



Your Warranty
Documents

Contact Details



Claims: 0333 335 5616



Breakdown: 01604 640 902



Admin@evolutionwarranties.com



www.evolutionwarranties.com



Your dealer warranty

Hello and welcome!

On behalf of everyone at Evolution Warranties, we want to extend a warm welcome and congratulations on the purchase of your new vehicle. We understand that buying a vehicle is a big decision, and we're honoured that you've chosen to trust us with the protection of your investment.

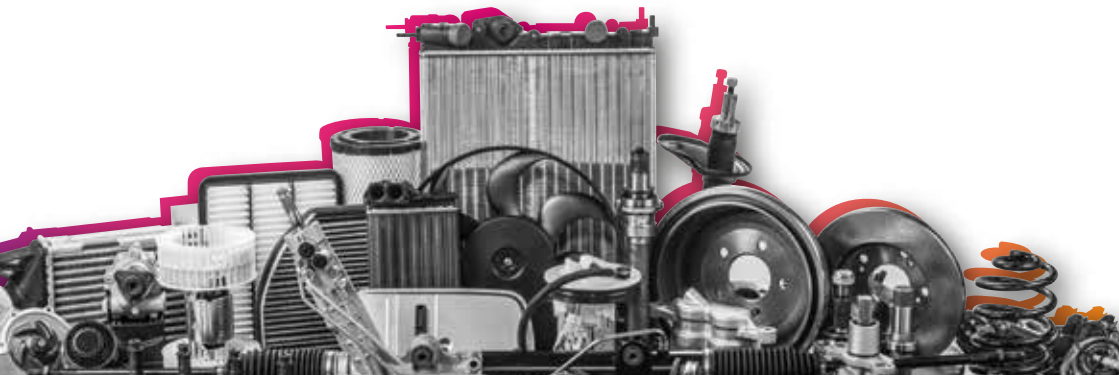
This is your warranty booklet—please keep it in a safe place along with your schedule, just in case you need to make a claim. Inside, you'll find all the important details on how to keep your warranty valid, what is and isn't covered, the claims process, and the terms and conditions.

This warranty is designed to reduce unexpected repair costs. Your provider has trusted us to fulfill their obligations to you. Please note that this is not an insurance product and therefore is not regulated by the Financial Conduct Authority.

Our friendly team is here to help and ensure you have a smooth experience, so please don't hesitate to reach out if you need us.

IMPORTANT - you must get all repairs authorised by us before any work is done, as we won't be able to cover the costs if you don't.

We wish you safe and happy motoring from all of us at Evolution Warranties.



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Warranty Schedule

The Warranty Schedule contains your personal and vehicle details, as well as the level of coverage.

Claim Limit

The maximum amount we will pay per claim, as specified in your Warranty Schedule. There is no limit on the number of claims you can make up to the maximum current retail CAP (we use cap HPI or equivalent) to the value of your vehicle.

Dealer, Dealership

The motor dealership where you purchased your vehicle.

Europe or European Cover

Any european country.

Excess

This is the value where your warranty has an excess where you need to pay this value.

Labour Rate

Your hourly labour rate is specified in your warranty schedule.

Labour Times

The time required to complete the repairs, based on the Autodata/ICME repair time guidelines or at our reasonable discretion if no such data is available.

Listed Components

The parts that are covered under this warranty.

Mechanical Breakdown and Electrical/Electronic Failure

- Mechanical Breakdown: The sudden and unexpected failure of a mechanical part that causes it to stop working.
- Electrical/Electronic Failure: The total failure of a covered electrical or electronic part, causing it to stop working entirely.

Period of Cover

The duration of your coverage, as indicated in your warranty schedule.

Repairer or Garage

The garage or mechanic carrying out the repairs on your vehicle, unless stated otherwise.

Territorial Limits

You are covered within the United Kingdom (England, Scotland, Northern Ireland, and Wales) unless we agree otherwise in writing.

Vehicle

The vehicle specified in your schedule.

We, Us, Our, and Administrator

Refers to Evolution Warranties Ltd, Registered Number: 14708698.

Wear & Tear

The natural deterioration of a part that occurs over time due to normal use or ageing, or when the part reaches the end of its life.

You, Your

The warranty holder who is named on the Warranty Schedule.

On top of the excellent coverage your warranty provides, you also get the following features. Please note: these must be authorised by us in advance.

