



SERE
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CUSTOMER CARE HANDBOOK



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WELCOME



Thank you so much for choosing to purchase your new car from SERE Ltd.

I hope that you have enjoyed the process of acquiring your car and that my team have already demonstrated our commitment to taking great care of you and your car.

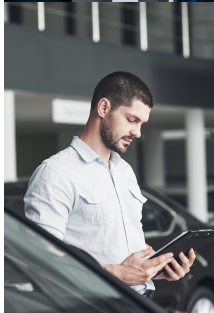
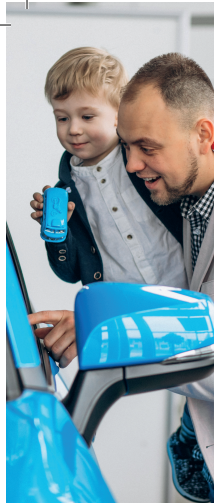
We want you to enjoy many miles of trouble-free, safe and happy motoring, but we also want you to have the reassurance that in the unlikely event of problems occurring you have got the best backup available.

This handbook outlines the range of products exclusive to SERE which are at your disposal. These include SERE Warranty and SERE Roadside Assistance; both designed to provide you with trouble free motoring. This handbook explains how our products work so please take some time to read it.

On behalf of the entire SERE team, thank you again for your custom. We look forward to serving you and helping you to enjoy a better world of motoring.

A handwritten signature in black ink, appearing to read 'S. Edgar'.

SERE LTD



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Note: Please keep this handbook in your vehicle at all times



GENERAL INFORMATION

YOUR QUESTIONS ANSWERED

WHAT SHOULD I DO IF MY VEHICLE BREAKS DOWN?

If your vehicle breaks down, contact the SERE Service Department at the supplying dealership on +44 (0) 28 9020 5100, (Opt 2 for Service).

In the event of requiring roadside assistance out of hours either as a result of a breakdown or an accident, please ring CCRS on +44 (0) 28 9145 0200. Please check your Validation Certificate to ensure you have an SERE Warranty. SERE Recovery runs concurrently with your SERE Warranty.

WHAT IF I BREAK DOWN AND WANT TO USE MY LOCAL REPAIRER?

It is a condition of this warranty that you use the supplying SERE dealer wherever possible. In exceptional circumstances SERE may authorise the use of a local repairer. You must make sure that they follow our claims procedures and send their invoice with any required supporting documentation, quoting the claims authority number, to: SERE Warranty, 7-13 Boucher Road, Belfast, BT12 6HR.

Please note: In the event that you do not return to an SERE dealer for your warranty repair, you may have to pay for the claim in advance of being reimbursed by SERE Warranty. All other contracts within this handbook cannot be transferred.

WHERE SHOULD I KEEP MY HANDBOOK?

Always keep this handbook with your Validation Certificate in your vehicle as you never know when you might need it.

WHEN IS MY SERVICE DUE?

The vehicle must be serviced according to the terms outlined on page 11 of this warranty booklet.

CAN I TRANSFER MY WARRANTY AND RECOVERY (WHERE APPLICABLE) TO A NEW OWNER?

If you sell your vehicle during the period of your warranty, you may transfer the benefits of the warranty and recovery to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee and the administrators approval. In the event of non-acceptance the fee will be returned. See transfer form on page 12.

CONTACT PHONE NUMBERS

Please refer to relevant pages before phoning

SERE Warranty	+44 (0) 28 9020 5100	(Pg 4)
SERE Recovery Office Hours	+44 (0) 28 9020 5100	
Out of Hours CCRS Recovery	+44 (0) 28 9145 0200	

CONTRACTUAL AGREEMENTS

Your SERE Warranty and SERE Recovery are not insurance products. These products are provided by SERE (hereinafter known as 'we', 'us', 'our') who sold you your vehicle; and have been designed to ensure that you get the most from your motoring with minimum inconvenience.

SERE Warranty is administered by SERE Ltd (hereinafter known as the administrator).

SERE Recovery is administered by Car & Commercial Recovery Services, 51 Cotton Road, Bangor, BT19 706.



SERE WARRANTY PARTS COVERED

VEHICLES UP TO EIGHT YEARS/80,000 MILES AT THE DATE OF PURCHASE.

WHAT IS COVERED?

This warranty covers almost all mechanical and electrical parts (including labour to fit them), of the covered vehicle against mechanical and electrical breakdown as defined below.

There is no restriction to the number of claims you can make, up to the value of the vehicle at the time of purchase in aggregate.

Mechanical or electrical breakdown is the sudden and unforeseen failure of a component arising from any permanent mechanical or electrical defect, (for a reason other than wear and tear, normal deterioration or negligence) causing a sudden stoppage of its function, necessitating immediate repair or replacement of the component before normal operation can be resumed. Damage caused by the effect of overheating is not regarded as a mechanical or electrical breakdown under the terms of the warranty.

You are covered only for the parts described within this section of your handbook. Your warranty does not cover more than the manufacturer's list price for parts. Repairs must not start without the prior approval of SERE Warranty.

