOUR DUTIES

If a failure occurs with the **covered vehicle**, **you** must comply with the relevant claim procedure 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 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 **covered vehicle** and test damaged components.

## LOOKING AFTER YOUR VEHICLE

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

## DISPLACED PARTS

Any replaced parts shall become the property of **Suzuki GB PLC**.

These Terms & Conditions should be read in conjunction with **our** website terms of use and privacy policy.

## HOW TO MAKE A COMPLAINT

**We** sincerely hope that **you** never have reason to complain about **our** product, but **we** do acknowledge that occasions might arise when, for one reason or another, **you** are not fully satisfied. If this situation should arise, **we** suggest the following will assist in getting the matter resolved as quickly as possible.

Please always keep in mind that almost inevitably your **Suzuki Dealer/Service Partner** will be involved in the final solution of **your** problem, so it is important to keep them informed throughout.

Your **Suzuki Dealer/Service Partner** is willing and able to look after **you** and **your** vehicle. If there is some matter which concerns **you** about the **Suzuki Dealer/Service Partner** you should always ask to speak to the Dealer Principal or General Manager. Please try to explain the cause of **your** concern as precisely as possible.

**We** are sure that most matters will be resolved in a perfectly satisfactory and amicable manner in this way.

If the situation cannot be resolved by this means, then please email **customerservices@suzuki.co.uk** or write to  
Suzuki Customer Services  
Steinbeck Crescent  
Snelshall West  
Milton Keynes  
Buckinghamshire, MK4 4AE

or call free phone **08085 011959** (mobile charges apply) giving **us** full and precise details of **your** vehicle, its history including all services, repairs, accidents etc. and an outline of the nature of your concern.

**We** will do **our** best to get the matter resolved as speedily as possible.

If **you** are unhappy with any part of the service that **you** have received from us or one of our **Suzuki Dealers/Service Partners**, and have been unable to resolve the issue directly, please contact The Motor Ombudsman at **www.TheMotorOmbudsman.org** or call **0345 241 3008**.



## STATUTORY RIGHTS

### Data Protection Act

Suzuki GB PLC and our **Suzuki Dealer/Service Partners** care about customers' data and privacy. To view **our** privacy policy please go to:  
**[www.cars.suzuki.co.uk/privacy](http://www.cars.suzuki.co.uk/privacy)**

**We** may use **Suzuki Approved Used Car Warranty** registration information to contact you directly should the need arise in the event of a Recall or Service Campaign.

# SUZUKI ASSISTANCE – UK & EUROPEAN POLICY SUMMARY

## VEHICLE DURATION FOR SERVICE IN THE UK AND EUROPE

All eligible Suzuki Approved Used Automobiles sold by a Suzuki Dealer in the UK are supplied with 12 months Suzuki Assistance Cover from the date of sale\*. You can purchase an additional 12 months Suzuki Assistance cover by contacting 0800 197 7618.

\*Policy is activated within 24 – 36 hours if the sales transaction occurs between Monday and Friday and 72 hours if the transaction occurs over a weekend.

If you already have breakdown assistance cover and you are unsure about how Suzuki Assistance affects your existing cover call your existing breakdown cover provider to discuss your requirements.

If you are an AA Member, please call the AA on 0343 316 4444 to clarify your needs. Please note that whilst you can choose to suspend your AA personal Membership it will not automatically be suspended.

## HOW TO CALL SUZUKI ASSISTANCE

In the event of a breakdown or an accident please call the numbers below:

**UK Breakdown Assistance:** 0800 107 1155

**European Breakdown Assistance:** 00 800 33 22 88 77\*  
00 33 825 87 89 83  
00 33 472 171 205

\*Not free from a mobile phone

**Suzuki Customer Services:** 08085 011 959

When calling for assistance, you will be asked to provide the following information:

- Your name.
- A contact telephone number.
- Your address.
- The registration, make, model and colour of your vehicle.
- The nature of the breakdown.
- Your exact location.

### If you are calling from a motorway:

- Walk in the direction indicated by the marker posts to the nearest SOS telephone.
- Ask the police to contact **Suzuki Assistance** on **0800 107 1155**.
- Return to your vehicle and wait in a safe place nearby.

