



Mercedes-Benz Extended Warranty

Mercedes-Benz



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Demands and needs statement

Extended Warranty cover is typically suitable for customers who want to insure their vehicle for unexpected **mechanical or electrical failure**.

This Extended Warranty does not cover everything. **You** should read this policy document carefully to make sure it provides the cover **you** need.

You may already have other insurance for some or all of the features and benefits provided by this policy. It is **your** responsibility to check this.

We (AWP Assistance UK Ltd, trading as **Mercedes-Benz Warranty Services**) have only provided **you** with information and have not provided **you** with any recommendation or advice about whether this product meets **your** specific insurance demands and needs.

About us and our insurance services

Mercedes-Benz Warranty Services
102 George Street
Croydon
CR9 6HD

1. The Financial Conduct Authority (FCA)

The Financial Conduct Authority is the independent watchdog that regulates financial services. Use this information to decide if **our** services are right for **you**.

2. Whose products we offer

We offer products from a single insurance company, AWP P&C S.A. This is a French company authorised in France acting through its **UK** Branch.

3. The services we will provide you with

You will not receive any personal advice or recommendation from **us** for vehicle warranty. **We** may ask some questions to narrow down the products that **we** will give **you** details on. **You** will then need to make **your** own choice about how to proceed.

4. What will you pay us for this service?

You will only pay **us** the premium for **your** policy. **You** will not pay **us** a fee for arranging this policy on **your** behalf. AWP P&C S.A. pay **us** for **our** services to **you**. The payment consists of various fees based on the costs for managing **your** policy.

5. Who regulates us?

This policy is distributed by **Mercedes-Benz Warranty Services**, which is a trading name of AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD, which is authorised and regulated by the Financial Conduct Authority. **Our** Financial Services Register number is 311909.

AWP P&C S.A. is a company registered in France with ID No 519490080 RCS Paris; registered office 7 Rue Dora Maar, 93400 Saint-Ouen, France acting through its **UK** Branch, AWP P&C (**UK** Branch) registered branch no BR015275 with its registered office at 102 George Street, Croydon, Surrey CR9 6HD. AWP P&C S.A. is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority under register number 534384 and limited regulation by the Prudential Regulation Authority.

6. What to do if you have a complaint

If **you** want to make a complaint, please contact **us**.

Write to: Customer Service, Mercedes-Benz Warranty Services, 102 George Street, Croydon CR9 6HD.

Email: customersupport@allianz-assistance.co.uk Phone: 020 8603 9853

If **you** are not satisfied with the way **we** have dealt with **your** complaint, **you** can contact the Financial Ombudsman Service

Website: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

7. Cover under the Financial Services Compensation Scheme (FSCS)

For **your** added protection, AWP P&C S.A. are covered by the FSCS. **You** may be entitled to compensation from the scheme if it cannot meet its obligations to **you**, such as its payment obligations.

The scheme covers 90% of any claim to do with **us** advising and arranging the policy, with no upper limit.

Further information about the compensation scheme is available from the FSCS.

Phone: 0800 678 1100 or 020 7741 4100

Website: www.fscs.org.uk



Welcome

Important telephone numbers	
Administration Team	0345 641 9778
Claims Team	0345 641 9794

Thank **you** for taking out this Mercedes-Benz Extended Warranty with **us**.

We have designed this warranty to help protect **you** against the costs **you** may have to pay if there is a **mechanical or electrical failure** of a part that is covered.

Your confirmation of cover shows the sections of the policy that apply to **you**, the **insured vehicle** and any special terms or conditions that apply.

It is very important that **you** read this policy and the **confirmation of cover**. If **you** do not understand anything, please ask **us** for more information.

The conditions of the policy and how to make a claim are explained in the following pages.

Please keep this policy document and **your confirmation of cover** in a safe place.

IMPORTANT CONTACT DETAILS

If **you** have a problem with the **insured vehicle** while it is in the **UK**, simply contact **your** chosen Mercedes-Benz Authorised Repairer and tell them that **your vehicle** is protected by a Mercedes-Benz Extended Warranty. The repairer will handle any claim on **your** behalf.

