



*...has you covered*

**Vehicle Repair Agreement  
Customer Booklet**

our warranty partner





# WELCOME

Dear Motorist

Congratulations on the acquisition of your new vehicle from Van Monster.

We hope that you experience many years of trouble free motoring. However, should an unforeseen problem occur with your vehicle, this vehicle repair agreement is designed to assist you with a selection of repair costs.

This vehicle repair agreement covers various mechanical and electrical components of your vehicle. Please refer to your vehicle repair agreement certificate and vehicle repair agreement customer booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions and customer requirements.

In order to keep this vehicle repair agreement valid, you must have your vehicle regularly serviced in accordance with the manufacturer's recommendations. In addition, the correct claims procedure MUST be followed, in order to receive a repair benefit.



**VAN MONSTER**  
Part of Northgate plc

This vehicle repair agreement is produced and administered by –

Bluechip Warranty Limited,  
Diss Business Hub,  
Diss Business Park,  
Hopper Way, Diss  
Norfolk, IP22 4GT

Tel: **0800 404 5814** or **01379 773330**  
Email: [enquiries@bluechipwarranty.co.uk](mailto:enquiries@bluechipwarranty.co.uk)



# DEFINITIONS

The following words or references have the following meanings, where they are mentioned within this vehicle repair agreement:

<b>Us/We/Administrator</b>	Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT.
<b>You/Customer/Your</b>	Registered owner of the covered vehicle and named owner to which this vehicle repair agreement applies.
<b>Claim Limit</b>	The maximum individual claim limit payable under the terms of this vehicle repair agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases, lower individual claim limits will apply. The maximum aggregate claim value payable under this vehicle repair agreement will be limited to the current market value of your vehicle.
<b>Claims Department</b>	Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT.
<b>Autodata</b>	Industry professional bodies, giving recognised advice and guidance on vehicle repair times.
<b>Bluechip Assist</b>	Breakdown cover provided by Bluechip Warranty Ltd via a third party.
<b>Motor Factor/Pattern Parts</b>	A new aftermarket replacement part (non genuine) supplied at trade cost.
<b>Repairer</b>	Repairs to be carried out by a VAT registered garage.
<b>Consequential Damage</b>	Failure caused to another component.
<b>Labour Rate</b>	The amount per hour that this vehicle repair agreement will reimburse.
<b>OE Parts</b>	Original Equipment components (will only be agreed in the event of a pattern part not being available) at trade cost.
<b>Authorisation Code</b>	A claim specific code, issued to you or your repairer, guaranteeing reimbursement of the agreed amount.

## THE NOT SO SMALL PRINT...

- This vehicle repair agreement booklet is only activated when issued with a supporting vehicle repair agreement certificate. This certificate will show your details, your vehicle details, the start, and end date, along with the level of cover and benefits to which you are entitled, (you do not have a live/valid vehicle repair agreement if you do not possess, or were not issued with a vehicle repair agreement certificate).
- You MUST follow the claims procedure, (out of process claims will be declined).
- Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process.
- The vehicles service history must be kept up to date (as per manufacturer's recommendations) and fully documented, from the inception date/mileage of this vehicle repair agreement.
- This vehicle repair agreement covers a sudden and unforeseen mechanical or electrical failure, causing the sudden stoppage of the components function.
- This vehicle repair agreement is not a service/maintenance programme (it is not designed to maintain your vehicle).
- Betterment contribution may be requested, taking in to account, the age and mileage of your vehicle at the time of making a claim.
- This vehicle repair agreement will only pay for motor factor/pattern parts (at trade prices) and associated labour at a maximum of £60.00 per hour inc VAT.
- OE parts (at trade prices) will only be agreed, if there is no alternative motor factor/pattern part available (however, if you prefer to have a genuine part fitted, then you will be responsible for the additional cost).
- Labour costs over and above the allowed labour rate, or agreed autodata repair times, will be your responsibility.
- Any fraudulent claims will invalidate this vehicle repair agreement, with immediate effect.
- Bluechip Warranty Ltd reserve the right to have the vehicle inspected if deemed necessary.
- All claim payments are processed on the Friday of each week.
- This vehicle repair agreement does not pay for additional work carried out as good workshop practice.
- This vehicle repair agreement only pays for the reported problem, it does not provide reimbursement for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
- All specified maximum claim limits stated on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT and any other additional benefits which are specific to your cover level.
- This vehicle repair agreement is only liable for claims that are completed within the warranty duration.
- All repairers must be VAT registered.