**If the problem resolves itself before assistance arrives, please call and let us know.**

# SUZUKI ASSISTANCE IN THE UK

## ROADSIDE ASSISTANCE

If your car becomes immobilised at the roadside, we will get help to you wherever you are in the UK. In the unlikely event that we can't repair your vehicle, we shall arrange to recover it to your **Suzuki Service Partner**.

## HOME START

If your car becomes immobilised at or within a quarter of a mile of home, we will send a patrol or agent to you. If your vehicle cannot be repaired, we will take it to the nearest **Suzuki Service Partner** or another destination of your choice (provided this is no further than 10 miles).

## RECOVERY

If we can't fix your car at the roadside, we will arrange for you, and any passengers up to the legal seating capacity of your vehicle, and your vehicle to be transported to any single mainland UK destination or the Isle of Man and the Channel Islands.

## REPLACEMENT VEHICLE & ONWARD TRAVEL

When your car is immobilised away from home, Onward Travel may be able to assist. We will, at our discretion, provide one of the following options.

- **A replacement hire car** - (up to 1600cc saloon) for up to 72 hours. Hire cars are subject to availability and to the supplier's terms and conditions.
- **Public transport** - reimbursement of your public transport costs for you and any passengers up to the legal seating capacity of the vehicle.
- **Overnight accommodation** - Transport to and one night's accommodation (on a bed and breakfast basis) at the hotel of our choice for you and any passengers up to the legal seating capacity of your vehicle.

Please note all additional costs must be borne by the driver and limits are shown on page 24.

## ACCIDENT RECOVERY

All Suzuki vehicles are covered by **Suzuki Accident Management**. Should you be unfortunate enough to have an accident. Please call Suzuki first on 0800 107 1156 and we will recover your vehicle to an approved Suzuki Body & Paint Centre for any accident repairs to be carried out.

# SUZUKI EUROPEAN ASSISTANCE

Your vehicle is supplied with **12-months Suzuki European Assistance cover**, to give you and your family peace of mind while traveling in your Suzuki anywhere in the European countries listed on page 26.

## ROADSIDE ASSISTANCE AND EMERGENCY REPAIR

We will arrange emergency roadside assistance or towage to an authorised repairer.

## EMERGENCY CAR HIRE AND ALTERNATIVE TRAVEL ARRANGEMENTS

If the repairer estimates that the repairs to your vehicle will take more than eight hours, we will arrange one of the benefits as shown below.

- a. Contribution towards car hire costs for a maximum of 3 days.
- b. Air fares (economy).
- c. Rail fares (first class for a maximum of 8 people, including You).
- d. Local taxi fares.
- e. Any other transport equivalent to 2nd class rail fares.

## EMERGENCY ACCOMMODATION

If the repairer estimates that repairs to your vehicle will take more than eight hours, we will arrange one night's accommodation as set out on page 24.

## VEHICLE RECOVERY TO THE UK

If repairs cannot be completed in time for your planned return home, we will arrange for your vehicle to be returned home, or, if repairs are started but not completed before your planned return journey home, we will arrange and pay for one person's travel and accommodation costs to go directly overseas to collect the vehicle.

## DEFINITIONS

**"AA"** means Automobile Association Developments Limited (trading as AA Breakdown Services) or Aeromas Insurance Company Limited as the context permits.

**“Breakdown”** means an event (excluding an accident) resulting from some malfunction or mechanical failure of the Registered Vehicle:

- a. Which causes You to be unable to start a journey in the Registered Vehicle or involuntarily to bring the Registered Vehicle to a halt on a journey.  
  
and
- b. After which the journey cannot reasonably be commenced or continued safely in that Registered Vehicle.

**“Suzuki Assistance”** means breakdown services detailed in this booklet. They cover anyone authorised to drive the Eligible Vehicle.

# UK BREAKDOWN ASSISTANCE – TERMS & CONDITIONS

**“Agent”** means any garage or other service provider appointed by the AA to act as its agent in the provision of certain roadside services. **“Authorised Driver”** means any person driving an Eligible Vehicle with the lawful authority to do so, including but not limited to the Registered Keeper.