UPDATING YOUR DETAILS

If **you** need to update **your** contact details, please call **our** Administration Team on **0345 641 9778**, fill in the change of details form on page 31, or email **us** at: **mercedes-benzextendedwarranty@allianz.com**

SUMMARY OF COVER

The maximum claim benefit **we** will pay in each 12-month period is the market value of the **insured vehicle** at the time of **your** claim.

Definition of words

When the following words and phrases appear in bold in this policy document, they have the specific meanings given below.

Area of cover

The **UK** and **continental Europe**.

Beneficiary, beneficiaries

You (or any other driver of the **insured vehicle** using the **insured vehicle** with **your** permission), and any passenger in the **insured vehicle** at the time of the breakdown or when the **insured vehicle** will not start. **We** will cover up to the maximum number of people legally allowed to travel in the **insured vehicle**.

Confirmation of cover

The letter or email sent to **you** with this policy document.

Continental Europe

Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal (not including Madeira and the Azores), Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

Excess

The amount **we** will deduct for each valid claim. For example, **we** will pay the repairer the total cost, minus the amount of **your** policy excess. **You** will be responsible for paying the excess to the authorised repairer.

Your excess is chosen by **you** when **you** take out **your** policy and is shown on **your confirmation of cover**.

Insured vehicle, your vehicle

The vehicle shown on the **confirmation of cover**, which **you** have paid the appropriate insurance premium for.

Insurer

AWP P&C S.A.

Maximum claim limit, claim limit

The most **we** will pay for each claim is the market value of the **insured vehicle** (including VAT), minus **your** chosen **excess** amount.

If the cost of a repair is more than the market value of the **insured vehicle** and **you** agree to have the repair carried out at a Mercedes-Benz Authorised Repairer, **you** must pay the rest of the repair costs.

If **you** decide not to have the repair carried out at a Mercedes-Benz Authorised Repairer, **we** will not pay for the repair.

Mechanical or electrical failure

Complete operational failure or internal damage caused by the actual breaking of any manufacturer-fitted parts other than those which **we** specifically exclude (see 'What is not covered?' on pages 18 and 19).

Period of insurance

The period shown on **your confirmation of cover**.

Private owner

A person who is using the **insured vehicle** for their own personal use and who is not a motor trader, garage, business, or a person who deals in buying and selling or repairing motor vehicles.

UK

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

Wear and tear

Gradual deterioration caused by the effects of age or mileage (or both) under normal use.

We, our, us, Mercedes-Benz Warranty Services

AWP Assistance UK Ltd, who administer the insurance on behalf of the **insurer**.

You, your

The **private owner** named on the **confirmation of cover**, or any new owner who **you** tell **us** about using the transfer of ownership form in this document (and which **we** have accepted).

Important information

INSURER

Your Mercedes-Benz Extended Warranty is provided by AWP P&C S.A. **We** administer it in the **UK** on their behalf.

HOW YOUR POLICY WORKS

Your policy and **confirmation of cover** form a contract between **you** and **us**. **We** will pay for claims **you** make which are covered by the policy that happen during the **period of insurance** and within the **area of cover**.

Unless **we** tell **you** otherwise, the benefits and exclusions in each section apply to the **insured vehicle**. **Your** policy does not cover all possible events and expenses.

MILEAGE AND AGE LIMITS

Cover is only available for vehicles with a mileage of less than 120,000 miles at the policy start date, or less than 100,000 miles for AMG and Maybach vehicle models. There is no mileage limit during the **period of insurance**. The vehicle must also be under 9 years old at the start of the **period of insurance**.

YOUR RIGHT TO CANCEL

If this cover does not meet **your** needs or if **you** decide to cancel this policy for any reason within 14 days of receiving the original documents, **we** will give **you** a full refund of the premium **you** have paid. There is no charge if **you** do this within 14 days.

