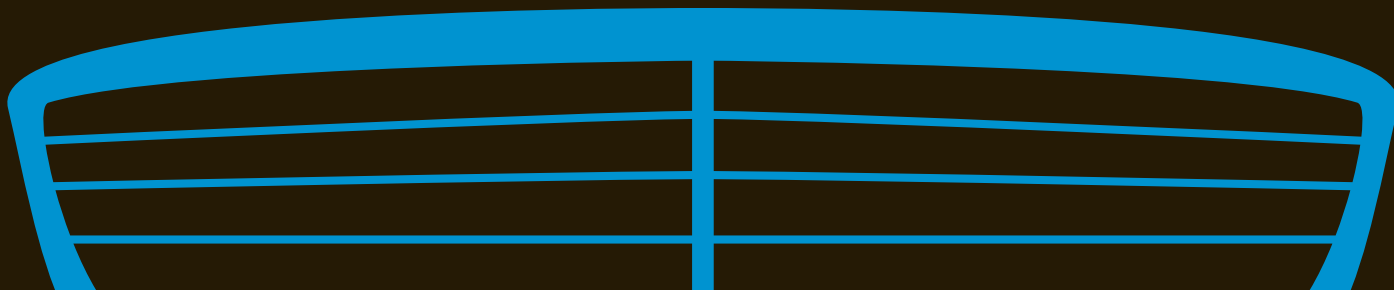
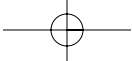
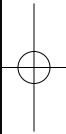
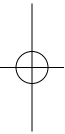
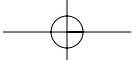
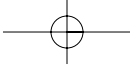


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Your warranty.....

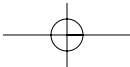
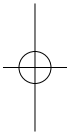
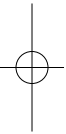


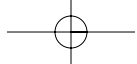




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Validation Form

Name.....

Address.....

.....

.....

Vehicle Registration

Vehicle Model

Mileage

Type of Warranty Gold Silver

Length of Warranty.....

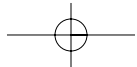
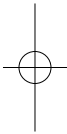
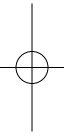
Date.....

Special Notes

.....

.....

**Dealer
Stamp**



Section A

Our responsibilities under the Agreement

Maintenance and Breakdown

- Rectification of faults in the event of a breakdown, subject to the conditions and exclusions detailed within this booklet. Please read this booklet for full details.

Section B

Your responsibilities under the Agreement

Servicing Requirements

In accordance with the manufacturer's servicing requirements, your vehicle must be serviced at the intervals recommended for your particular make, type and age of vehicle. For completion of a service we allow a maximum of 1,000 miles or 4 weeks' leeway on either side of the stipulated time, whichever occurs first. Please ensure that you are fully aware of the manufacturer's recommended servicing intervals for your particular make and age of vehicle.

If you fail to service the vehicle in accordance with the manufacturer's requirements then any serviceable items (i.e. items that would have been otherwise identified during the service) will not be covered under the Agreement. However, any non-serviceable items will continue to be covered under the Maintenance and Breakdown Sections of the Agreement.

After each service, please ensure that the relevant service details are completed in this booklet by the servicing garage and obtain a receipt for the service. Keep a receipt - you will need it should you make a maintenance or repair request.

1. It is your responsibility to inform us of any faults that may arise as quickly as possible to minimise any further damage.
2. Whilst we appreciate customers come to us from all over the world, we cannot be held responsible for return of your car to us in the event of a breakdown. Please ensure you have the means to be able to return your car should the need arise.
3. It is your responsibility to ensure all fluid levels and other usual checks are carried out as necessary.

Section C

Gold Maintenance

As part of this Agreement we will rectify parts as listed in this section. A failure is defined as the failure of a component to perform its normal function.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

Only the parts specifically listed under each heading are included. If a part is not listed then it will not be included.

Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding cracks and overheating damage), head gasket, head bolts, push rods, camshaft and cam followers, timing gears, chains and tensioner, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet and exhaust manifolds, flywheel and ring/dual mass flywheels, distributor drive, oil cooler (not including leaks concerning any part of the engine).

Timing belts/Chains

Provided there is proof that the manufacturer's replacement recommendations have been complied with, and they are free from oil contamination.

Turbo (Factory fitted)

The complete unit (including the wastegate, if it is an integral part of the turbo unit and cannot be purchased separately).

Gearbox

Manual

All internal failures of gears, shafts synchromesh hubs, selectors, seals and bushes, bearings, speedometer drive, overdrive units (when fitted), solenoid, internal failure of transfer box (clutches not included).

Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque converter, drive plate, valve block, computer governor, modulator valve, speedometer drive (not including leaks concerning any part of the gearbox).

Continuous Variable Transmissions

CTX/CVT

All internal failures of clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

Drive system (front/rear)

Crown wheel and pinion, half shafts, half shaft oil seals, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4-wheel drive units.

Excluding: Beam axle and bearings, radius arm and bearings, rubber gaiters drive flange, together with all other parts not included.

Brakes

Master cylinder, wheel cylinders, brake calipers, servo, brake pumps, brake limiter valve, ABS computer/sensors/pumps.

Steering

Rack and pinion, steering box, idler box, power steering rack/arm and pump, reservoir, steering column.

Cooling system

Water pump, thermostat, heater matrix, electric fan motor/sensor, viscous fan coupling, radiator, air conditioning pump, condenser, evaporator, magnetic clutch and valves (when fitted as standard).

Propshaft

Propshafts, universal joints and bearings.

Fuel system - petrol/diesel

Mechanical/electrical fuel pump, carburettor, electronic carburettor sensors and stepper motor, choke assembly, injection system.

Gold Maintenance (continued)

Front/rear suspension

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, self-levelling units and reservoir, pump and regulator valves, seals displacer, hydro-pneumatic system.

Wheel bearings

Front and rear wheel bearings.

Electrics

Starter motor/ solenoid, alternator, regulator, coil, distributor, electronic ignition module, front and rear window/headlamp wiper motors, heater fan motor, indicator interrupters unit, electric window motor, sun roof motor, centralised locking solenoids/pumps, switches, relays, sensors, electric aerial motor, horn unit, cruise control system. (Front and rear heated screens & elements are not included.)

Electronic control unit

Ignition system, fuel system, transmission system, ABS system, Airbags.

Casings

Cylinder block, gearbox and axle, transfer box, if they have been damaged by a failure of one of the included parts.

Parts which are not included:

Air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and ancillary items such as plugs, distributor caps, rotor arms, core plugs, any service items or rubber items and any part not listed as being included by the Agreement.

Section D

Gold Breakdown

A breakdown is the failure of a component which results in the immobilisation of the vehicle. As part of this agreement we will rectify parts as listed in this section.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

Only parts specifically listed under each heading are included. If a part is not listed then it will not be included.

Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding cracks and overheating damage), head gasket, head bolts, push rods, camshaft and cam followers, timing gears, chains and tensioner, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet and exhaust manifolds (not leaks), flywheel and ring gear/dual mass flywheels, distributor drive, oil cooler (not including leaks concerning any part of the engine).

Timing belts/chain

Provided there is proof that the manufacturer's replacement recommendations have been complied with, and they are free from oil contamination.

Turbo (Factory fitted)

The complete unit (including the wastegate, if it is an integral part of the turbo unit and cannot be purchased separately).

Gearbox

Manual

All internal failures of gears, shafts, synchromesh hubs, selectors, seals and bushes, bearings, speedometer drive, overdrive units (when fitted), solenoid, internal failure of transfer box (clutches not included).

Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive (not including leaks concerning any part of the gearbox).

Continuous Variable Transmissions CTX/CVT

All internal failures of clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

Drive system (front/rear)

Crown wheel and pinion, half shafts, half shaft oil seals, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4 wheel drive units.