Vehicle hire

Providing the fault is covered and repair time is over 8 hours, we'll pay for 1 day of hire for every 8 hours of labour (starting from when the repairs commence) up to £50 per day inc. VAT as part of your claim limit. Excludes fuel, deposit and insurance.

Vehicle recovery

All of our policies come with recovery included, see page 15 for more information

European cover

Your plan includes a maximum of 30 days of European cover, **you must notify us in writing 48 hours before you travel.** The claims process remains the same. Reimbursement will be based on the currency exchange rates on the date that the claim is agreed. Dates of travel may be required to support your claim.

Overnight accommodation

If your vehicle is rendered immobile, we'll also pay for 1 overnight stay or rail fare, up to £60 including VAT, as part of your claim limit. Receipts will be required. Drinks and meals are specifically excluded.

Your obligations

To keep your warranty valid, there are a few things you must do:



Have your vehicle serviced regularly as per the manufacturer's guidelines by a VAT registered garage. You've got 28 days or 750 miles (whichever is sooner) from the service due date to have it completed. Your vehicle must also be kept in a roadworthy, legal condition, be taxed, insured and hold a current MOT certificate.



Keep hold of the service invoices as we may require them if you need to make a claim.



Carry out any routine maintenance as required i.e. topping up and changing of oils, coolants and antifreeze. We won't pay for any repairs if your vehicle isn't maintained properly.



Follow the claims process in this document. It's really easy but we cannot stress how important this is for your claim to be considered. If you need assistance, please call us on 0333 335 5616.



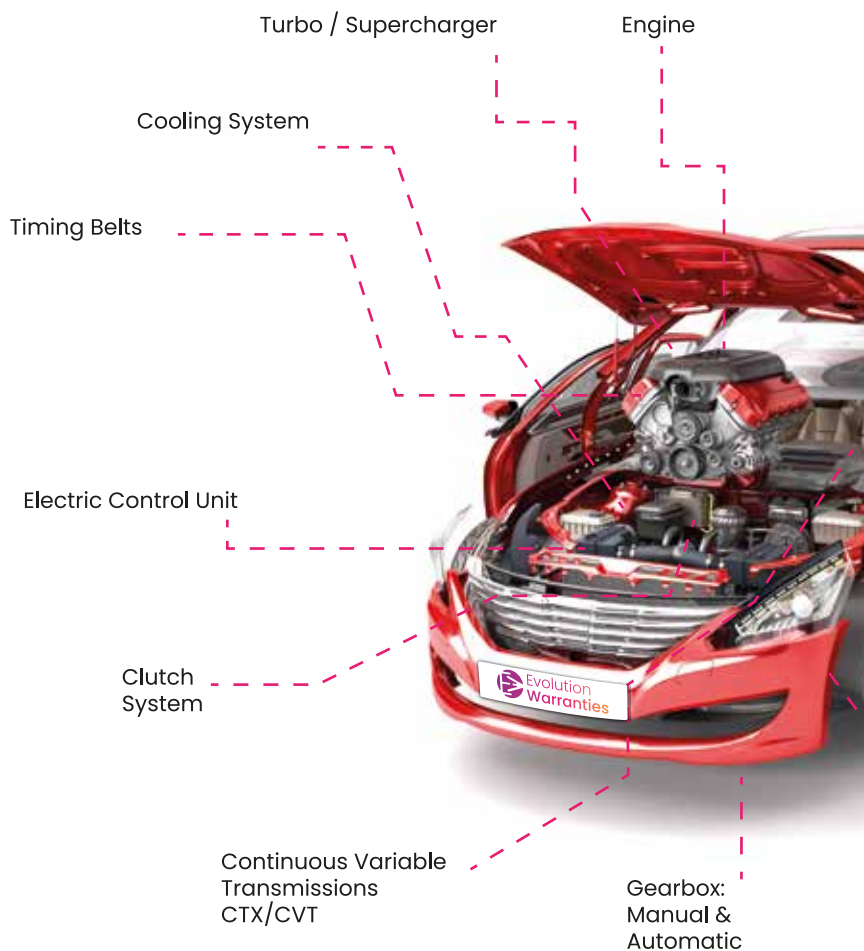
Don't ignore any warning lights, signals or gauges as you could make the problem worse which may affect our decision. Any faults which might be covered must be reported to us immediately.