# CLAIMS PROCEDURE

If your vehicle should suffer a mechanical or electrical breakdown, you should call us on **0800 404 5814** or email us at [claims@bluechipwarranty.co.uk](mailto:claims@bluechipwarranty.co.uk) to report the problem. We will then explain the claims process to you.

Claim contact can be made Monday to Friday 9am - 5pm.

Please note: All calls are recorded for training and monitoring purposes, as well as the retrieval of call discussions, in the event of disputed advice or reported claim details.

If you have already taken your vehicle to a VAT registered repairer, you will need to instruct the repairer to identify the failure and submit a full repair estimate for assessment.

**NB: No repair work should commence until we have been contacted.**

The estimate must include: vehicle registration or vehicle repair agreement number, the failed component required and failure type, along with the cost of parts, labour, VAT, and the current mileage of the vehicle.

Service history may also be requested by the administrator if deemed necessary.

**NB:** You are responsible for any initial fault diagnosis. If dismantling of your vehicle is required in order to ascertain the cause of failure, you must give permission for this. (The administrator cannot authorise dismantling or diagnosis of your vehicle)

The claim details supplied will then be assessed against your specific cover level, at which point we will advise if the claim is of a valid nature.

All claims **MUST** be authorised. Reimbursement of repair costs are guaranteed **ONLY** by obtaining a repair authorisation code from Bluechip Warranty Ltd prior to any works being undertaken.

This repair agreement is designed to reimburse you for the failed component, associated labour, and VAT subject to you complying with the correct claim procedure, and subject to the component and failure type being covered under the terms of your specific cover level.

All repairers must be VAT registered.

## **WHEN OPENING A CLAIM**

Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process which will / may include the following:

Vehicle diagnosis, submitting an estimate, Claim assessment, Claim payment (valid claim only), Vehicle dismantling (if deemed necessary), Vehicle inspection (if deemed necessary).

If you exceed the stated timeframe, any reported claim will become null and void. In addition, we will not accept any future claim for the same fault, component, or repair.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the vehicle examined by an independent assessor, or to nominate an alternative repairer, or to request the return of the vehicle to the supplying dealer.

### **IF YOU HAVE A VALID CLAIM**

Repair times are assessed and agreed using industry standard Autodata repair times.

This agreement covers a maximum labour rate of £60.00 per hour inclusive of VAT.

This agreement covers a maximum contribution of £25.00 inclusive of VAT towards diagnosis if deemed necessary.

This agreement will **ONLY** reimburse the cost of a pattern part or reconditioned part. Main dealer genuine parts will only be sanctioned if there is no alternative.

If you choose to have your vehicle repaired at a main dealer, **YOU** will be responsible for any additional part and labour costs, over and above the stated liabilities.

Claim Limits - All specified maximum claim limits detailed on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT, and any other additional benefits which are specific to your cover level.

Bluechip Warranty Ltd reserve the right to revoke the authorisation of a claim and/or reassess a claim if/when: the reported repair does not solve the issue, further repairs are required, new information is provided, there is an attempt to submit a fraudulent claim/repair.

The authorised repair costs stated, include all benefits that fall within the parameters of the claim and within the liability criteria of this vehicle repair agreement.

Any further action / additional costs are your decision and responsibility. The authorised amount applies to any VAT registered repairer of your choosing.

### **CLAIM PAYMENT TERMS**

Upon completion of an authorised repair, please submit the repair invoice detailing parts, labour, VAT, vehicle make/model, registration number, current mileage, and repair authorisation code, to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

Payee bank details: Account holder's name, Sort code and Account number.