After this 14-day period **you** will be entitled to a refund for the **period of insurance** that is still to run on a 12-month or 24-month policy, as long as **we** have not paid any claims under the policy, less an administration fee of £25. **We** will not pay a refund for monthly policies.

In either case, if **you** have asked **us** to perform or provide any of the services given under this policy, **we** are entitled to recover all costs that **you** have used for the service provided. To claim a refund please email mercedes-benzextendedwarranty@allianz.com or phone **0345 641 9778**.

OUR RIGHT TO CANCEL

If **you** have a monthly policy **we** can cancel **your** cover at any time by sending **you** notice in writing to the last address **you** gave **us**.

SERVICING REQUIREMENTS FOR YOUR VEHICLE

To keep **your** policy valid, **you** must service **your vehicle** according to the manufacturer's recommended schedule. **We** allow a grace period of up to 1,000 miles or one calendar month—whichever comes first—beyond each recommended service intervals.

Please make sure that the Mercedes-Benz Authorised Repairer or VAT registered garage who carries out the service, fills in the service record for the **insured vehicle** and that **you** keep all service receipts as proof of the service.

Important: This insurance will not be valid if **you** do not have the **insured vehicle** serviced correctly in line with the manufacturer's specifications during the **period of insurance**, or if **you** are not able to provide proof that **you** have done this (if **we** ask for proof).

TRANSFER OF OWNERSHIP

(Applicable to 12- month and 24-month policies only)

If **you** sell the **insured vehicle** to a **private owner**, **you** can transfer any remaining warranty cover, as long as **you** pay the transfer fee of £25. **We** will not transfer the cover until **we** have received the transfer fee. **You** (the existing policyholder named on the **confirmation of cover**) must complete the form on page 29.

This cover is only transferable if the **insured vehicle** is sold to a **private owner** and not to a motor trader or to anyone engaged in the business of purchasing, selling or servicing motor vehicles. No third party should have been involved in the sale at any point.

As soon as possible after selling the **insured vehicle**, please fill in the form at the back of this document and send it to: **mercedes-benzextendedwarranty@allianz.com** and call **us** on **0345 641 9778** to make payment over the phone.

You cannot transfer this Mercedes-Benz Extended Warranty to any other vehicle. It only covers the **insured vehicle** shown on the **confirmation of cover**.

You have the right to cancel **your** policy. Please see 'Your right to cancel' on page 12.

DATA PROTECTION NOTICE

We care about **your** personal data.

This summary and **our** full privacy notice explain how **we** protect **your** privacy and use **your** personal data.

Our full privacy notice is here:

www.mercedes-benzwarranty.co.uk/privacy-policy

If **you** would like a printed version of **our** privacy notice, please write to: Customer Service (Data Protection), Mercedes-Benz Warranty Services, 102 George Street, Croydon CR9 6HD.

How will we collect and use your personal data?

We will collect **your** personal data from a variety of sources, including:

- Data that **you** or **Your** representative(s) give to **us**; and
- Data that may be provided about **you** from certain third parties, such as the manufacturer of the **insured vehicle** and Mercedes-Benz Authorised Repairers.
- Data collected through initial voice tool (Voicebot or equivalent) and call recordings (such as phone conversations with **us**) may be recorded. Additional information may be relayed to **you** as to how data is processed when **you** phone **us**.

We will collect and process **your** personal data in order to comply with **our** contractual obligations, **our** legal obligations, **our** regulatory obligations and/or for the purposes of **our** legitimate interests including:

- When entering into or managing contracts with **you**;
- To demonstrate compliance with **our** legal and/or regulatory obligations;
- To tell **you** about products and services which **we** believe **you** may be interested in.

Who will have access to your personal data?

We may share **your** personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud-prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who provide services on **our** behalf;
- With organisations **we** deal with, who provide part of the service to **you** (such as motor retailers and recovery-service providers); and
- To meet **our** legal and/or regulatory obligations, including providing information to the relevant ombudsman or regulator if **you** make a complaint about the product or service that **we** have provided to **you**.