Excluding: Beam axle and bearings, radius arm and bearings, rubber gaiters drive flange, together with all other parts not included.

Brakes

Master cylinder, wheel cylinders, brake callipers, servo, brake pumps, brake limiter valve, ABS computer/sensors/pumps.

Cooling system

Water pump, thermostat, heater matrix, electric fan motor/sensor, viscous fan coupling, radiator air conditioning pump, condenser, evaporator, magnetic clutch and valves (when fitted as standard).

Propshaft

Propshaft, universal joints and bearings.

Fuel System – petrol/diesel

Mechanical/electrical fuel pump, carburettor electronic carburettor sensors and stepper motor, choke assembly, injection system.

Front/rear suspension

Shock absorbers, coil springs, upper and lower wishbones, ball joints, swivel joints, McPherson struts, suspension arms, anti-roll bar, self-levelling units and reservoir, pump and regulator valves, seals, displacer, hydro-pneumatic system.

Gold Breakdown (continued)

Wheel bearings

Front and rear wheel bearings.

Electrics

Starter motor/solenoid, alternator, regulator, coil, distributor; electronic ignition module, front and rear window/headlamp wiper motors, heater fan motor, indicator interrupter unit, electric window motor; sun roof motor; instrumentation gauges, centralised locking solenoids/pumps, switches, relays, sensors, electric aerial motor; horn unit, cruise control system. (Front and rear heated screens and elements are not included.)

Electronic control unit

Ignition system, fuel system, transmission system, ABS system, Airbag system.

Casings

Cylinder block, gearbox and axle, transfer box, if they have been damaged by a breakdown of one of the included parts.

Parts which are not included:

Air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and ancillary items such as plugs, distributor caps, rotor arms, core plugs, any service or rubber items and any part not listed as being included by the Agreement.

Section E

Silver Maintenance

As part of this Agreement we will rectify parts as listed in this section. A failure is defined as the failure of a component to perform its normal function.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

Only the parts specifically listed under each heading are included. If a part is not listed, then it will not be included.

Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding burnt valves and decokes), cylinder head (excluding cracks and overheating damage), head gasket, head bolts, push rods, camshaft and cam followers, timing gears, chains and associated parts, oil pump pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet and exhaust manifolds, flywheel and ring gear/dual mass flywheels, distributor drive, oil cooler (not including leaks concerning any part of the engine).

Timing belts/chains

Provided there is a proof that the manufacturer's replacement recommendations have been complied with, and they are free from contamination.

Turbo (factory fitted)

The complete unit (including the wastegate, if it is an integral part of the turbo unit and cannot be purchased separately).

Gearbox

Manual

All internal failures of gears, shafts, synchronesh hubs, selectors, seals and bushes, bearings, speedometer drive, overdrive units (when fitted), solenoid, internal failure of transfer box (clutches not included).

Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive (not including leaks concerning any part of the gearbox).

Continuous Variable Transmissions CTX/CVT

All internal failures of clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

Drive system (front/rear)

Crown wheel and pinion, half shafts, seals, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4 wheel drive units.

Electrics

Starter Motor / solenoid, alternator, regulator, coil.

Brakes

Master cylinder.

Steering

Manual rack and pinion, steering column, steering box, idler box.

Cooling system

Water pump.

Casings

Cylinder block, gearbox and axle, transfer box if they have been damaged by a failure of one of the included parts.

Parts which are not included:

Air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and ancillary items such as plugs, distributor caps, rotor arms, core plugs, and any part not listed as being included by the Agreement, any service items or rubber items.

Section F

Silver Breakdown

A breakdown is the failure of a component which results in the immobilisation of the vehicle. As part of this agreement we will rectify parts as listed in this section.

Any part or condition specifically listed under the heading 'Parts which are not included' or 'General Exclusions' will not be included under the Agreement.

Parts which are included:

Only the parts specifically listed under each heading are included. If part is not listed, then it will not be included.