The invoice must be submitted within the 60 day claim duration or before the expiry date of your vehicle repair agreement, whichever is sooner.

Claim payments are processed on a weekly basis, (Friday), subject to the correct documentation, and payee information being received by 1pm on the preceding Thursday. Please allow 2-3 days for funds to reach your account.

### **COVER LEVEL**

Please refer to the level of cover stated on your vehicle repair agreement certificate for a list of covered components and benefits that fall within the parameters of your specific cover level and this vehicle repair agreement

# COMPREHENSIVE

**£1000 Claim Limit for vehicles over 10 years / 100,000 miles at point of sale (Any Age / Any Mileage).**

**£2000 Claim Limit for vehicles under 10 Years / 100,000 Miles at point of sale.**

**ALL mechanical and ALL electrical factory fitted components of the vehicle are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function.**

**Please refer to the terms and conditions for detailed explanations, restrictions, or other exclusions.**

**For additional electric vehicle (HEV, PHEV, OR EV) component coverage please see page 15.**

## **COVERED ITEMS BUT NOT LIMITED TO -**

### **Engine**

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

### **Turbo**

Factory fitted turbo unit, Seals, Bearings, Turbines, Shafts, Waste-gate, excluding heat shield.

### **Manual Gearbox (Incl DCT / DSG / PDK)**

Gears, Shafts, Synchromesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing (if damaged by an internal covered component). Excludes oil seals.

### **Automatic Gearbox (Incl CVT)**

Shafts, Bushes, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals and CVT drive belts/chains.

### **Differential**

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

### **Transfer Box**

Internal components, Transfer box casing (if damaged by an internal covered component). Excludes oil seals.

### **Clutch / Dual Mass Flywheel**

Dual clutch assembly, Clutch centre plate torque springs, Clutch cover diaphragm, Clutch release bearing, Clutch fork, Clutch master cylinder, Clutch slave cylinder. Excludes worn out clutch components.

### **Steering**

Steering rack and pinion, Hydraulic PAS steering pump, PAS steering motor, Steering box, Steering idler, High Pressure PAS pipe/hose, Steering column joints,



Steering column bearings, Track rod ends.  
Excludes rubber gaiters and oil leaks.

### **Suspension**

Coil springs, Shock absorbers, McPherson struts, Pneumatic air springs, Ride height actuators, Ride height regulator valves, Air suspension pump, Swivel joints. Excludes all suspension bushes.

### **Engine Cooling System**

Water pump, Engine cooling radiator, Thermostat, Thermostat housing, Heater matrix, Viscous fan coupling, Engine cooling fan motor, Engine oil cooler.

### **Air conditioning**

Air conditioning pump/compressor, Air conditioning condenser, Expansion valve, Evaporator, Accumulator.

### **Brake System**

Brake master cylinder, Brake calipers (unless seized), Brake limiter valve, Wheel cylinders, Servo, Brake pumps, ABS Pump.

### **Fuel System**

Primary fuel pump, Secondary fuel pump, Diesel injection pump, Airflow meter, Idle control valve, Fuel ECU, Fuel tank sender unit, Throttle body, Throttle potentiometer, Cold start valve, Overrun cut off valve, Mapping sensor, Fuel pressure regulator, EGR Valve, Injectors.

### **Electrical System**

Alternator, Alternator voltage regulator, Starter motor, Starter motor solenoid, Ignition distributor, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Rear windscreen washer pump, Coil/Coil packs, Relays, Indicator switch, Engine ECU, Heater blower motor, Electric window lift motors, Sun roof motor, Central locking motors and solenoids, (excludes central locking pumps), Electronic ignition amplifier, Switches, Cruise control unit, Headlamp motors,

Alarm control unit, Alarm siren, All sensors, Electric handbrake motor, Instrument gauges and clusters.

### **Combined Components**

In this instance, a 50% contribution will be made towards the covered part cost (the covered component MUST be the cause of failure), and 100% towards the associated labour cost, (e.g., door latch/door locking solenoid, handbrake motor/control unit, automatic gearbox valve body/ECU).

