



AUTOTRUST

Standard Warranty

- ✓ Clear conditions
- ✓ 6, 12 or 24 months
- ✓ Available up to 12 years and 200,000 km

Standard Warranty

This is your warranty

The Standard Warranty is intended for used vehicles that are less than 12 years old and have less than 200,000 km.

Your warranty covers the most important parts of your vehicle. The exact parts that are covered by the warranty are listed in the warranty overview. This overview can be found on page 6 of these terms and conditions.

A defect?

Report your claim online:

www.autotrust.nl/claims

Important! The repair must be reviewed and approved by Autotrust before the vehicle is repaired.

Abroad or close to home

If your vehicle breaks down abroad, you will be entitled to reimbursement of the cost of repairs, in most cases. You should, however, always get authorization from Autotrust first before the repair work begins.



Which parts are not covered?

Any part that is not included in the warranty overview of your warranty is not covered.

What is covered?

Your warranty also covers the necessary diagnosis, examination and disassembly costs. In addition, you will be reimbursed for the (necessary) transport of the vehicle to the repairer, according to the conditions of this warranty.

Terms and Conditions

The terms and conditions describe what you are protected against, what rights you have and what you need to do to maintain the warranty. The terms and conditions also state what to do in case of a defect or malfunction. Read the terms and conditions carefully (starting on page 7).

Own Risk & Compensation

There is a deductible of € 45,- per defect. You will receive reimbursement for the parts that are used for the repair. The amount of the reimbursement depends on the mileage and age of the vehicle at the time of the defect. The reimbursement for the labor costs is 100% and will take place if the parts are covered. The parts are reimbursed on the basis of the General Reimbursement Table Vehicle Betterment.

Warranty Certificate

You will receive the certificate of warranty and terms and conditions via email. These contain all the details regarding your warranty.

Mileage or age of the vehicle, whichever is reached first.	Compensation Parts	Compensation labor*
Less than 110,000 kilometers or 7 years	100%	100%
Less than 130,000 kilometers or 8 years	80%	100%
Less than 150,000 kilometers or 9 years	70%	100%
From 150,000 kilometers or 9 years	60%	100%

* Autotruster pays 100% of the labor costs up to the maximum hourly rate.

General Reimbursement Table Vehicle Betterment.

Maintenance

Every vehicle needs maintenance. In that maintenance, parts are replaced that are not meant to last the lifetime of a vehicle. Maintenance operations and maintenance parts are, of course, not covered under this warranty.

The certainty of an Autotrusted Warranty:

- ✓ Your vehicle can be repaired in your area.
- ✓ Repairs abroad are also reimbursed.
- ✓ If the warranty time is too short, it can be extended.
- ✓ The Autotrusted Warranty is only offered by warranty partners that are approved by Autotrusted.



Service history

For maintenance and repairs, the maintenance booklet must be updated by the garage. Retain all bills and reports that you receive during a service, APK inspection, breakdown assistance or garage visit. Autotrusted requires this information in the event of a claim.

Who provides this warranty?

The company selling the vehicle offers you this warranty according to the Autotrusted warranty conditions. Autotrusted carries out the warranty and handles your claim(s). If there is a valid claim, Autotrusted will pay you directly or the garage.

Overview Standard Warranty

ENGINE: rear main seal, cylinder block, cylinder bushings, cylinder head, cylinder head gasket, cylinder gaskets, timing gears, timing belt¹, belt tensioners, connecting rods, connecting rod bearings, hydraulic lifters, internal bearings, valve guides, valves, valve cover, valve springs, crankshaft, crankshaft bearings, crankshaft pulley, camshaft, camshaft belt¹, camshaft bearings, cam followers, oil suction pipe, oil pump, oil pump drive, tensioners, fly wheel ring gear, valve lifter, distributor shaft, rocker arm shaft, turbo / intercooler, exhaust manifolds, piston pins, pistons, (rupture of) piston rings.