We will not share information about **you** with third parties for marketing purposes unless **you** have specifically given **us** permission to do this.

How long do we keep your personal data?

We will keep voice recordings for a minimum of two years (up to a maximum retention period of 10 years) and **your** other personal data for a maximum of 10 years from the date **we** stop providing cover to **you**.

If **we** are able to do so **we** will delete or anonymise certain areas of **your** personal data as soon as possible as **we** no longer need that information for the purposes for which **we** received it.

Where will your personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (**UK**) and the European Economic Area (**EEA**).

Whenever **we** transfer **your** personal data outside the **UK** and the **EEA** to other Allianz Group companies, **we** will do this in line with Allianz's approved binding corporate rules (**BCR**).

If Allianz's **BCR** do not apply, **we** make sure that any personal data **we** transfer outside the **UK** and the **EEA** receives an appropriate level of protection.

What are your rights relating to your personal data?

You have certain rights relating to **your** personal data. **You** can:

- Ask for access to **your** data and for details about how **we** process and share it;
- Ask to restrict the way **we** process **your** data, or withdraw **your** permission to process **your** data, if **you** previously gave **us** this;
- Ask **us** to stop processing **your** data, including for direct marketing purposes;
- Ask **us** to update **your** data or to delete it from **our** records (where **we** are able to delete call recordings **we** may still make and/or retain notes of the conversation);
- Ask **us** to give a copy of the data to **you** or a new insurer; and
- Make a complaint about the way **we** have processed **your** data.

Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

How can you contact us?

If **you** would like a copy of the data that **we** hold about **you** or if **you** have any questions about how **we** use **your** personal data, contact **us**.

Write to: Customer Service (Data Protection), Allianz Assistance, 102 George Street, Croydon CR9 6HD

Email: AzPUKDP@allianz.com

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

We are covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurer** cannot meet their financial obligations. This depends on the type of insurance and the circumstances of **your** claim. Insurance cover provides protection for 90% of the claim, with no upper limit.

For more information about compensation scheme arrangements, call the FSCS on 0800 678 1100 or 020 7741 4100, or visit their website at www.fscs.org.uk

GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply to this insurance, and all communications and documents relating to it will be in English. Any dispute relating to this insurance will be dealt with in the courts of England.

CONTRACTS (RIGHTS OF THIRD PARTIES) Act 1999

No-one other than **us**, the **insurer** and **you** can enforce any of the terms of this insurance under the Contracts (Rights of Third Parties) Act 1999.



Cover details

All new vehicles are supplied with a 3-year manufacturer warranty. For manufacturer warranty queries and claims, please contact **your** chosen Mercedes-Benz Authorised Repairer.

For EQ vehicles only

All new electric vehicles will receive an 8-year Battery Certificate. For battery queries and claims, please contact **your** chosen Mercedes-Benz Authorised Repairer.

WHAT IS COVERED?

This warranty covers all factory-fitted mechanical and electrical parts (including labour costs) of the **insured vehicle** against sudden and unexpected **mechanical or electrical failure**. This includes consequential damage to covered parts. Please see the exclusions for details of what is not covered.

This policy covers the following parts.

Alarm systems

Factory-fitted alarms, or alarm systems that have been fitted according to the manufacturer's specification at the time the **insured vehicle** was registered as a new car.

Casings

These will only be covered if any of the covered parts fail and cause damage to the casings. Otherwise casings are not covered.

Catalytic converters

Catalytic converters and diesel-particulate filters are covered for **mechanical failure**. This does not include cleaning fuel lines, filters, carburettors, and pumps or replacing catalytic converters if these have been damaged as a result of using contaminated or incorrect fuel or accidental damage.

Consequential damage

- **We** will pay for damage caused to a covered part if this is caused by another covered part.
- Apart from casings, **we** will not pay for any damage to parts not covered by this warranty, even if the damage is caused by a covered part.