## **ADDITIONAL AGREEMENT BENEFITS**

### **Diagnosis**

If deemed necessary, a maximum contribution of £65.00 inclusive of VAT will be authorised, and will form part of a valid claim and maximum claim benefit.

### **Consumables**

As part of a valid claim, a contribution of £20.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas, and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

### **Repair Labour Rate**

Maximum of £60.00 per hour inclusive of VAT (labour is only payable subject to a valid claim).

### **Recovery**

A recovery benefit of £50.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

## Car Hire

A car hire benefit of £30.00 inclusive of VAT per day, for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours, and is subject to a claimable occurrence.

## Vehicle Inspection

Vehicles will be inspected 1) at random, and 2) if the cause of failure cannot be identified by the repairer.

## EXCLUDED COMPONENTS

### Examples include, but are not limited to -

This repair agreement does not cover serviceable items or components that require periodic replacement.

Ancillary components, Bodywork, Paintwork, Upholstery including seat runners, Bolts/fixings, Brake cables/linkage/shoes/pads/discs/hoses/pipes, Seized brake callipers, Batteries, Car telephone and associate components, Satellite navigation system, Multimedia systems, Remotes, Vehicle chassis, Coolant and air-conditioning hoses/pipes, Oil supply and feed pipes, Air bags/controls/systems, Supplementary restraint systems/controls, Electric roof mechanism and cables, Engine/gearbox mountings, Exhaust system/mountings, Exterior/interior trim, External gearbox linkage, Front/rear windscreen heater elements, Front/rear wiper blades/linkage, auxiliary drive belts, Fuel tank/lines, Glass/mirrors, Handbrake lever/ratchet/mechanism/cable, Heated seat elements, Keys/keyless entry systems/remote key, Door locks/barrel/mechanism, Steering lock/barrel/mechanism, Light units/clusters/holders/bulbs, Pulleys/pulley dampers, Power steering pipes/hoses, Road wheels/tyres, All wiring looms/harnesses,

Aerials, Gaskets/seals/oil leaks, Water ingress, All weather strip and seals, Spark plugs, Glow plugs, Fuses, All pipes / hoses, All cables, Catalytic converter, Diesel particulate filter, plus over restrictions as detailed in the terms and conditions.

Timing belts are not covered if they are being replaced as part of the routine scheduled service procedure for your vehicle, or as part of good workshop practice whilst undertaking a related repair. However, this repair agreement will reimburse you for a premature timing belt failure, along with the additional damage that this may cause.

N.B. It is a condition of this vehicle repair agreement that the timing belt must have been replaced in the past, and must be replaced in the future, at the correct manufacturers specified intervals, with proof being retained for submission to Bluechip Warranty Ltd, in the event of a premature timing belt failure claim.

## Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6, or 12 months Bluechip Assist.

Please refer to page 17 in this booklet or ask your dealer for more information.





**VAN MONSTER**  
Part of Northgate plc

# PREMIUM

**£2000 Claim Limit for vehicles under 8 Years / 80,000 Miles at point of sale.**

## **WEAR AND TEAR COVER INCLUDED ON ALL COVERED COMPONENTS**

**ALL mechanical and ALL electrical factory fitted components of the vehicle are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function.**

**Please refer to the terms and conditions for detailed explanations, restrictions, or other exclusions.**

**For additional electric vehicle (HEV, PHEV, OR EV) component coverage please see page 15.**

## **COVERED ITEMS BUT NOT LIMITED TO -**

### **Engine**

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

### **Turbo**

Factory fitted turbo unit, Seals, Bearings, Turbines, Shafts, Waste-gate, excluding heat shield.

### **Manual Gearbox (Incl DCT / DSG / PDK)**

Gears, Shafts, Synchronesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing (if damaged by an internal covered component). Excludes oil seals.

### **Automatic Gearbox (Incl CVT)**

Shafts, Bushes, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals and CVT drive belts/chains.

### **Differential**

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

### **Transfer Box**

Internal components, Transfer box casing (if damaged by an internal covered component). Excludes oil seals.