¹ At higher mileages this part is covered if it has been replaced in time during regular maintenance intervals according to the manufacturer's instructions or the Autotrust Warranty terms and conditions. Regular replacement is not covered.

MANUAL TRANSMISSION: shafts, shift rod / shifter, bearings and bearing shells, selector rods, selector forks, synchromesh rings and hubs, gears, extension shaft.

AUTOMATIC TRANSMISSION: drive chains, seals, hydraulic control unit, valves, valve block, bearing including locking lever, bearings and bearing shells, modular valve, oil seal input shaft, oil pump, brake bands, servos, gears.

DRIVE: drive shaft, prop shaft, differential, constant-velocity joints, pinion and ring gears.

4-WHEEL DRIVE: drive shaft, prop shaft, rear-axle differential, front-axle differential, constant-velocity joints.



Our terms and conditions

1. Limits and contributions

1.1. Your warranty is valid for 6 months, unless expressly stated otherwise on your warranty certificate. The warranty also ends if the maximum number of kilometers stated on your warranty certificate is exceeded, even if this occurs within the warranty period.

1.2. A defect is repaired by the company that sold the vehicle or an Autotrust Network garage, unless otherwise agreed. The hourly rate that is reimbursed is limited to maximum of € 84 including VAT. If your warranty certificate mentions that you are entitled to repair at the brand dealer, this provision will lapse.

1.3. Necessary transport is reimbursed within reason and to a maximum of € 175 including VAT per case. Costs resulting from a defect or malfunction that is not covered are not reimbursed by Autotrust. Autotrust offers no breakdown assistance or emergency center.

1.4. There is a maximum compensation of € 5,000 including VAT per warranty.

1.5. The necessary diagnostic costs, if they relate to a covered defect, may not exceed 15% of the repair invoice with a maximum of € 250 including VAT, unless Autotrust has given permission in writing to deviate from this.

1.6. It is not the purpose of the warranty to give you a financial benefit in the event of defect. This means that you may have to contribute in the costs for the part. The amount of the reimbursement for the parts that are used during the repair depend on the mileage or the age of the vehicle at the time of the defect (see page 4).

2. Maintenance

2.1. Important! Read the owner's manual for the vehicle and carry out these

instructions. If it can be proven that the vehicle, in possession of the current owner, has not been maintained in accordance with the manufacturer's instructions, the right to this warranty expires.

2.2. Retain all proof of maintenance and repair. You must always be able to present these in the event of a claim. You are responsible for the maintenance. If the maintenance history is (partly) unknown, or from this history it is apparent that insufficient maintenance has taken place, you need to have maintenance carried out immediately.

3. When is there no entitlement to the warranty?

3.1. If you have (partly) contributed to the occurrence of a defect, you will not be entitled to a repair under the warranty. Among other things this may be the case if a defect is caused by overload, negligence, carelessness or operating error. You will also need to comply with these terms and conditions. If you have not met the conditions, you forfeit your entitlement to compensation.

3.2. If a defect is caused by external calamity or the actions of third parties, this has nothing to do with the quality of the vehicle. In that case you cannot make a claim on the warranty.

3.3. If a third party can be held liable for (the occurrence of) a defect, you must always recover the damage from this party. Claims that are covered by another warranty, guarantee or goodwill, or would be covered if this warranty did not exist, must be reimbursed by the provider of that coverage.

3.4. Design or manufacturing faults, and damages as a result of these, are not covered by an Autotrust Warranty. These are the responsibility of the manufacturer.

3.5. In certain cases, this warranty does not offer coverage and you should contact the seller of the vehicle. This is the case in the event that a fault:

- Occurs within the first 15 days after purchase.
- Was present upon delivery of the vehicle.

3.6. Excessive oil consumption is often an inherent property of a vehicle and is usually caused by gradual wear and tear. Excessive oil consumption is

therefore not considered as a sudden defect. The remediation of excessive oil consumption is not reimbursed under this warranty.