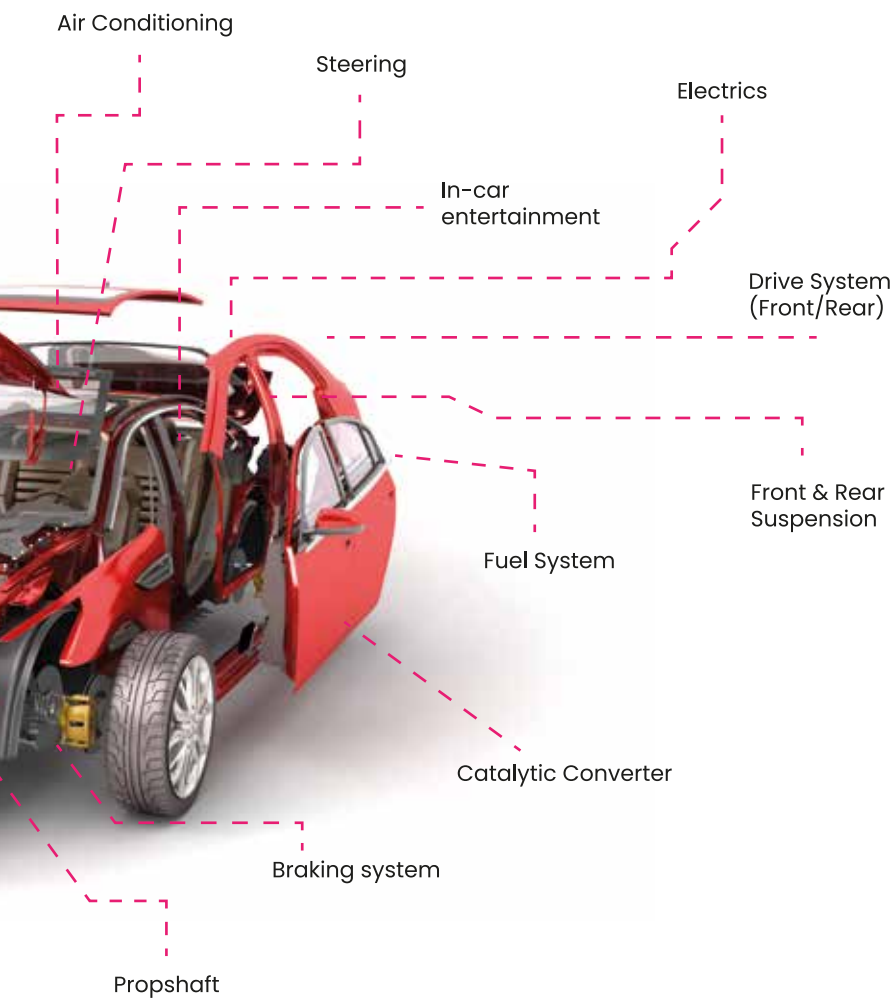
YOUR COVER MAY BE INVALIDATED IF YOU DON'T COMPLY WITH THESE OBLIGATIONS

Without a warranty, unexpected vehicle repairs can lead to expensive repair bills. Our warranty covers thousands of parts and includes a fantastic range of benefits. Plus, our friendly and helpful team is always here to assist you whenever you need us, so you can feel at ease knowing your vehicle is in good hands.

We'll contribute to the cost of repairs, including parts, labour, and VAT, up to your claim limit. Below is a quick summary of what is covered — please refer to the relevant pages for any exclusions.

Important – Terms and Conditions Apply – See your Warranty Schedule or call so we can advise.





As one of the UK's best warranties, The One includes so many parts – over 10,000 in fact – that it's just impossible to list them all! Almost all of your vehicle's parts are covered against mechanical breakdown, electrical or electronic failure.

Most parts under these sections are included:

- Air conditioning system
- Main 12 volt battery – for the first 6 months of your cover
- Braking system
- Camshaft timing belt / chains – Rattle
- Casings
- Clutch / Flywheel
- Coil springs and shock absorbers
- Cooling system
- Diagnosis costs – (one hour on valid claim)
- DPF / catalytic converter
- Drive system
- Electrical and electronic parts
- Engine
- Fuel system
- Gearbox and transmission
- Hybrid and electric vehicle power generation and transmission parts
- Ignition system
- Oil or fluid leaks – (covered up to 10 years or 100,000 miles excluding fuel)
- Original in-vehicle entertainment: Sat Nav, infotainment and telephone up to £500 inc. VAT
- Remote key fobs or key cards up to £250 inc. VAT
- Steering system
- Supercharger
- Suspension
- Turbocharger
- Injectors
- Wear and Tear – (Covered up to 125,000 miles unless stipulated in Schedule)
- Wheel hubs and bearings