### Clutch / Dual Mass Flywheel

Dual clutch assembly, Clutch centre plate torque springs, Clutch cover diaphragm, Clutch release bearing, Clutch fork, Clutch master cylinder, Clutch slave cylinder. Excludes worn out clutch components.

### Steering

Steering rack and pinion, Hydraulic PAS steering pump, PAS steering motor, Steering box, Steering idler, High Pressure PAS pipe/hose, Steering column joints, Steering column bearings, Track rod ends. Excludes rubber gaiters and oil leaks.

### Suspension

Coil springs, Shock absorbers, McPherson struts, Pneumatic air springs, Ride height actuators, Ride height regulator valves, Air suspension pump, Swivel joints. Excludes all suspension bushes.

### Engine Cooling System

Water pump, Engine cooling radiator, Thermostat, Thermostat housing, Heater matrix, Viscous fan coupling, Engine cooling fan motor, Engine oil cooler.

### Air conditioning

Air conditioning pump/compressor, Air conditioning condenser, Expansion valve, Evaporator, Accumulator.

### Brake System

Brake master cylinder, Brake calipers (unless seized), Brake limiter valve, Wheel cylinders, Servo, Brake pumps, ABS Pump.

### Fuel System

Primary fuel pump, Secondary fuel pump, Diesel injection pump, Airflow meter, Idle control valve, Fuel ECU, Fuel tank sender unit, Throttle body, Throttle potentiometer, Cold start valve, Overrun cut off valve, Mapping sensor, Fuel pressure regulator, EGR Valve, Injectors.

### Electrical System

Alternator, Alternator voltage regulator, Starter motor, Starter motor solenoid, Ignition distributor, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Rear windscreen washer pump, Coil/Coil packs, Relays, Indicator switch, Engine ECU, Heater blower motor, Electric window lift motors, Sun roof motor, Central locking motors and solenoids, (excludes central locking pumps), Electronic ignition amplifier, Switches, Cruise control unit, Headlamp motors, Alarm control unit, Alarm siren, All sensors, Electric handbrake motor, Instrument gauges and clusters.

### Combined Components

In this instance, a 50% contribution will be made towards the covered part cost (the covered component MUST be the cause of failure), and 100% towards the associated labour cost, (e.g., door latch/door locking solenoid, handbrake motor/control unit, automatic gearbox valve body/ECU).





## ADDITIONAL AGREEMENT BENEFITS

### Diagnosis

If deemed necessary, a maximum contribution of £65.00 inclusive of VAT will be authorised, and will form part of a valid claim and maximum claim benefit.

### Consumables

As part of a valid claim, a contribution of £20.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas, and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

### Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT (labour is only payable subject to a valid claim).

### Recovery

A recovery benefit of £50.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

### Car Hire

A car hire benefit of £30.00 inclusive of VAT per day, for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours, and is subject to a claimable occurrence.

### Vehicle Inspection

Vehicles will be inspected 1) at random, and 2) if the cause of failure cannot be identified by the repairer.

## SPECIFIC PARTS ADDENDUM TO PREMIUM COVER LEVEL:

- Satellite Navigation System
- Multimedia Systems
- Catalytic Converter
- Diesel Particulate Filter
- Engine Crank Battery



## Frequently Asked Questions

Dual mass flywheel failed due to age related wear and tear	Covered
Manifold flaps failed due to carbon build up	Covered
Diesel particulate filter failed due to carbon build up	Covered
Timing chain snapped or stretched	Covered
Injectors failed due to wear or over fuelling	Covered
Turbo failed due to wear and tear	Covered
EGR valve failed due to wear or carbon build up	Covered
Clutch failed due to wear and tear	Covered
Cylinder head gasket failed due to stretching of head bolts	Covered

## EXCLUDED COMPONENTS

### Examples include, but are not limited to -

This repair agreement does not cover serviceable items or components that require periodic replacement.