**“Eligible Vehicle”** means any Suzuki car sold by Suzuki directly or a Suzuki Authorised Dealer in the United Kingdom for which a current Suzuki Assistance policy exists.

**“You” and “Your(s)”** means the registered owner or keeper of the Eligible Vehicle or, as the context requires, the Authorised Driver requiring assistance.

## ROADSIDE ASSISTANCE & HOME START

### What is covered:

- Roadside Assistance & Home Start is available if the Eligible Vehicle is stranded on the highway or at Your home address following a breakdown. We will seek to effect a roadside repair if, in the reasonable opinion of the patrol or appointed Agent, this can be achieved within a reasonable time.

- If a patrol or appointed Agent cannot fix the Eligible Vehicle within a reasonable time, it will be taken to the nearest **Suzuki Service Partner** or, alternatively, to a local destination of Your choice.

### What is not covered:

- Roadside Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the Eligible Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by You.

# RECOVERY

## What is covered:

- Recovery is available following an incident involving an Eligible Vehicle and if we cannot arrange a local repair within a reasonable time.
- Recovery provides the recovery of an immobilised Eligible Vehicle (including trailer/caravan on tow at the time, provided it is within the size limits) to the nearest **Suzuki Service Partner** or to any other single destination in the UK. Assistance will be provided for the number of people up to the legal seating capacity of the Eligible Vehicle to a maximum of eight (including the driver) provided that such people were travelling in the Eligible Vehicle at the time of the breakdown. If there are more people than the maximum allowed, we will seek to arrange, but will not pay for, their onward transportation.
- The transport or recovery of vehicles being used for racing, rallying, trials or time trials, auto tests or other motor sports events or bearing trade plates.
- Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by you.
- The recovery of horses, pets, livestock or payment of any ferry and toll costs.

## What is not covered:

- Recovery will not be provided if we are able to arrange a prompt local repair within a reasonable time.
- A second or subsequent Recovery, after the Eligible Vehicle has been recovered following a breakdown.

# REPLACEMENT VEHICLE & ONWARD TRAVEL

This service may be provided as an extension to Recovery. In the event that we authorise the provision of Onward Travel you may choose from one of the following options:

## A. REPLACEMENT VEHICLE

### What is covered:

- We will (subject to the conditions noted below) arrange a replacement vehicle for up to 72 hours. The benefit entitlement is a replacement vehicle up to a 1600cc saloon.
- We will (subject to any responsibility You may have) pay the chosen vehicle supplier's hire charges, including comprehensive insurance premium, collision damage waiver and VAT (but excluding any insurance excess which may become payable), for a maximum of 72 hours, starting from the time when the vehicle is issued (which must be within 48 hours of the immobilising incident).

OR

## B. EMERGENCY OVERNIGHT ACCOMMODATION

### What is covered:

- We will arrange for one night's bed and breakfast accommodation for no more people than the legal seating capacity of the Eligible Vehicle up to a maximum of eight people, including You (or to a limit of £100 per person to a maximum of £300 in total).

OR

## C. PUBLIC TRANSPORT COSTS

### What is covered:

- We will cover reasonable public transport costs for You and up to seven passengers. You can claim costs to a limit of £100 per person to a maximum of £300 in total.



- Any passengers must have been travelling with You at the time of the relevant breakdown.
- You must obtain proof of purchase or receipts for all travel expenses.
- All relevant proofs of purchase and receipts must accompany the claim.

## REPLACEMENT VEHICLE & ONWARD TRAVEL

### What is not covered:

The availability of this benefit is subject to the terms and conditions of the vehicle supplier who, amongst other things:

- Will require a full, valid UK driving licence at the time of issue of the vehicle.
- May impose limitations on the availability and engine capacity of the replacement vehicle in relation to the age of the driver or endorsements.

- May require a cash or credit card deposit, including a fuel deposit.
- Will require the driver to be aged at least **18** and hold a **full** UK driving licence for at least 12 months.

Replacement vehicles cannot be supplied with a tow bar. We will not pay for any additional costs incurred by You or passengers such as meals (other than breakfast), drinks, telephone calls and newspapers. These costs must be settled with the hotel before leaving. A replacement vehicle is not available following an accident unless you are using the services provided by **Suzuki Accident Management**.