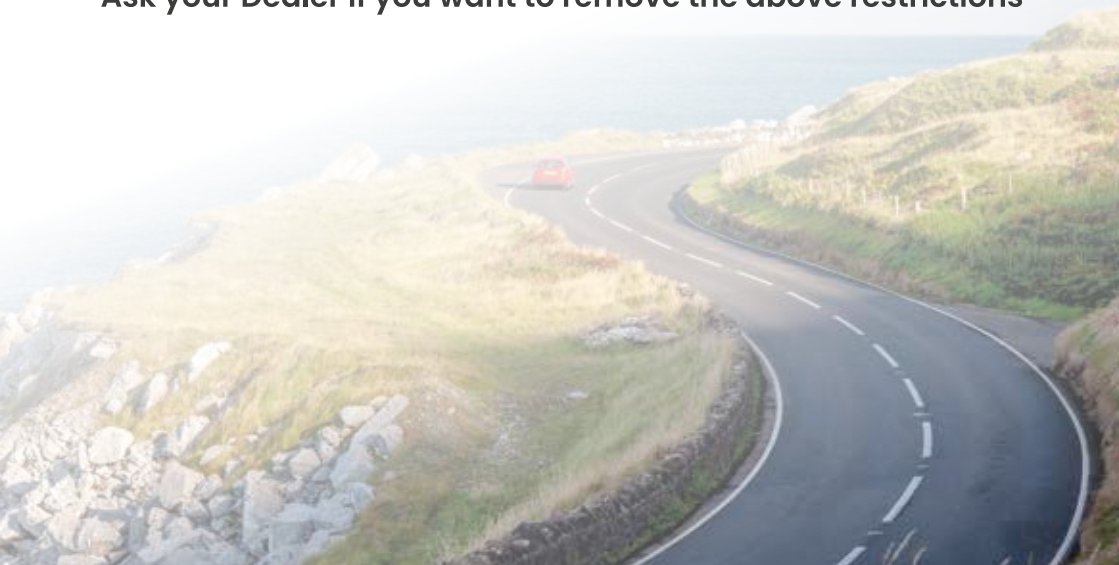
For vehicles of any age and any mileage:

wear and tear is included on all covered parts until your vehicle reaches 125,000 miles. At this point, the wear and tear element ceases but everything else remains the same.

See details below:

- 1 – Battery covered for the first 6 months up to £150 inc vat
- 2 – Clutch Friction Plate Material and flywheel is covered up to the value of £600 Inc vat
- 3 – DPF / Catalytic converter is Capped at £750 Repair or Replace
- 4 – Turbocharger – covered up to 100,000 miles to the claim Limit on the Warranty Schedule, Over 100,000 miles claims will be capped to £750
- 5 – Injectors – capped at £750 inc Vat covered up to 125,000 miles. Over 125,000 miles is capped at £350 inc Vat.
- 6 – Chain Rattle – covered upto 100,000 miles and capped at £400 inc Vat
- 7 – Working materials as part of a valid claim –(oils, antifreeze, fluids, oil filter changes, gaskets & seals at reasonable costs)

Ask your Dealer if you want to remove the above restrictions



Naturally there are some scenarios that we just can't cover, these are:

Any part listed under the part, fault and repair exclusions' see relevant section

You not honouring your obligations, see relevant section

Any vehicle which is not kept in a roadworthy condition and does not meet current legislation

Any repairs which haven't been authorised by us prior to work being carried out

Any faults that were present when your cover started

Any repairs not regarded as a mechanical breakdown or electrical / electronic failure e.g. service, MOT, Health Check or other general maintenance work, or parts that haven't failed but are recommended by the manufacturer to replace or maintain as good working practice

Wear & tear over 125,000 miles or any part that's reached the end of its working life

Whilst consequential damage is included in our cover level, please note that the following exclusions apply. Consequential damage is defined as damage to any other part (or parts) caused by a failed covered component. Consequential damage is capped at £1000 inc VAT. We can only pay towards consequential damage caused to covered parts

We cannot pay for any damage if the vehicle is continued to be used after the fault becomes apparent.