Ancillary components, Bodywork, Paintwork, Upholstery including seat runners, Bolts/fixings, Brake cables/linkage/shoes/pads/discs/hoses/pipes, Seized brake callipers, Car telephone and associate components, Remotes, Vehicle chassis, Coolant and air-conditioning hoses/pipes, Oil supply and feed pipes, Air bags/controls/systems, Supplementary restraint systems/controls, Electric roof mechanism and cables, Engine/gearbox mountings, Exhaust system/mountings, Exterior/interior trim, External gearbox linkage, Front/rear windscreen heater elements, Front/rear wiper blades/linkage, auxiliary drive belts, Fuel tank/lines, Glass/mirrors, Handbrake lever/ratchet/mechanism/cable, Heated seat elements, Keys/keyless entry systems/remote key, Door locks/barrel/mechanism, Steering lock/barrel/mechanism, Light units/clusters/holders/bulbs, Pulleys/pulley dampers, Power steering pipes/hoses, Road wheels/tyres, All wiring looms/harnesses,

Aerials, Gaskets/seals/oil leaks, Water ingress, All weather strip and seals, Spark plugs, Glow plugs, Fuses, All pipes / hoses, All cables, plus over restrictions as detailed in the terms and conditions.

Timing belts are not covered if they are being replaced as part of the routine scheduled service procedure for your vehicle, or as part of good workshop practice whilst undertaking a related repair. However, this repair agreement will reimburse you for a premature timing belt failure, along with the additional damage that this may cause. N.B. It is a condition of this vehicle repair agreement that the timing belt must have been replaced in the past, and must be replaced in the future, at the correct manufacturers specified intervals, with proof being retained for submission to Bluechip Warranty Ltd, in the event of a premature timing belt failure claim.

### Optional Bluechip Assist

In addition to the vehicle repair agreement cover and associated benefits shown above, you can purchase optional 3, 6, or 12 months Bluechip Assist.

Please refer to page 17 in this booklet or ask your dealer for more information.





# HYBRID ELECTRIC VEHICLES (HEV) PLUG IN HYBRID (PHEV) ELECTRIC VEHICLE (EV)

If your vehicle is a HEV, PHEV, or EV the following named components are also covered over and above the level of cover stated on your vehicle repair agreement certificate, against a sudden and unforeseen mechanical or electrical failure, or breakage causing the stoppage of the components function, with an individual maximum claim limit including VAT as shown, regardless of any higher specified claim limit.

Coverage of the following components is subject to the correct additional cost having been paid at point of sale.

**Electric Traction Motor (Unit Only)**  
Up to the maximum policy claim limit

**Invertor (Unit Only)**  
Up to the maximum policy claim limit

**Electric Generator (Unit Only)**  
Up to the maximum policy claim limit

**Control Module**  
Up to the maximum policy claim limit

**Electric Motor Controller**  
Up to the maximum policy claim limit

**Regenerative Braking Unit**  
Up to the maximum policy claim limit

**Charger Control unit**  
Up to the maximum policy claim limit

**Main Contactor**  
Up to the maximum policy claim limit

**Emergency Breaker Switch**  
Up to the maximum policy claim limit

**DC Convertor**  
Up to the maximum policy claim limit

**Potbox**  
Up to the maximum policy claim limit

**Thermal System Cooling Unit**  
Up to the maximum policy claim limit

**Vehicle Based Charge Port**  
Up to the maximum policy claim limit

**EV Battery Pack (Unless leased)**  
£250 inclusive of vat

**Diagnosis**  
As per cover selected

**Consumables**  
As per cover selected

**Repair Labour Rate**  
As per cover selected

**Recovery**  
As per cover selected

**Vehicle Hire**  
As per cover selected

**Vehicle Inspection**  
Vehicles will be inspected 1) at random, and 2) if the cause of failure cannot be identified by the repairer.