Engine

Rocker assembly, inlet and exhaust valves, valve guides and springs (excluding cracks and overheating damage), head gasket, head bolts, push rods, camshaft and cam followers, timing gears, chains and associated parts, oil pump, pistons and rings, cylinder bores, gudgeon pins, con rods and bearings, crankshaft and bearings, oil seals and bushes, inlet and exhaust manifolds, flywheel and ring gear/dual mass flywheels, distributor drive, oil cooler (not including leaks concerning any part of the engine).

Timing belts/chains

Provided there is a proof that the manufacturer's replacement recommendations have been complied with, and they are free from contamination.

Turbo (factory fitted)

The complete unit (including the wastegate, if it is an integral part of the turbo unit and cannot be purchased separately).

Gearbox

Manual

All internal failures of gears, shafts, synchromesh hubs, selectors, seals and bushes, bearings, speedometer drive, overdrive units (when fitted), solenoid, internal failure of transfer box (clutches not included).

Automatics

All internal failures of gears, oil pump, seals, shafts, bushes, clutches, brake bands, bearings, governors, servos, torque, convertor, drive plate, valve block, computer governor, modulator valve, speedometer drive (not including leaks concerning any part of the gearbox).

Continuous Variable Transmissions

CTX/CVT

All internal failures of clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal seals, bushes and bearings.

Drive System (front/rear)

Crown wheel and pinion, half shafts, seals, bearings, planet gears, bevel gears, rear external drive shafts, constant velocity joints, 4 wheel drive units.

Electrics

Starter Motor / solenoid, alternator, regulator, coil.

Brakes

Master cylinder.

Steering

Manual rack and pinion, steering column, steering box, idler box.

Cooling system

Water pump.

Casings

Cylinder block, gearbox and axle, transfer box if they have been damaged by a breakdown of one of the included parts.

Parts which are not included:

Air conditioning recharging, anti-freeze, lubricants, filters, transmission fluids, external oil leaks, serviceable and ancillary items such as plugs, distributor caps, rotor arms, core plugs and any part not listed as being included by the Agreement, any service or rubber items.

Section G

General Exclusions

1. **We will not pay for any maintenance or repair requests directly or indirectly caused by:**
 - non-compliance with the conditions relating to the manufacturer's servicing requirements for the vehicle in relation to those items that would have been otherwise identified during the service;
 - any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel;
 - any act, omission or negligence by you (or any user of the vehicle), which adds to the loss or damage;
 - fire, collision, frost, snow, ice, flooding, freezing or corrosion;
 - the failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
 - any failure of parts which have reached the end of their normal working lives because of age or mileage;
 - any parts which have not actually failed to perform their normal function;
 - Exhaust emission MOT failures;
 - the cost of repair to components not listed as included for Maintenance or Breakdown under the Agreement.

2. The Agreement does not include the following:

Design or existing faults

Parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults; or faults which existed before you entered into the Agreement.

Diagnosis

We do not cover diagnosis to ascertain the failure of the vehicle.

Accidental damage

The costs relating to losses normally covered under a road risks insurance policy or losses resulting from an accident to the vehicle.

Consequential damage

Consequential damage is not included if it is reasonable for us to conclude that further damage has been caused by your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from;

1. excluded parts;
2. incorrectly fitted parts;
3. insufficient servicing;
4. faults present at purchase.

Section H

Vehicle use

The agreement is not valid for vehicles which:

- are altered or modified from the manufacturer's original specification, or are raced, rallied, used in competition, or for hire or reward;
- are beneficially owned by a company or person involved in the business of vehicle repair, servicing or dealership or by an employee of such a company or person.
- or any Taxi or Private Hire.

Extensions to the Agreement

If we accept a maintenance or repair request for a failure of parts or breakdown, you may also be entitled to the following benefits:

- (1) We may supply a courtesy car where possible, this will not be a car equivalent to yours, it may be any safe and road legal car. Fuel will not be supplied and insurance may be at a cost.