Any liability for bodily injury, accident / road hazard damage, death, damage to other property, loss of earnings, out of pocket expenses, theft, war, riot, vandalism or adverse weather conditions; any loss caused directly or indirectly by a repair; or losses covered under any other type of insurance, warranty, finance agreement, guarantee or repair including manufacturer warranties and your motor insurance

Any loss where the odometer has been tampered with, altered or disconnected to affect the mileage

We also can't cover vehicles under the following sections:

Commercial vehicles (including car-derived vans) over 3,500kg. Please note that commercial vehicles are capped at 2,000 miles per month unless stated otherwise.

Modified vehicles unless approved in writing by us within 14 days from the date your cover starts

Custom built vehicles or vehicles used for: commercial or business use, dispatch, taxi hire and reward, driving school tuition, chauffeuring, off road use or illegal purposes, road racing, track days (timed or untimed), rallying, pace-making, speed testing or any other competitive event

Any vehicle owned by a company, person or employee in the motor trade

These are the parts or faults that are excluded from our warranty. They're mostly bodywork, trim, general maintenance and serviceable items.

Service and consumable items – including but not limited to

- x brake pads & discs, brake shoes/drums,
- x tyres,
- x bulbs,
- x spark plugs,
- x fuses,
- x brake calipers,
- x any seized components,
- x air con recharging,
- x hoses, pipes and cables
- x all blockages,
- x perishable rubber items,
- x fuel tanks and clearing of fuel lines,
- x connectors,
- x air bags,
- x auxiliary drive belts,
- x hardware i.e. bolts and fixings

- x **Engine and turbo** – sprockets, burnt valves and valve seats, cracked blocks or cylinder heads, cylinder head skimming or refacing, burnt / carbonised valves or removal of carbon deposits, core plugs, cambelt damage if the cambelt and associated parts haven't been replaced inline with the manufacturer's recommendations. Engine and gearbox mountings.

- x **Steering** – leaks.

- x **Electrical or electronic items** – heating elements, glow plugs, connectors / terminals, wiring, all ancillary batteries, software and software updates, reprogramming or adjustments, tracker systems, head up unit display, radio recoding, light units including ballast module. Tyre pressure sensors. All Radar, Lidar and assistance systems.

- x **Electric / hybrid vehicle** – electric charging cable / socket, wiring and HV cabling, HV battery housing, HV cells / modules and HV battery cooling and venting.

- x **Bodywork and trim** – paintwork, bodywork, chassis, interior, seats and frame, upholstery, convertible roof frame and mechanism, panoramic sunroof systems and cassettes, wheels. glass, air vents, locks and catches.

- x **Negligence or driver abuse** – i.e. incorrect or insufficient oils or lubricants / fluids and overheating.

- x **Ancillary items** – water ingress, corrosion or oxidation, faulty workmanship or parts, manufacturer recalls, radiators, A/C condenser, exhaust systems, all manifolds and swirl flap mechanisms, emissions, carbon build-up, repairs to rectify issues such as high oil consumption or poor fuel economy, oil or fluid contamination including staining or misting, sludge / silt or other waste, waste disposal, key blades, sealing materials and compounds.



0333 335 5616



Claims@evolutionwarranties.com



www.evolutionwarranties.com



Important: All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim.

Follow the steps below

- 1 If a fault becomes apparent. Your vehicle will need to be booked in at a garage for diagnosis and estimate for repair.
- 2 Following diagnosis please email the diagnostic report and estimate for repair with current mileage and Registration number and a full breakdown of parts, labour cost/hours including Vat to claims@evolutionwarranties.com, please contact us before progressing with the repair as we are unable to consider your claim afterwards.
- 3 When our liability is established, we'll provide an email detailing approved repairs.

Important: Should you instruct the garage to commence work without our authorisation, you do so in the knowledge that your claim may be declined due to denying us the opportunity to inspect the vehicle and determine the cause of failure. You are responsible for any excess parts and labour charges, plus any repairs which aren't covered under your plan.

How to receive payment

Following the repair, you or the garage must send us a copy of the repair invoice emailed to claims@evolutionwarranties.com, along with any documents we've requested. Make sure the invoice is made out to Evolution Warranties Ltd, otherwise we won't be able to reimburse any VAT element.