## **A SELECTION OF EXCLUSIONS**

Examples include, but are not limited to - Bodywork, Trim, Glass, Wheels, Tyres, Hinges, Brake linings, Brake discs, Brake drums, HT leads, Spark plugs, Wiper Blades, Light units, Light clusters, Bulbs, Drive belts, Wiring looms, Air bags and associated restraint systems, Hoses, Pipes, Mountings, Cables, Brackets, Exhaust system, Battery (excluding Premium cover level, first three month period), Seat belts, Fuel tank, Water ingress, Exhaust manifold, Inlet manifold, LPG conversions, Corrosion, Oil leaks, Cross contamination of fluids, Carbon damage, Consequential damage, Driver abuse, Driver neglect, Insufficient lubrication, Insufficient cooling liquids.

## **TERMS AND CONDITIONS**

Please refer to the second page of the vehicle repair agreement certificate for further and detailed terms, conditions, and exclusions.

## **SERVICING**

Your vehicle must be serviced in accordance with the manufacturer's recommendations, from the inception date and mileage of this vehicle repair agreement. All service receipts must be retained and produced in the event of a valid claim.

## **EARLY CLAIM SUBMISSIONS**

This vehicle repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure, or breakage of a covered component. An early day claim submission would not be accepted if the cause of failure is found to be of an inherent nature.

In the event of a claim presentation being made for a pre-existing fault, we reserve the right to cancel cover with immediate effect (this would be deemed as fraudulent activity as detailed within Term and Condition number 30). In this instance, we will refund directly to the selling dealer, monies paid for the vehicle repair agreement.

## **COMPLAINTS PROCEDURE**

We aim to provide customers a high standard of service, at all times. However, if you are unhappy with the service provided for any reason, have cause for complaint, or would like to submit a claim dispute, please contact us in writing at -

Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk, IP22 4GT or [enquiries@bluechipwarranty.co.uk](mailto:enquiries@bluechipwarranty.co.uk).

All components relating to a reported repair must be retained and made available for inspection, in the event of a claim dispute or whereby litigation notice is served. Bluechip Warranty reserve the right to have the vehicle inspected at any time, if deemed necessary.

If a dispute is registered, the claim details will be passed on to a senior member of staff to be reassessed. Please allow 14 working days for a response.

Please note that Bluechip Warranty Ltd operates a strict zero tolerance against verbal abuse towards our members of staff. Bluechip Warranty Ltd reserve the right to immediately cancel the customers vehicle repair agreement without refund. This applies in any situation where a customer delivers verbal abuse or threatens in any medium, which is directed towards a member of staff, or towards our business.

# BLUECHIP ASSIST

ROADSIDE ASSISTANCE | RECOVERY | HOMESTART

In the event of a breakdown, please call

# 0800 302 9462

**THIS IS A POINT OF SALE “PAY FOR” OPTION**

(this is not automatically included with your vehicle repair agreement)

**Membership durations available**

**3 months, 6 months, & 12 months**

*Restricted to UK cover only*

*This is a vehicle based cover (as such, anyone driving the covered vehicle can use this service)*

## General Conditions

1. The Member's vehicle must have a current MOT certificate where applicable, a valid motor insurance policy, and a valid road fund license at the time of the Breakdown.
2. Contact to be made through the emergency phone number of **0800 302 9462**.
3. We will not be responsible for more than four (4) breakdowns in any one membership period from any one Vehicle. In addition, you cannot call upon this service for the same problem i.e. you cannot be recovered from the breakdown site to your home, and then request to be recovered from your home to a repairing garage.
4. Bluechip Assist retain the right to choose a suitable repairer to affect any repairs provided that the repairer can undertake the repairs in a reasonable time.
5. If Bluechip Assist effect a temporary roadside repair, then we will not be liable for any subsequent repair costs.
6. If we cannot fix the problem at the roadside, we will transport the vehicle to a local garage of your choice within 15 miles of the breakdown location. You have the option on scene to secure a journey of more than 15 miles by making a payment for the additional mileage at a rate of £1.50 per mile.
7. You must tell us if you take another membership that provides the same service(s). We will not attend any Breakdown that would have been provided by another Breakdown service.
8. A person who is not a party to this membership has no right under the Contracts (Rights of Third parties) Act 1999 to enforce any term of this membership.
9. This membership will be governed by, interpreted, and construed, in accordance with English Law, and the English courts will have jurisdiction in respect of any dispute arising out of this service.