3.7. Damages in connection with defects that you noticed, or could reasonably have noticed, but you continued to drive with, are not covered.

3.8. Vehicles which were registered outside the EU for the first time are excluded from this warranty, unless there is explicit approval granted in writing by Autotrust before the start of the warranty.

3.9. Defects that occur during the delivery period (the first 15 days after the warranty commenced) are considered already existing defects.

3.10. The warranty is only intended for the repair of your vehicle. You are not entitled to any compensation for additional costs or other damage that may be caused by the defect.

3.11. Defects occurring as a result of mechanical or electronic adjustments compare to the factory default settings are not covered by this warranty.

3.12. If the mileage, as it is visible on the odometer of the vehicle, has been changed and does not correspond to the actual kilometers traveled by the vehicle, any right to compensation will lapse under the conditions of this warranty.

3.13. If a part is functioning normally, it will not be replaced or repaired. If there is any (additional) noise or a change in characteristics and there is no question of a defect, this is not a cause for repair.

3.14. You will not receive compensation for damage as a result of moles. For the definition of the term mole, we refer to the text that the Association of Insurers in the Netherlands filed with the clerk of the court in The Hague on 2 November 1981 under number 136/1981.

4. Filing a claim

4.1. You must follow this claim procedure closely. If you do not, the validity of your claim and the need for repair **cannot** be determined. The opinion of your garage does not count as proof of a covered event. Autotrust is only obliged to pay for the repair if you have explicitly received permission for the repair

from Autotrust.

4.2. The repair may only begin after Autotrust has issued a price agreement with an associated authorization number.

4.3. As soon as you notice (the beginnings of) a defect, we ask you to report this immediately. You can notify us via the claim portal:

www.autotrust.nl/claims

A claim has to be reported to Autotrust within 5 days after detection of the defect. Late notifications of a defect may have consequences for the warranty coverage.

4.4. The employees of the claims department of Autotrust will advise you on a garage. The garage seeks the nature and cause of the defect and, together with Autotrust's claim officer, checks whether the defect is covered under the warranty.

4.5. Autotrust can only give a price agreement if the repairer gives a quotation and this is submitted to Autotrust. This quotation should include a detailed budget where components and labor (based on an hourly rate) are specified separately. The quotation always serves as the basis for the compensation.

4.6. If you nevertheless authorize the garage to start the repair without having obtained authorization, you are no longer entitled to reimbursement.

4.7. After reporting a claim, a diagnosis and a quotation for repair must be submitted to Autotrust within 30 days. After this period, the cause of the defect and any consequential damage cannot be properly assessed. If after this period a diagnosis and quotation have not been received by Autotrust, an outstanding claim notification will be canceled unless otherwise agreed with Autotrust. If a price agreement has been issued and the defect has been repaired, you or the garage must send the original repair invoice to claims@autotrust.nl within 30 days of the repair or send it to Autotrust by mail. Otherwise the right to compensation will lapse.

4.8. Autotrust is never liable for damage caused by third parties. Autotrust always has the right to appoint a repairer to have the repair carried out if:
a) Autotrust can achieve a substantial savings on the repair invoice or b)

Autotruster believes that the quality of the repair can be better ensured by doing so. If after-market, exchange or reconditioned parts are available, these may be used for the repair. Autotruster has the right to arrange the transport of the vehicle on your behalf and have it arranged by third parties.

4.9. If in the opinion of Autotruster you do not or insufficiently cooperate with the repair of the vehicle and/or do not provide the vehicle for repair, diagnosis or expertise, or related transport, any right to repair under this warranty lapses.

4.10. If an Autotruster employee is treated unfairly, severely insulted or threatened, the management may decide to terminate the warranty.

4.11. Autotruster has the right to commission an independent expert to inspect your vehicle before accepting a claim. Autotruster is never responsible for damage resulting from possible delays.