REMEMBER: YOUR CLAIM CAN ONLY BE PAID IF THIS PROCESS IS FOLLOWED CORRECTLY

In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

1. We reserve the right to contact garages to discuss potential liabilities, and nominate the garage and / or the supplier of the parts. We also reserve the right to use guaranteed reconditioned or exchange parts, and to send any parts away for reconditioning or inspection
2. Where the repair or replacement of the parts or assemblies brings about improvement or betterment of the vehicle, we reserve the right to require a contribution from you towards the cost of the repair at our reasonable discretion. We will discuss this with you before the repairs commence, taking into account the current age and mileage and the cost of restoring the vehicle to its pre-breakdown condition
3. If the cause of failure is not evident from the diagnosis, your vehicle may need to be stripped or disassembled to some extent for a claim to be considered. This will only be done on your authority and the costs will remain your responsibility until the claim is authorised
4. To establish liability, there may be times when we need to instruct an independent assessor to inspect and report on their findings. The results of these findings are final and binding on all parties. If, following specific arrangements, the vehicle is not available or the assessor is unable to carry out the report (for instance if the vehicle is not stripped), we will deduct fees for the second inspection visit from the authorised claim amount
5. Repair times are calculated inline with the repair times definition on the contents page at the agreed labour rate. Our liability will be based on the repair times as shown for the specific repair
6. All faults must be registered with us immediately
7. You may be required to provide proof of servicing with a recent service invoice from a VAT registered garage before a repair can be considered
8. You have 45 days from the date of the authorisation to complete the repairs and submit the invoice to us for payment. After this time, the claim will be cancelled and no reimbursement is possible.
9. This warranty is limited to one repair of each covered part
10. If more than one part has failed at the time your claim is agreed, it will be dealt with as one claim
11. In the event of a false or fraudulent claim, your warranty will be invalidated. We also reserve the right to prosecute in all cases

1. No part of this document may be altered without our consent. Your warranty is in addition to any legal rights that may apply.
2. Your warranty is governed by English law and this is the law we will use unless you ask us for another and we agree to it within 30 days of the date that your cover starts. Any communications regarding your cover will be in English.
3. You must give us all of the information and help that we require in order to provide service under your plan. This also applies where we wish to enforce any rights against any manufacturer, repairer, supplier or other party.
4. You must comply with all of the terms and conditions of this warranty, including 'Your obligations'. Any liability we may have depends on your compliance with these terms and on the truth of your statements.
5. If you give us incorrect information, we may consider your application fraudulent and reserve the right to cancel it with no reimbursement. Where we have made any payments as a result of your dishonesty or exaggerated behaviour, your cover will be invalidated with immediate effect and you will again not receive any reimbursements. We also reserve the right to take legal action against you to reclaim any repair payments made. Any legal proceedings will be held in the courts of England and Wales.
6. You must allow us free access to examine the vehicle at all times.
7. You are responsible for authorising the repairer to commence the work required and for paying the costs involved if the work proves that the repair is outside of our liability.
8. Subject to our approval and at our absolute discretion, we'll offer you the opportunity to upgrade your cover (where eligible) within 4 weeks of you taking it out, and also the opportunity to renew up to 30 days before your cover ends. If you'd like to be notified with these communications, we will assume you have given us permission to contact you by taking out this warranty.
9. Occasionally we may need to amend this warranty in relation to component coverage or wording, or inline with new laws and regulations. The latest T&C's are available by emailing.
10. We will not tolerate abuse, slander, false allegations or otherwise untoward behaviour under any circumstances and may cancel your cover at our discretion if any such behaviour occurs. In these instances, we also reserve the right to begin legal proceedings to reclaim costs for any damages incurred should we deem necessary.

Payments and premiums

If you are upgrading or renewing your cover with us directly, we can take payment by debit or credit card. If you choose our monthly payment option, the **initial minimum** term is 12 months.

Transferring your cover to a new owner

If you sell your vehicle, you can apply to transfer your cover to the new owner providing they don't work in the motor trade. A £25 admin fee applies please email accounts@evolutionwarranties.com with the new owners details and vehicle registration and we will contact you to take payment.

Cancellation

You can cancel your cover within 14 days from the start date. If your cover was purchased through the dealer, the dealer's refund warranty will apply if applicable. If it was purchased directly from us, we will refund you providing no claims have been made during this period. After the 14 days no refunds are possible.

Discretion

We use our own discretion to ensure that you receive a fair and equitable resolution to every claim you make. If after following the complaints procedure below you feel that your complaint has not been resolved satisfactorily, our Directors will be the final arbiters for the exercise of this discretion. This does not affect your statutory rights.