Section I

Administration

Maintenance and Repair Requests

If the vehicle shows signs of an imminent failure of parts or breakdown, DO NOT continue to use it. This may aggravate the problem and cause greater damage, for which we will not pay. Find the cause of the problem and check whether it is included under the Agreement. We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the maintenance or repair request.

If you consider you have a maintenance or repair request, DO NOT proceed with maintenance or repairs until the request is authorised by us.

You must gain written authorisation from us before proceeding with any maintenance or repairs.

You must report a failure of parts or breakdown as soon as reasonably possible, but no later than 7 days afterwards, following the instructions in the 'Procedure' section. We will not pay for the maintenance or repair if you do not report the failure of parts or breakdown as required.

Procedure

- 1) In the event of a breakdown contact your breakdown cover provider and have the car recovered to us or to a garage of your choice.
- 2) If the vehicle is taken to an external garage, have the car diagnosed. Mercland will not be responsible for any external costs of diagnosis.
- 3) Check that the failed part is covered in the appropriate section of this booklet.
- 4) Get in touch with us during normal working hours on our land line number on the back of this booklet.
- 5) If the fault is minor, Mercland may authorise repair at the external garage and will confirm this in writing by email.
- 6) In most cases the vehicle will need to be returned to Mercland for further diagnosis or repair. Mercland will not be held responsible for any transportation costs.
- 7) Mercland will rectify covered faults within a reasonable time frame subject to the conditions detailed in this booklet.

Maintenance and Repair Conditions

If we accept a maintenance or repair request we have the right to take into consideration the age and mileage of the vehicle when settling the maintenance or repair request which may require a contribution from you if the repaired vehicle will ultimately be in a better condition than before the failure of parts or breakdown occurred. The Agreement is limited to the maintenance or breakdown of each included part on only one occasion during the period of the Agreement.

We have the right to specify the use of guaranteed reconditioned or exchange units. Your entitlement under the Agreement will be limited to the cost of these parts.

Gaining Access to Your Vehicle

You must return the vehicle to us as mentioned in Section B and we will not be held responsible for any costs incurred with any third party.

Third-party rights

Nobody other than you, the legal owner of the vehicle as detailed on the Validation Form, will be able to benefit from the Agreement, which may not be assigned to someone else without our agreement.

Section J Servicing Schedules

Please Note: For new vehicles during the manufacturer's warranty please ignore the servicing schedules shown in this booklet and adhere to those in the manufacturer's warranty booklet.

1st Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

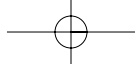
Signed

Date

NEXT SERVICE DUE

Mileage Whichever

Date comes first



2nd Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

Signed

Date

NEXT SERVICE DUE

Mileage Whichever

Date comes first

3rd Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

Signed

Date

NEXT SERVICE DUE

Mileage Whichever

Date comes first

4th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

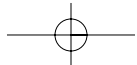
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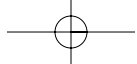
Date

NEXT SERVICE DUE

Mileage Whichever

Date comes first





5th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

Signed

Date

NEXT SERVICE DUE

Mileage Whichever comes first

Date comes first

6th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

Signed

Date

NEXT SERVICE DUE

Mileage Whichever comes first

Date comes first

7th Service

I certify that the service has been carried out in accordance with the manufacturer's service recommendations.

Mileage

Vehicle owner's name
.....

Garage invoice No.

Garage - Please complete, then stamp and sign and kindly supply customer with a bona fide receipt.