High-voltage (HV) parts

HV batteries, plug-in hybrid batteries, AC/DC on-board charger, inverter, HV coolant compressor, HV ECUs, HV line set, electric motor central power train controls (electrical), PTC interior heating and PTC battery heating.

In-car entertainment

Factory-fitted audio-visual equipment or audio-visual equipment fitted by an Authorised Repairer as part of the standard specification of the **insured vehicle** at the time it was first registered. Includes the COMAND, Becker Map Pilot, telephone equipment (not including the handsets) and satellite navigation system.

Working materials

Oils, oil filter and anti-freeze are covered only if it is essential to replace them because of the failure of a part, which is covered under this warranty.

WHAT IS NOT COVERED?

Claims for **mechanical or electrical failure** of covered parts if the failure is due to **wear and tear**.

Bodywork, body seals (including any convertible roof, boot, sunroof, doors and so on), fixings and fastenings (nuts, bolts, brackets, studs, clips and springs (other than suspension springs)), glass, interior and exterior trim, interior panels, paint, lamp units and wheels.

Any failure that is caused by the **insured vehicle** overheating. This is not regarded as a **mechanical failure** under the terms of this insurance.

We do not cover the following parts.

- Air cleaners
- Any seal, gasket or sealant
- Auxiliary belts
- Batteries - non-HV and auxiliary batteries
- Bonnet, boot and fuel-flap release cables
- Brake friction material and discs and drums
- Brake pipes and brake hoses
- Clutch assemblies, clutch fork, release bearings, pressure plate and carrier plate
- Clutch master cylinder and clutch slave cylinder
- Core plugs
- Distributor caps
- Drive shaft and steering rack gaiters
- Electrical connection blocks, terminals and fuses
- Exhaust system, muffler, heat shields and exhaust pipes
- Fuel filters
- Handbrake and parking brake cables
- Hinges
- Hoses and pipes (non-metal), hose clips and connectors (not including coolant hoses)
- HT leads
- Light bulbs and LED bulbs (except xenon bulbs)
- Mountings for gearbox, axle and drive line
- Navigation CDs, DVDs and SD cards

- Oil filters and gaskets
- PAS high-pressure hoses or pipes
- Pollen and odour filters
- Reprogramming or software updates unless these are needed as part of a repair to a covered part or will solve the complaint or fault. **We** will only pay for one hour's work
- Shock absorbers and suspension struts
- Spark plugs
- Sunroof cables, convertible cables, convertible roof material and straps
- Tyres
- Wheels
- Wiper blades
- Wiring and wiring looms

CLAIM PAYMENTS

We will pay any number of claims (including VAT) up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official labour times and costs which are necessary to repair or replace covered parts.

POLICY EXCESS

The **excess** amount **you** have to pay for each claim is shown on **your confirmation of cover**.

WHEN IN CONTINENTAL EUROPE

The warranty is valid for up to 60 days a year while **your vehicle** is in **continental Europe**. **We** will not pay more than the equivalent **UK** cost for parts and labour.

Terms and conditions

These conditions apply to all sections of **your** warranty. **You** must meet them before **we** will make a payment under this policy.

INFORMATION YOU NEED TO TELL US

There is certain information that **we** need to know as it may affect the terms of the insurance cover **we** can offer **you**.

You must give accurate answers to the questions **we** ask when **you** buy **your** Mercedes-Benz Extended Warranty. If **you** do not answer the questions truthfully, **your** policy may not be valid and **we** may not pay all or part of any claim **you** make.

If **you** think **you** may have given **us** any incorrect information, or if **you** want any help, please call **0345 641 9778** as soon as possible and **we** will be able to tell **you** if **we** can still offer **you** cover.

CLAIMS – YOUR DUTIES

If **you** need to make a claim **you** must follow the relevant claims procedures, described on pages 25 and 26 of this document, as soon as **you** can.

CLAIMS – OUR RIGHTS

We can take over and defend or settle any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **insured vehicle** and will test any damaged parts.