Your personal data

We are the Data Controller in respect of any personal information you supply which means that we have a legitimate interest to collect, store and share your data amongst our group of companies in order to administer your cover and provide you with a service. For these reasons, we may need to share it with repairers, dealers, suppliers or other parties where required. We also use your data to contact you for purposes relating to your cover, direct marketing or to improve our services (opt-in required), or for legal, regulatory or crime prevention purposes. You have the right to access and rectify information held about you. You can change your permissions at any time too by contacting us. For full details on the data we collect, how we use it and your rights, please visit evolutionwarranties.com/privacy. For any data queries, please email admin@evolutionwarranties.com or write to Evolution Warranties Ltd, The Barn, Huncote Road, Croft Leicester LE9 3GT.

Complaints

Occasionally things do go wrong and there might be an instance where you're not happy with our service or the decision on your repair. Before you do anything else, please give us the opportunity to investigate and put things right by sending your complaint to admin@evolutionwarranties.com or write to Evolution Warranties Ltd, The Barn, Huncote Road, Croft Leicester LE9 3GT. Your complaint will be acknowledged within 3 working days and responded to within 14 working days, although it is usually much sooner.

Terms & Conditions



What is covered

Up to the Claim Limit on your warranty including Vat

European Cover for 30 days. The claims process remains the same; **you must notify us in writing 48 hours before you travel.** Reimbursement will be based on the currency exchange rates on the date that the claim is agreed.

Unlimited Call outs for the period of your cover – this excludes Call outs for the same fault

Roadside Assistance and repairs where possible and practical, includes home assistance and breakdowns

To the nearest garage within 40 miles of the breakdown.

Cover for any driver providing they have permission and are legally able to drive. The vehicle needs to be roadworthy and legally allowed on the road.

Cover for all cars, vans & motorcycles up to 3.5 tonnes, 5.5 metres long & 2.55 metres wide. Includes caravans, trailers & vehicles with living Accommodation up to the size and weight limit stated.

Overnight accommodation if your vehicle is rendered immobile. We'll pay for overnight accommodation or rail fare up to £60 including VAT. Receipts will be required. Drinks and meals are specifically excluded.

Tyre punctures and wheel changes – This cover applies providing the vehicle a) has a locking wheel nut key, b) has a serviceable and accessible spare tyre and wheel, c) the wheel nuts can be removed manually at the roadside. If not possible to change the wheel or reinflate, we will recover to the nearest garage within 40 miles.

Incorrect fuel, running out of fuel or flat battery for Electric Vehicles (or associated faults) – We will recover to the nearest garage within 40 miles. (charges apply for fuel or electric)

Keys locked in vehicle or lost/damaged keys (charges apply for replacement keys)

Running out of AdBlue in a diesel vehicle (charges apply for AdBlue liquid)

**Emergency Breakdown and
Recovery phone number 01604 640902**

Terms & Conditions



What is NOT covered

The following or in addition to the general exclusions of your warranty.

Moving your vehicle more than once for the same fault i.e. taking from one garage to another or taking from home to a garage

Any vehicle over 3.5 tonnes, 5.5 Metres long & 2.55 metres wide

More than one call out for the same fault

Faults due to human error such as 12 volt flat battery caused by drainage due to lights, radio being left on or any other power drainage.

Other costs i.e replacement parts, fuels or materials; consequential loss however caused; food, drink or phone calls; specialist recovery equipment/service charges; Fines that may be incurred however caused

Vehicles immersed in or immobilised by adverse weather, mud, sand or water, vehicles requiring repairs at a specialist garage, or breakdowns where the vehicle is inaccessible, on private property or cannot be recovered safely, legally on a standard transporter/trailer

Illegal or unroadworthy vehicles, or vehicles with a known fault prior to breakdown

Any claim resulting in a vehicle not being permanently repaired (including a second call out after a temporary repair), or that is disposed of or scrapped following assistance

Car Storage fees.

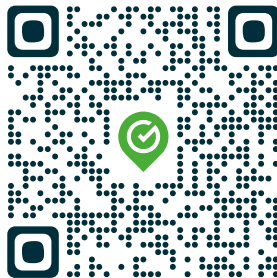
Any loss incurred which is not covered.

**Emergency Breakdown and
Recovery phone number 01604 640902**



GOOD GARAGE SCHEME

**Find your local reliable garage
via the qr code below**



www.goodgaragescheme.com



Head over to our website



www.evolutionwarranties.com



0333 335 5616

Admin@evolutionwarranties.com

www.evolutionwarranties.com