5. Acceptance and validity

5.1. We will take the following measures in case fraud has been established:

- we will terminate your warranty;
- we will not reimburse possible claims;
- we mark the incident in an internal register;
- you will be held responsible for the incurred costs of handling the claim;
- we may report the incident at the police.

5.2. In connection with the verification of the applicant (as stated by the law), Autotruster reserves the right to unilaterally cancel the warranty without giving any reason up until 7 working days after the warranty has been requested (subject to acceptance).

5.3. The warranty is personal and is valid only for the purchaser of the vehicle.

5.4. In all countries listed below your warranty is valid and you are entitled to repair of a covered event. The costs for repair abroad cannot exceed the market-based costs in the Netherlands:

- The Netherlands
- The following countries, on condition that the vehicle has not been

used there for over 60 days a year (alternative or cumulative): Belgium, Denmark, Germany, France, Italy, Luxembourg, Norway, Austria, Spain, United Kingdom, Switzerland and Sweden.

5.5. All information that could influence the decision of Autotruster to accept or continue to accept your car for warranty, should be shared with us immediately and without reservation. In case we have reasons to believe that you neglect to share relevant information with us in relation to your car, Autotruster may either terminate your warranty or consequences for your warranty coverage.

5.6. The warranty on your vehicle is terminated if the vehicle is or has been used for competitive purposes such as rallies, racing, time trials or driving on a racetrack. The warranty is also terminated if the vehicle is used as a rental, as a taxi, by a driving school or for commercial purposes such as shipping or delivery. The warranty is also terminated if the vehicle is actively used for driving on unpaved roads (Off Road) and in case of overloading by driving the vehicle beyond its limits. If it turns out that your vehicle has been deemed a total loss, the warranty will also be terminated and will not provide coverage.

6. Other

6.1. Dutch law applies to every warranty that you conclude with us.

6.2. If you have a complaint about Autotruster or one of our employees, you can find our internal complaints procedure on www.autotruster.nl.

6.3. By purchasing a vehicle with an Autotruster Warranty, the buyer agrees to the Autotruster warranty conditions. The seller's liability is expressly limited to that for which he is covered by Autotruster through the Autotruster Warranty, whereby the validity of the warranty agreement or claim is always at the discretion of Autotruster. That for which the seller has an Autotruster Warranty is the same as stated in these warranty terms and conditions. The warranty does not affect the legal rights that the buyer has on this basis.

6.4. As a buyer of a vehicle, you are a third party beneficiary of the warranty that the seller has taken out with Autotruster. All rights that can be derived from the Autotruster Warranty by third-party beneficiaries are forfeited if:

- 6.4.1.** there has not been (full) payment of the premium for the warranty by the seller to Autotrust;
- 6.4.2.** the warranty has not been properly requested by the seller;
- 6.4.3.** the warranty coverage has been rejected by Autotrust;
- 6.4.4.** there are disguised or unreported defects on the vehicle of which it can be reasonably assumed that the seller or the buyer was or could have been aware of (as described in article 5).

In these cases, the seller is liable.

6.5. We handle all personal information you provide to us in accordance with the General Data Protection Regulation (AVG). We use these:

- to be able to conclude a contract with you;
- to be able to maintain that contract;
- to be able to combat fraud;
- to comply with legal obligations;
- to keep you informed about our products and services.

We may also provide your personal information for these purposes to other legal entities that are part of Autotrust.

6.6. We may record telephone calls:

- to verify and investigate orders and transactions;
- for combating fraud and monitoring integrity within financial institutions;
- to be able to comply with legal obligations.

Recorded phone calls are not saved for longer than is necessary for these purposes. In the event of a dispute about the content of recorded telephone conversations, you have the right to listen to the recorded telephone conversation or receive a literal reproduction of the conversation.

6.7. We sometimes make use of other companies to perform services for us that involve the implementation of the agreement with you. For example, an expertise agency. We remain responsible for the processing of your data. We make agreements with these parties about the handling of your data so that your privacy remains guaranteed.

