



WARRANTY | SERVICE | MOT | REPAIRS | GAP | TYRES

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motoreasy Repair Plan

This discretionary plan is provided by motoreasy Ltd, 60 Portman Road, Reading, RG30 1EA.

The motoreasy plan you are buying

Purchasing this motoreasy Plan is intended, subject to all of the terms and conditions set out below which govern this Plan, to entitle you to:

- a) Our help and advice in selecting an approved workshop, based on the following information:
 - Labour rates
 - Test fees
 - Opening Hours
 - Services offered
 - Recent workshop performance as monitored by motoreasy
- b) **Us arranging and managing a diagnosis of your car's problems at an approved workshop, including us providing a report to you that includes where possible a fixed price estimate for the repairs.**
- c) Our best endeavours and advice in identifying suspicious mechanical advice & repair quotes of any kind, including for service and maintenance work.
- d) Our best endeavours and advice in disputing the quote or work required.
- e) Our best endeavours in securing discount rates for repair, service and maintenance work that you authorise and pay motoreasy for. For the avoidance of doubt, motoreasy negotiate 'trade' discounts with workshops, and can, at their discretion, pass on part of these savings to you.

Workshop Jobsheet

When your booking is confirmed at a workshop, motoreasy or its agents will send you and the selected workshop a jobsheet itemising the details of the workshop work - including any faults to investigate, and the specifications work, oils, and parts required as relevant for the Covered Vehicle booking.

Period of Cover

This motoreasy Plan covers the work agreed, to be completed once within the next 12 months.

What IS covered?

Work as set out on the workshop jobsheet, or subsequently authorised online by motoreasy with an approved workshop.

Labour costs are covered at the rate of up to £60 per hour.

Labour & Part(s) Limits

The maximum total cumulative payments from this motoreasy Plan cannot be more than £72.

motoreasy will assess claims against Autodata repair times and reserves the right to limit the number of hours labour paid for to the Autodata repair times.

Exclusions (What IS NOT Covered)

1. Exclusions listed above and elsewhere in this Plan
2. Work not authorised or agreed in advance by motoreasy or its agents (for example work not on the jobsheet sent to the workshop by motoreasy).
3. Items which are subject to a manufacturer's recall or covered by a manufacturer guarantee.
4. Work carried out more than 7 days after motoreasy authority is given.
5. The Covered Vehicle being beneficially owned by
 - a) a company or person primarily using the vehicle for work.
 - b) a company or person involved in the business of vehicle repair, servicing or car sales or by an employee of such a company or person.

Work Authority

Prior authorisation

Any request to complete any work or pay any costs including, MOT test fee, service, labour, or parts requires prior authorisation. Where parts or labour costs or any fees are required to be incurred as part of any claim, the Garage must contact the motoreasy claims administrators. If the garage contacts you, you must refer them back to motoreasy.

If the Garage will not or cannot do this, the Covered Vehicle Keeper must contact the claims administrators.

Permissions

By accepting the terms of this Plan you agree to provide access to your car's service and MOT history in anyway required by motoreasy Ltd, including but not limited to: ·

- Online access via the Government MOT website
- Copies of service receipts and service or log books

- Permission to speak to garages who have previously serviced or repaired your car, whether cited by you as having repaired or serviced your car or not
- You hereby grant us access to the Covered Vehicle at all times, the right to obtain an expert assessment at our own expense, the power of attorney to request at our discretion an independent or DVSA inspection of your car.

Data Protection

The data You provide and give us permission to collect will be held on our servers and used by Us for the purposes of delivering the benefit of this and other motoreasy Plans, including but not limited to calculating fees, handling, paying and investigating claims and complaints, and to inform you of carefully selected, related products and services.

You are entitled to a copy of the information we hold about you. To request a copy of the information we hold about you by contacting us via your account area.

Website Terms and Conditions

You agree to the website's terms and conditions, found at www.motoreasy.com/terms-and-conditions.

General Conditions Maintenance and Servicing

You must take all reasonable steps to safeguard the Covered Vehicle, keep it in an efficient and roadworthy condition and service it according to the manufacturer's guidelines.

Evident Faults

We reserve the right to not pay any claims if the Covered Vehicle is found to have evident faults before the MOT test, including but not limited to an engine management light or notice being illuminated or displayed.

If a fault becomes known to you between buying this Plan and the MOT test, notify us via the message system in Your account. We will use our discretion to help you arrange discounted repair of the fault, or offer additional cover where applicable.

Fraud

If You or anyone on Your behalf makes a claim that is in any way fraudulent, Your Plan will end. We reserve the right to prosecute.

Right of Cancellation

You have a statutory right to cancel the above within 14 days of purchase. On receipt of your notice of cancellation we will refund the full fees paid unless any work has taken place since purchase or your appointment has been missed without cancellation.

If any work has taken place or your appointment has been missed or 14 days have elapsed you will not be refunded. To cancel please call us or notify us via the message system in Your account.

VAT Invoice

The garage should not give you a VAT invoice, motoreasy will provide an invoice in your account area. If the garage gives you a VAT invoice as well you are not entitled to claim back the VAT on that invoice from HMRC or offset the cost on the invoice against any income you receive on your tax return.

Liability

In no circumstances will we be liable for any claims directly or indirectly caused by:

- a) Any failure caused by lack of normal and proper use or care.
- b) Any act, omission or negligence by You (or any user of the Vehicle) which adds to loss or damage.
- c) Any damage or loss caused by the actions of the workshop.
- d) The work carried out by the workshop or repairer
- e) Losses normally covered under a road risks insurance policy or loss resulting from an accident to the vehicle.

Discretion

We have absolute and final discretion on all aspects of administering and implementing this Plan including whether or not to pay any claim, fee or cost, which parts suppliers we may use for any authorised repairs and whether or not to provide advice or assistance.

Any entitlement you may have under this Plan and any obligation which may be for us to perform, is subject to our overriding right to decide whether or not to exercise our discretion in your favour.

Jurisdiction

This motoreasy Plan is subject to the laws of England and Wales. Since contractually and legally this Plan operates on a discretionary basis it is not a contract of insurance and so falls outside the jurisdiction of the Financial Ombudsman Service. The regulatory body covering this type of agreement is the Office of Fair Trading.

Your Statutory Rights

Nothing in these terms and conditions will reduce or affect your statutory rights. For further information about your Statutory Rights you can contact the Citizens Advice Bureau

www.citizensadvice.org.uk.

Complaints Procedure

- a) Our aim is to provide exactly the service we promised.
- b) However, if you believe you have cause to complain, then please notify us via the message system in Your account. A member of staff will respond to this complaint.
- c) If this does not resolve your complaint, please contact our managing director via the email ceo@motoreasy.com quoting your name, plan number and car registration.