10. We may change the terms and conditions of this membership in the future. We will give you sixty (60) days' prior notice of any change to this membership. If you find the change unacceptable, you have the right to cancel the membership within the sixty day notice period and receive a pro rata refund of the price paid to become a member. If you do not cancel the membership within the notice period, you will be considered to have accepted the changes.
8. Damage to paintwork and other cosmetic items.
9. Member's Vehicles not in a roadworthy condition immediately prior to any Breakdown.
10. Any toll charges, ferry charges, parking charges, or traffic congestion charges.
11. Damage or costs caused by the entering into a Member's Vehicle to effect repair or Recovery.

### Exclusions

#### **We will not provide any service under this membership in respect of:**

1. Any Breakdown occurring within 24 hours of the Member's Vehicle being registered on Our Database.
2. Any costs of whatsoever nature incurred by any other Breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.
3. More than four (4) callouts during the 12 month period of membership.
4. Labour costs.
5. Member's Vehicles being used (or that have been modified for use) in motor racing, rallies, speed or endurance tests; hire or reward (including courtesy vehicles), vehicles over 3.5 tonnes gross laden weight; mechanically modified Vehicles, or Motorcycles requiring specialist repairers.
6. The cost of any fuel, parts, components, lubricants, or materials, food, drinks, telephone calls, or any other incidental expenses.
7. Member's Vehicles that have not been maintained in accordance with manufacturer's recommendations.
12. Costs incurred in the removal of animals from a Member's Vehicle, or the transportation of animals.
13. Any liability or consequential loss arising from any act performed in the execution of the Breakdown services provided.
14. Loss or damage to the personal possessions of the driver, a rider, and / or passengers.
15. Member's Vehicles immersed in mud, snow, sand, or water, or any fault occurring or being immobilised as a result of contact with mud, snow, sand, or water.
16. Storage charges incurred during or after the Recovery.
17. Any Breakdown resulting in a Member's Vehicle not being repaired, or that is disposed of or scrapped.
18. Poor-quality prior repairs, the unsafe condition of the Member's Vehicle, where the Vehicle has been altered from the manufacturer's specification or where no remedial action has been taken to correct a fault from any previous breakdown. Garage attention must always be sought after experiencing a breakdown, and proof of repair obtained.

19. The costs of providing wheel(s) or tyre(s) if the Member's Vehicle (or any trailer attached thereto) does not carry a serviceable spare, or as a result of the absence of the key(s) for any locking wheel nuts.
20. In the event of a temporary repair, it is the owner's / driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner / driver of the Member's Vehicle, Bluechip Assist reserves the right to either charge the owner / driver for further call-outs, or to refuse to provide any further service.
21. The Recovery of any trailer or caravan attached to the Member's vehicle with a standard towing hitch is not covered unless a standard fee of £80.00 has been paid to the Recovery Agent prior to assistance being offered.
22. Any costs or expenses not authorised by Our control centre operatives.
23. Any fines or penalties imposed by courts.
24. Any costs recoverable under any Member's Vehicle warranty, or insurance policy, or a service provided by any motoring organisation, or under the manufacturer's warranty.
25. Any action directly, or indirectly caused by, or contributed to, or arising from ionizing radiations, or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from the burning of nuclear fuel; or radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly, or nuclear part of it; war, invasion, terrorism, foreign enemy hostilities (whether war declared or not), civil war, rebellion, revolution, military force, or coup; or pressure waves caused by aircraft, or any other airborne devices travelling at sonic or supersonic speeds.

### **Data Protection**

Bluechip Warranty / Assist is the data controller in relation to any personal data you provide in accordance with current GDPR requirements (and as may be amended/superseded from time to time).

Your details will be passed on to our third party call centre and their service agent, in order to validate this service.







# **VAN MONSTER**

PART OF REDDE NORTHGATE PLC

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Bluechip Assist  
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