LOOKING AFTER YOUR VEHICLE

You must take all reasonable steps to protect the **insured vehicle** against breaking down or not starting and **mechanical or electrical failure**.

FRAUD

If **you** or any **beneficiary** claiming under this insurance makes a claim that is false or dishonest in any way, this insurance will not be valid and **you** will lose all benefits under it. **We** will also have the right to claim back from **you** any payments **we** have made following previous claims **you** have made.

SALVAGE

If **we** are going to settle **your** claim by replacing **your vehicle** or by paying **you** the market value, **your vehicle** will become **our** property. If **your vehicle** has a personalised registration, **you** can keep this as long as this is allowed under DVLA rules and regulations.

OBSOLETE PARTS

If any part or accessory is not available, the most **we** will pay for that part will be the cost shown in the manufacturer's last **UK** price list, plus a reasonable fitting cost. If the part is not listed in the manufacturer's last **UK** price list, **we** will pay the cost of an equivalent part plus the reasonable cost of fitting it. If no equivalent part is listed the most **we** will pay is £250.

Exclusions

This insurance does not cover any injury, failure, loss or damage which is caused by, arises from or happens in connection with the following.

1. Corrosion, frost, salt, hail, windstorms, fire, lightning, things landing on the **insured vehicle** (for example, chemicals, tree sap and bird droppings), rodent damage, flooding or any material letting in water.
2. Any fault which is likely to have existed before the **period of insurance**.
3. Manufacturer faults, faulty design or recall campaigns.
4. **Wear and tear**, normal deterioration, routine servicing, maintenance or reprogramming.
5. Faulty repairs, incorrect servicing or failing to have the **insured vehicle** serviced in line with the manufacturer's specification.
6. The oil in the **insured vehicle** degrading or carbon or soot building up.
7. Lack of oil, fuel, lubricants, hydraulic fluids or additives.
8. Foreign matter entering the fuel, cooling, air conditioning or lubrication systems.
9. Using oil, fuel, lubricants, hydraulic fluids or additives which the manufacturer of the **insured vehicle** does not recommend.
10. The **insured vehicle** being modified in any way. This includes Brabus vehicles that were registered prior to 1-April 2006 or where the modification is not factory-approved.
11. Fire, explosion, overheating, smoke, scorching or blistering.
12. A part that is not covered by this policy.
13. The vehicle being used for competitions of any kind, racing, pacemaking, rallies (including track days), off-road use (considered to be outside reasonable use) or any form of hire or reward, or by a driving school (unless this is specifically included in the **confirmation of cover**).
14. Any type of accident, the **insured vehicle** being misused or **you** doing anything that is deliberate, unlawful or negligent (or failing to do something if this is deliberate, unlawful or negligent).
15. Any part which is recalled by the **insured vehicle's** manufacturer, or any part which has a manufacturing fault or design fault.

16. **Mechanical or electrical failure** which happens outside the **area of cover**.
17. Cleaning, polishing, adjustments, modifications, alteration, tampering, disconnection, improper adjustments, repairs or operations carried out during normal maintenance.
18. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
19. Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
20. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, violent uprising, military or usurped power, riot or civil commotion, explosions, fire, radiation, falling objects, strike, lockout, embargo (trading ban) or foreign invasion.
21. Pressure waves caused by aircraft and other flying objects travelling at or above the speed of sound.
22. Accidental damage or the **insured vehicle** or the people inside the vehicle being hit by an object.

We will not cover any loss if the speedometer has been tampered with, altered or disconnected, or if the **insured vehicle's** mileage cannot be confirmed, or if **you** or anyone else acting on **your** behalf prevents **us** from inspecting the **insured vehicle**.

We will pay for damage to a covered part if the damage is caused by another covered part. **We** will not pay for any damage to parts that are not covered by this warranty, even if the damage is caused by a covered part.

We will not pay for any depreciation (fall in value over time) to **your vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered part.