## VEHICLE TYPE, WEIGHT AND SIZE RESTRICTIONS IN THE UK

Suzuki Assistance is only available in relation to vehicles which:

- a. Have been registered as an Eligible Vehicle.
- b. Comply with the relevant restrictions set out below:

### **Maximum vehicle weight (applies to all services)**

All vehicles: 3.5 tonnes gross vehicle weight (GVW)

Max vehicle length: Recovery Service: 6.4m (21 ft)\*

Max vehicle width: Recovery Service: 2.55m (8ft 3in)\*

\* In addition, assistance will be provided for caravan or trailers on tow at the time of the breakdown provided that the GVW of the caravan or trailer does not exceed 3500kg (3.5 tonnes) and falls within the above limits for Recovery service. A caravan or trailer with a load of a length not exceeding 8m (26ft) will be recovered provided that this can be done safely under tow. We will seek to arrange but will not pay for the recovery of any vehicle, caravan or trailer that exceeds any of these limits. (Please note that Recovery does not cover the recovery of horses or livestock).

## SUZUKI EUROPEAN ASSISTANCE COVER

### **Geographical limits**

Suzuki European Assistance applies within the following geographical limits within which the Eligible Vehicle and You must stay together.

Assistance will not be provided outside of these geographical limits:

United Kingdom, Isle of Man, Channel Islands, Republic of Ireland, all islands of the Mediterranean and the following countries of mainland Europe: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta & Melilla), Sweden, Switzerland, Turkey (including Uskudar) and Vatican City. Cover does not apply to territories beyond mainland Europe.

## ADDITIONAL DEFINITIONS

**Authorised Driver's Party:** The Authorised Driver and all other occupants of the vehicle, maximum 8 persons (including the Authorised Driver). We will only cover people who are travelling with the Authorised Driver for the whole duration of the Trip.

**Country of Departure:** United Kingdom only.

**Period:** any number of journeys taken within the duration of the Suzuki European Assistance provided that each individual trip must not exceed a maximum of 90 days.

**Trip:** The Authorised Driver's journey overseas with the Eligible Vehicle within the Period, starting and ending in the UK. We will only cover the Eligible Vehicle within the UK for a direct journey to or from the seaport or Eurotunnel terminal.

**All vehicles must be built to manufacturer's specifications,** hold a current MOT Certificate (where required), hold appropriate insurance for travelling overseas, be in a roadworthy condition at the start of the Trip and used for private purposes or business use only.

**We will not cover** personal effects/goods/vehicles/boats or other waterborne craft on or in the Eligible Vehicle or trailer nor consider any consequential loss. These remain the Authorised Driver's responsibility at all times.

**"You" and "Your(s)"** means the owner of the Eligible Vehicle or an authorised driver, meaning any person driving an Eligible Vehicle with the owner's authority to do so, who is a UK resident and has agreed to act on behalf of the whole Party and is on the Trip.

## WEIGHT AND SIZE RESTRICTIONS OF ELIGIBLE VEHICLES FOR EUROPEAN ASSISTANCE

Maximum vehicle weight: 3.5 tonnes gross vehicle weight (GVW)

Maximum vehicle length: 6.4m (21ft)

Maximum vehicle width: 2.55m (8ft 3in)

Maximum vehicle height: 3m (9ft 10in)

# ROADSIDE ASSISTANCE AND EMERGENCY REPAIR

## **What is covered:**

We will arrange emergency help for You and cover costs within the following limits for roadside assistance, roadside repairs, and towage up to £150 overall maximum. This includes up to £100 for labour within the total amount.

## **REPLACEMENT VEHICLE AND ALTERNATIVE TRAVEL ARRANGEMENTS**

If the repairer estimates that the repairs to the Eligible Vehicle will take more than eight hours, we will cover Your reasonable and necessary costs for alternative travel as set out below.

## **What is covered:**

Reasonable and necessary additional expenses from a. to e. or a combination of:

- a. Contribution towards car hire costs for a maximum of 3 days.
- b. Air fares (economy).
- c. Rail fares (first class for a maximum of 8 people, including You).
- d. Local taxi fares.
- e. Any other transport equivalent to 2nd class rail fares.