6.8. Coverage is only granted for defects that have arisen during the term of the warranty.

Definitions

These terms have the following meaning:

Autotrust Standard Warranty: the warranty against unexpected mechanical and electronic defects of your vehicle, as described in these warranty conditions.

Warranty certificate: the certificate of your warranty that is provided to you in writing or by email by Autotrust.

Labor cost: costs for performing work related to the replacement or repair of a defect or malfunction covered by the warranty.

Mechanical, electronic components: all moving, mechanical and electrical or electronic parts that have a function while driving, braking and steering the vehicle or within the drivetrain, without including the components which are mentioned as an exception in these terms and conditions.

Defect, malfunction: during the term of the warranty, sudden and unexpected failure of an automobile part, caused by a permanent mechanical, electrical or electronic defect. There is a defect or malfunction if the part no longer functions and needs repair or replacement in order for the vehicle to function properly again. There is only a defect if there is 'own failure' which means that the defect is not caused by external influences such as water, impact, vibration, dirt, corrosion, temperature, wear and tear, operating or user errors or the formation of carbon deposits (including burnt or charred valves and removal of carbon deposits).

Valid claim: a claim to the warranty where the nature, circumstance and cause of the defect are covered according to these terms and conditions.

Transport: costs for transporting the vehicle to the nearest Autotrust Network garage as a result of a defect or malfunction covered under warranty.

Diagnosis: costs for the detection and determination of a defect or malfunction covered by the warranty, including testing and disassembly.

We, Autotrust: Autotrust BV.

Autotrust Network garage: a garage or specialist repairer that is part of a network of selected garages, which can carry out repairs for Autotrust.

Fraud: misleading Autotrust on purposely before or during the agreement, with the objective of gaining (financial) benefits.

Excluded:

Bodywork: bodywork parts, body panels, door handles, locks, mirrors, antennas, glass, seals and door locks as well as the operation and (electronic) control of the (rear) door, sliding, tilting and convertible roofs and parts attached to the (outside) of the body (such as lights, sensors, etc.).

Interior: the cabin parts such as vehicle furniture, upholstery, switches, buttons, chairs, benches, seat controls, seat heating, (door) handles, sensors (in the chair), etc.

Media system and accessories: integrated on-board computer and infotainment system including the navigation and radio function, bluetooth, speakerphone, sound system, TV and internet as well as (traffic) data services, camera and screens, keys, hand transmitters and charging cables.

Maintenance operations: all actions for the purpose of maintenance and operations with which the failure of the vehicle can be remedied such as: cleaning, lubricating, flushing, setting/adjusting, resetting or updating software, etc.

Maintenance parts: all batteries (including the drive batteries of a hybrid or electric vehicle), lights, tires, brake shoes, brake discs, brake pads, spark plugs, wiper blades, timing belt and other belts, all filters, lubricants, fluids, refrigerant and clutch plate. Above 100,000 km: wishbone bushings, suspension and drive shaft boots, ball joints, stabilizer bars, gas springs and spring strut bearings, timing chain including chain tensioner(s), conductors and dephaser pulley.

As a general rule, the following parts do not last a vehicle's lifetime and must be replaced regularly at least once:

- The clutch kit including pressure plate, clutch release bearing and the clutch of the automatic gearbox.
- The secondary mass flywheel.

Repair or replacement of these parts is not covered by the warranty. Abovementioned parts are excluded in case they need to be replaced as a consequence of a defect or for the execution of a repair.

External calamities: defects caused by, for example, (water) damage, a collision, shocks due to bumps and potholes in the road, rubble, improper repair and (cable) breakage.

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The **Autotruster Standard Warranty** offers a solid basic coverage on the most important parts of your vehicle: the engine, transmission and drive.

A quality warranty - carefree driving with an Autotruster Warranty