Garage Stamp

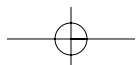
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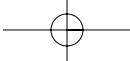
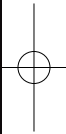
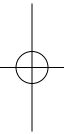
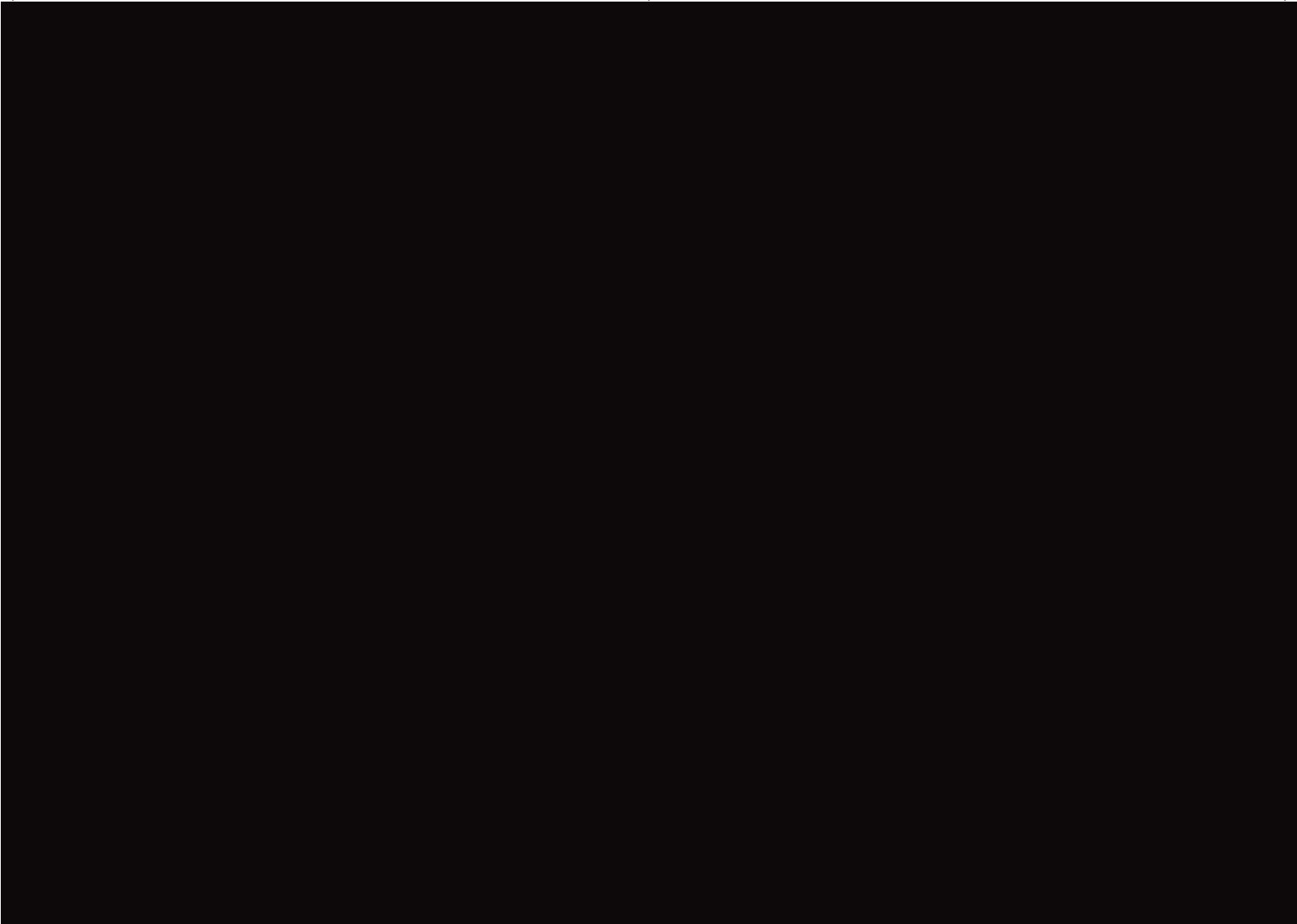
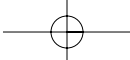
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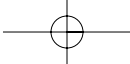
NEXT SERVICE DUE

Mileage Whichever comes first

Date comes first







Mercland Ltd
Whittleford Service Station
Whittleford Road
Nuneaton
CV10 9JD
Tel: 024 7638 6327

email: enquiries@mercland.com

