

## CLAIM FORM.

### NOTICE

This form must be completed and then sent into the Claims Department, Warranty Direct Ltd, Quadrant House, 20 Broad Street Mall, Reading, RG1 7QE. You must attach the repair invoice, proof of last service and MOT. The Claims Department only return original documents upon request, therefore please provide reasonable copies of these documents.

### POLICY HOLDER

Name: \_\_\_\_\_ Policy No: \_\_\_\_\_  
 Address: \_\_\_\_\_ Inception Date: \_\_\_\_\_  
 Telephone Number: \_\_\_\_\_ Expiry Date: \_\_\_\_\_

### VEHICLE DETAILS:

Make \_\_\_\_\_ Model \_\_\_\_\_ Registration \_\_\_\_\_

### COVER:

Limit per Claim \_\_\_\_\_ Policy Limit \_\_\_\_\_ Policy Excess \_\_\_\_\_

VAT is only payable on the amount agreed by Warranty Direct up to the above limits

### FAILURE DETAIL:

Please explain the problem:

When were the symptoms first registered? \_\_\_\_\_ When were they first reported to the repairer? \_\_\_\_\_  
 Did the vehicle breakdown? YES/NO \_\_\_\_\_ Was the vehicle towed in? YES/NO \_\_\_\_\_  
 Approximate recovery miles..... \_\_\_\_\_ Mileage at failure ..... \_\_\_\_\_ Date of failure..... \_\_\_\_\_  
 When was the vehicle ready for collection? \_\_\_\_\_

CAR HIRE £ \_\_\_\_\_ REPAIR £ \_\_\_\_\_ RECOVERY £ \_\_\_\_\_ ACCOMMODATION £ \_\_\_\_\_

### AUTHORISATION OF CLAIM:

Repairing Garage \_\_\_\_\_ Claims Authorisation Number \_\_\_\_\_

### POLICY HOLDER DECLARATION:

I hereby confirm all the above statements are correct and my vehicle has been regularly serviced in accordance with the manufacturer's recommendations. I understand that the Claims Department has the right to arrange an independent expert assessment of the vehicle if required. I understand no repairs are to be commenced without the prior agreement of the Warranty Direct Claims Office.

**Policy Holder Signature** ..... **Date** .....

Please see information overleaf

*warranties made easy!*

**CLAIM FORM.****IF YOU HAVE A BREAKDOWN:****Please call our helpline to find the nearest approved repairer****0845 052 1175**

If you do not already have a breakdown recovery policy and you breakdown on the road in the UK, you may call AXA Assistance. You will be charged for what they do. They will recover you to the nearest garage. If the cause of the breakdown of your vehicle is covered under this policy you will be refunded the additional charge of recovery (upon receipt of invoice) up to the policy limits. If it is not covered by the policy (e.g., flat battery, no petrol, locked keys in car, broken fanbelt etc.) you will have to pay the charge yourself.

**WHEN YOUR CAR IS IN THE GARAGE:**

The garage will need to establish the cause of the breakdown and check that the parts directly causing the failure are covered by this policy. They will need to see the following documents:-

- The Policy Handbook and Schedule
- Proof of requested Servicing/MOT
- This Claim Form with the failure details completed as far as possible

The garage will be responsible for agreeing the cost of repair by telephoning the Claims Department on 0845 052 1175.

**YOUR CLAIM:**

The Claims Department may have the vehicle examined by an independent expert engineer before commencement of any repairs. In the event of any dispute arising as to the extent of liability, the decision of the independent engineer shall be final and binding on both the Underwriters and Insured.

The garage will proceed with the agreed repairs on your instructions. You will need to pay the garage for the repairs. Please take your car to an approved repairer. All work undertaken at a non-approved repairer will be subject to a charge unless you have paid extra to take your car to a franchised dealer.

We will repay you the agreed amount as soon as we receive:

- The receipted invoice from the garage
- Proof of servicing and a copy of the MOT certificate
- This claim form fully completed
- Receipted invoices for recovery, car hire and hotel accommodation

As the policy is subject to a minimum period, if a claim is made within the first 6 months of policy, a total of 6 months premium will be taken or deducted accordingly.

**MECHANICAL / ELECTRICAL FAILURE**

Wear and tear deterioration as well as mechanical and electrical breakdown arising, for example, through usage or age of the vehicle is covered by this certificate (see policy terms and conditions). Claims are paid as per the table details below.

**Structured Claim Payment Table**

Claim Mileage	Labour	Parts
Under 60,000	100%	100%
Over 60,000	100%	90%
Over 70,000	100%	80%
Over 80,000	100%	70%
Over 90,000	100%	60%
Over 100,000	100%	50%

**BETTERMENT:**

Where the Certificate holder requires or the repairing Dealer feels it desirable to replace parts of complete units, e.g., exchange gearboxes, engines, differential units which in the opinion of the Administrator are in excess of what is necessary to rectify the fault then the difference in cost must be met by the Certificate holder.

**CLAIMS DEPARTMENT AND TECHNICAL HELPLINE 0845 052 1175***Please complete claim detail overleaf**warranties made easy!*