The overall limit for expenses at a–e is up to £750 per Party, per Trip. Please note: we will include any costs we agree under this benefit in the overall claim limit.

## **EMERGENCY ACCOMMODATION**

If the repairer estimates that repairs to the Eligible Vehicle will take more than eight hours, we will cover Your reasonable and necessary costs for additional emergency accommodation as set out below.

## **What is covered:**

Reasonable, necessary additional costs over and above those that You had budgeted for, for one night's overnight accommodation up to £65 per person, per night in a 3-star hotel.

# VEHICLE RECOVERY TO THE UK

If repairs cannot be completed in time for Your planned return home.

## **What is covered:**

1. The cost of unaccompanied recovery for the Eligible Vehicle to Your home, or nominated vehicle repairer in the UK, up to the current market value of the Eligible Vehicle.
2. If repairs are started but not completed before Your planned return Home, we will arrange to pay for one person's reasonable travel and accommodation costs up to £600 to go directly overseas to collect the Eligible Vehicle.
4. Any additional charges arising from Your use of the replacement vehicle such as fuel costs, any insurance excess charges, if You keep the vehicle longer than the period of hire agreed or do not follow its or the hirer's instructions to return the vehicle. You must pay these costs directly to the hirer.
5. Recovery where the local garage can complete repairs before the driver's return date.
6. Recovery or repatriation costs for a vehicle if nobody in the vehicle is fit to drive.

## **What is not covered:**

1. The cover is not available to vehicles which are overloaded or used in rallying, off-road driving or in the Nürburgring or for motorsports.
2. The recovery of horses, pets, livestock or payment of any ferry and toll costs.
3. Recovery from French motorways cannot be arranged by Suzuki Assistance, as these roads are privately owned. In the event that assistance is required, You must contact the dedicated motorway services and telephone Suzuki European Assistance for further help once towed off the motorway/service area.

# NOTES

- a. In parts of Europe, hire cars are not permitted to cross national frontiers and it may be necessary to change hire cars at national borders.
- b. We cannot guarantee car hire availability or equivalent replacement for the Eligible Vehicle. MPV's, specially adapted vehicles, 4WD vehicles, minibuses, EVs/PHEV, and vehicles with automatic transmission are difficult to hire.
- c. We cannot guarantee replacement vehicles can be supplied with a tow bar, and therefore Your caravan or trailer may be recovered with the immobilised Eligible Vehicle.
- d. Unless we agree otherwise with You, we will only cover replacement car costs where we have arranged the hire. You must comply with the hirer's terms and conditions.
- e. When recovery of the vehicle is arranged, delivery of the vehicle may take 8–14 working days from Western European countries. At busy periods or from farther destinations, recovery may take longer.
- f. The luggage in the Eligible Vehicle always remains Your responsibility and any items left with the vehicle for recovery are left at Your own risk.
- g. If the Eligible Vehicle has been involved in an accident which could be the subject of a claim involving Your motor insurers, we reserve the right to obtain their formal agreement before arranging the recovery of the Eligible Vehicle and to negotiate with them to reclaim a proportion of the costs incurred.
- h. Roadside Assistance (European cover) following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the Eligible Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by You.