Your policy is intended to cover the cost of repairing or replacing faulty or damaged parts. It does not cover losses that may be caused by that faulty or damaged part, unless **we** tell **you** otherwise in the policy terms and conditions. For example, **your** policy may cover the cost of repairing or replacing a wheel bearing, but would not cover any loss of earnings **you** may suffer while **your vehicle** is being repaired.

You should check whether **you** have any other insurance policies that may cover extra damage or related costs or losses that are not covered by this policy.

We will not cover any costs that are covered under any other warranty, guarantee, insurance or cover.

This insurance will not cover any loss, damage or failure that is caused fully or partly by the **insured vehicle** not being maintained or used properly or being neglected, or as a result of an accident. It will not cover faults that existed before this policy started, or a gradual reduction in the **insured vehicle's** performance that is to be expected considering the age and mileage of the vehicle.

This policy does not cover any vehicle which is owned by a business formed for the purposes of selling or servicing motor vehicles, commercial passenger transport, taxis, driving schools, postal and courier services, or rental vehicles.

If **you** export the **insured vehicle**, this policy will no longer be valid.



How to make a claim

MAKING A CLAIM IN THE UK

Contact **your** chosen Mercedes-Benz Authorised Repairer and tell them that **your insured vehicle** is protected by a Mercedes-Benz Extended Warranty. The Mercedes-Benz Authorised Repairer will contact **us** about the claim on **your** behalf. **You** are responsible for authorising the repairer to dismantle the **insured vehicle** or carry out any other work needed to diagnose any faults with the **insured vehicle**.

We will only pay for diagnostic costs that are directly associated with a valid claim for a faulty part under this insurance.

If **you** are VAT-registered **you** are responsible for paying the VAT content on any claim **we** pay.

We have the right to examine the **insured vehicle** and to arrange for an expert to carry out an assessment to decide whether **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf prevents **us** from being able to find out what has caused the failure by inspecting the **insured vehicle** or faulty parts, **we** will not pay all or any part of **your** claim.

MAKING A CLAIM IN CONTINENTAL EUROPE

You are responsible for all repairs and costs while the **insured vehicle** is in any country outside the **UK**.

You are responsible for authorising the repairer to dismantle the **insured vehicle** or carry out any other work that is needed to diagnose any faults with the **insured vehicle**. **You** must tell **us** before any repairs are carried out under this warranty.

We have the right to arrange an independent inspection of the vehicle at no cost to **you**. **We** also reserve the right to speak to the repairer prior to completion of any warranty repairs.

Once the repairs have been completed, **you** must pay the repairer. **You** must keep the invoice and if possible please also keep any parts that have been replaced, until **we** have finished processing **your** claim, as **we** may need to see or inspect them.

When **you** return to the **UK** (or as soon as reasonably possible), please contact **us**. **We** will tell **you** if the repair is covered under this insurance. **We** will ask **you** to send **your** claim to:

Mercedes-Benz Warranty Services, Claims Department,
PO Box 1183, Croydon CR9 1HR.

When **you** send **us your** claim please include a detailed repair invoice and the following original documents.

- The job card for the repairs.
- Diagnostic print outs (star test).
- The receipt for the repairs.

If **you** have any questions, please call **our** Claims Team on **0345 641 9794**.

Please keep a copy of the repair invoice and the original service records for **your** own records as **we** will not be able to return the originals to **you**. **We** have the right to ask **you** for any other documents **we** need to support **your** claim and **you** must pay any costs involved in providing these.

We will process **your** claim and, as long as it is valid, **we** will pay **you** the cost of the repairs that **you** have paid. **Our** payment will be in pounds sterling at the rate of exchange for the relevant currency at the time of the repair.

We will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times and costs which are necessary to repair or replace parts that are covered by this warranty.

If **you** are VAT-registered, **you** are responsible for paying the VAT on any claim **we** pay.

Renewing your Extended Warranty

12-MONTH OR 24-MONTH POLICIES

If **your** cover is for 12 months or 24 months, **we** will send **you** a renewal notice before the end of the **period of insurance** as shown on **your confirmation of cover**.