# GENERAL TERMS OF SUZUKI ASSISTANCE & SUZUKI EUROPEAN ASSISTANCE

## 1. What is not covered:

- The cost of spare parts, petrol, oil, keys, consumables or any costs or charges connected with the drainage or other removal of fuel.
  - Any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Eligible Vehicle.
  - Attendance or payment for lost or stolen keys, or when keys have been locked in.
  - The recovery of vehicles bearing trade plates or which we have reason to believe has just been imported or purchased at auction or part of a commercial activity.
2. If we consider that a locksmith, body-glass, or tyre specialist is needed, we will endeavour to arrange their help on behalf of You. We will not pay for their services and the contract for repair will be between You and the repairer. Further, if the use of a locksmith or other specialist would, in our opinion, mobilise the Eligible Vehicle, no further service will be available for the Breakdown in question.
3. If specialist equipment (not normally carried by patrols) is required to provide assistance when an Eligible Vehicle has left the highway, or is in a ditch, or is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of its wheels, we will arrange recovery but at Your cost. Once the Eligible Vehicle has been recovered to a suitable location, normal service will be provided in keeping with **Suzuki Assistance**.
4. It is Your responsibility to ensure that any temporary repairs carried out by us to mobilise the Eligible Vehicle are followed as soon as is possible by a permanent repair. Please refer to the terms of the vehicle warranty with respect to the carrying out of repairs by **Suzuki Service Partner**.
5. Attendance will be declined in non-emergency situations where the Eligible Vehicle is still mobile, and the journey can be continued both legally and in safety.

**AA Company Details:**

Automobile Association Developments Limited, (trading as AA Breakdown Services) is an insurer of breakdown assistance services cover that is exempt from authorisation under the Financial Services and Markets Act 2000. Registered office: Fanum House, Basing View, Basingstoke, RG21 4EA.

Registered in England and Wales Number: 01878835.

Automobile Association Developments Limited covers the provision of Roadside, Home Start, Recovery and Accident Management.

**Acromas Insurance Company Limited**, is authorised and regulated by the Commissioner of Insurance, Financial Services Commission, Gibraltar, and is regulated by the Financial Conduct Authority, United Kingdom. Acromas Insurance Company Limited is a member of the Association of British Insurers. Acromas Insurance Company Limited is incorporated with limited liability in Gibraltar with number 88716 (Gibraltar). Registered Office: 57-63 Line Wall Road, Gibraltar. UK branch address The Saga Building, Enbrook Park, Folkestone, Kent CT20 3SE.

**Acromas Insurance Company Limited** covers the provision of Replacement Vehicle & Onward Travel and European Assistance.



# YOUR RIGHT TO CANCEL

You have the right to cancel Your **Suzuki Assistance** within a 14 day '**cooling-off period**', commencing from the date of registration or commencement of the contract.

You must exercise your right to cancel in writing sent by letter or email to the postal or email address set out in the Compliments and Complaints section. We are not obliged to accept any notice of cancellation given orally. As you received your Suzuki Assistance free of charge, you will not be entitled to a refund. If you cancel your Suzuki Assistance after the cooling-off period, then subject to any statutory rights you may have, we will not be obliged to give a refund for any unexpired period of Your **Suzuki Assistance**.

## **Compliments and Complaints procedure:**

If you have either a compliment or a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve **Suzuki Assistance** service.

Please phone us on: **0344 209 0556** or **0161 333 5901**

Text Phone users can contact us using Relay UK by prefixing any of our numbers with **18001**.

## **Or write to:**

### **Customer Solutions**

The Automobile Association  
Lambert House  
Stockport Road  
Cheadle  
Cheshire  
SK8 2DY

email: [customer.solutions@theaa.com](mailto:customer.solutions@theaa.com)

If you are refused service by us, either in whole or in part, you have the right to request an explanation from us in writing. It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them. If, in regard to Relay Plus or European Breakdown Cover complaints only, you are still not satisfied, you may be able to refer the complaint to the Financial Ombudsman at Service, Exchange Tower, London E14 9SR. Telephone: **0800 023 4567** or **0300 123 9 123** or email: complaint.**info@financialombudsman.org.uk**

**Financial Services Compensation Scheme** – cover provided by Acromas Insurance Company Limited only is covered by FSCS. If any of your cover is underwritten by Acromas Insurance Company Limited you may be entitled to compensation from the scheme if Acromas Insurance Company Limited cannot meet its obligations in relation to that cover. This depends on the type of business and the circumstances of the claim. General insurance provided by a regulated insurer such as Acromas Insurance Company Limited is covered 100% for the first £2,000, and 90% of the balance of the claim.

Further information about the compensation scheme arrangements is available from the FSCS at **www.fscs.org.uk** or telephone **0800 678 1100** or **0207 741 4100**.

Please note that Roadside, Recovery and Home Start are provided by Automobile Association Developments Limited (trading as AA Breakdown Services) and this company does not fall within FSCS.