We may vary the terms of **your** cover and the premium rates on the renewal date. **We** have the right not to renew **your** cover when **your** policy ends.

MONTHLY POLICIES

Unless **you** or **we** have cancelled **your** policy or it has ended for any reason, each time **you** make a monthly payment when it is due, **your** monthly policy will renew for a period of one month from when **we** receive **your** payment.

How to make a complaint

We aim to provide **you** with first class insurance cover and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint, this will not affect **your** legal rights.

If **you** have a complaint, please contact **us**.

Write to: Customer Service, Mercedes-Benz Warranty Services,
PO Box 1183, Croydon CR9 1HR

Email: customersupport@allianz-assistance.co.uk

Phone: 020 8603 9853.

Please give **us your** name, address, policy number, vehicle registration and claim number (if this applies). If **you** make **your** complaint in writing, please enclose copies of any relevant correspondence to or from **us**, as this will help **us** to deal with **your** complaint as quickly as possible.

If **you** are not satisfied with **our** final response to **your** complaint, **you** can refer the matter to the Financial Ombudsman Service for an independent decision.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower,
London E14 9SR

Phone: 0800 023 4567 or 0300 123 9 123

Email: complaint.info@financial-ombudsman.org.uk

Transfer of ownership form

VEHICLE DETAILS

Registration number: _____

Chassis number (VIN): _____

Current mileage: _____

Price paid by the new owner: _____

Mobile number: _____

Home number: _____

Email: _____

CURRENT OWNER'S DECLARATION

I (name) _____

want to transfer the balance of my Mercedes-Benz Extended Warranty to the new **private owner** whose details are given below.

Signature _____

NEW OWNER'S DETAILS

Title: Mr/Mrs/Miss/Ms/other: _____ Initials: _____

Surname: _____

Full address (including postcode): _____

If **you** sell **your vehicle** to a new **private owner**, **you** can transfer the remaining warranty cover.

Please complete this form and call **us** on **0345 641 9778** to make the £25 transfer fee payment. **We** will not transfer cover to the new owner until **we** receive this completed form and transfer payment.

Important: You (the existing policyholder named on the **confirmation of cover**) must sign and send this form to **us**. **We** cannot accept this form from the new owner.

☐ Please tick this box to confirm the **insured vehicle** was sold privately from the current owner to the new owner and no motor trader or third party has been involved.

Send the completed form to:
mercedes-benzextendedwarranty@allianz.com



Change of details form

Please enter new address and details below.

VEHICLE DETAILS

Registration number: _____

Chassis number: _____

DRIVER'S DETAILS

Title: Mr/Mrs/Miss/Ms/other: _____ Initials: _____

Surname: _____

New address (including postcode): _____

Mobile number: _____

Home number: _____

Email: _____

COMPANY DETAILS (please fill in this section for a company vehicle only)

Company name: _____

New address (including postcode): _____

Send the completed form to:

mercedes-benzextendedwarranty@allianz.com



Mercedes-Benz Extended Warranty is underwritten by AWP P&C S.A., a company registered in France with ID No 519490080 RCS Paris Registered Office 7 Rue Dora Maar, 93400 Saint-Ouen, France, acting through its UK Branch, AWP P&C (UK Branch), Registered Branch No. BR015275. Registered Office: 102 George Street, Croydon CR9 6HD. Authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority under no. 534384 and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

Mercedes-Benz Extended Warranty is administered in the UK by AWP Assistance UK Ltd (trading as Mercedes-Benz Warranty Services). Registered in England number 1710361. Registered Office: 102 George Street, Croydon CR9 6HD.

AWP Assistance UK Ltd which is an Allianz Group company is authorised and regulated by the Financial Conduct Authority under no. 311909.

AWP Assistance UK Ltd act as an agent for AWP P&C S.A. with respect to the receipt of customer money, for the purpose of settling claims and handling premium refunds.

This policy is available in large print and Braille. Please phone 0345 641 9778 if you need a copy in one of these formats. We will be happy to provide this for you.