MAXIMUM CLAIM LIMITS

- Individual claim limit of £2,000.
- Maximum cumulative claim limit, the value of the vehicle.
- Maximum Mileage limit 100,000 miles.

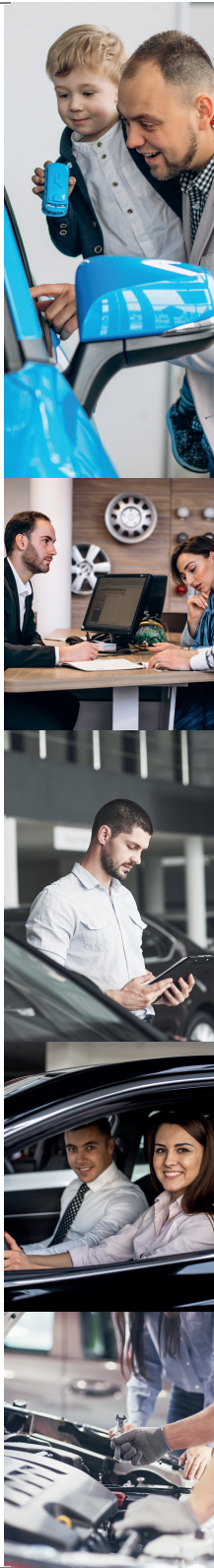
SERE WARRANTY PARTS COVERED CONTINUED

WHAT IS NOT COVERED?

Whilst you have a high level of warranty cover available, there are certain items which this warranty specifically does not cover and this includes, but is not limited to, the following:

- Body components such as strikers, hinges or any component which may require adjustment from time to time.
- Body panels, paintwork or glass.
- Interior trim including seat and seat belts.
- Recharging of the air conditioning unit (unless required as part of a valid repair).
- Wear and tear or the gradual reduction in operating performance due to the deterioration of components due to normal use and age of the vehicle.
- Software updates (unless required as part of a valid repair).
- Renewal of brake components due to wear and tear.
- Renewal of any clutch components due to wear and tear, incorrect adjustment or misuse.
- The clearing of fuel lines, filters, throttle body and pumps and damage to components due to the use of incorrect or contaminated fuel.
- Airbags; wiring and connections; fuses; batteries; bulbs and LED illumination; exhaust systems; diesel particulate filters; wiper blades; wheel balancing and alignment; wheels; tyres and water ingress (including damage to parts caused by water).
- External oil leaks, lubricants, filter elements and any damage caused by frost or lack of anti-freeze, impact, accident or negligence.
- Traffic management system, satellite navigation system, telephone including bluetooth, TV/DVD and associated equipment of all types.
- Non-factory fitted radio cassette, CD player or any other in-car entertainment component.
- Normal maintenance services, and the replacement of such items as, but not limited to, spark plugs and plug leads and the cleaning or adjustment of any component.
- Weather strips and body seals.
- Any loss caused directly or indirectly by the claims or the event that caused the claim.
- Burnt out, sticking or pitted valves.
- Damage resulting from the failure of a timing belt or chain which has not been replaced as per the manufacturer's recommendations (proof required).

Please note that oil, oil filter, gaskets, anti-freeze and brake fluid required due to the failure of a covered component are covered.



WARRANTY TERMS AND CONDITIONS

WARRANTY CONDITIONS

The conditions of this warranty are set out below. Warranty repairs will only be carried out if you agree to these conditions. Please take time to read them.

- 1** It is your responsibility to decide whether to authorise the dismantling of your vehicle or any covered component. The administrator will only accept the cost of dismantling if it is part of an authorised warranty repair.
- 2** The administrator is not liable for any statement or representation which contradicts the conditions of this warranty unless the statement or representation is supported in writing by the administrator.
- 3** If the warranty repair is not carried out by SERE the warranty repair cost will not be more than the manufacturer's list prices for parts. Parts which can only be sourced from outside the UK will be reimbursed at the UK price of an equivalent part. Labour costs that are necessary to repair those parts will be reimbursed as per the repairer's warranty labour rate and actual repair times will be limited to those in the latest Glass's Guide ICME manual or the manufacturer's recommended repair times. With every claim you make, you must provide a VAT receipt from the repairer authorised to carry out the repair in the name of SERE Warranty.
- 4** If you don't follow the manufacturer's service schedules or maintain the vehicle as recommended by the manufacturer, this warranty will not apply to the extent that the fault was the result of failure to comply with either the service or maintenance recommendations. When you have your vehicle serviced, you are allowed 1,000 miles either side of the service mileage or four weeks either side of the time period given, whichever comes first. It is important that you retain your service receipts as they may be required to validate any repair request you make. Please note that in the absence of servicing your vehicle at an SERE location, it must be serviced by a VAT registered repairer agreed in writing by SERE Warranty.
- 5** This warranty is valid for breakdown in the United Kingdom (which includes Great Britain, Northern Ireland, the Channel Islands and the Isle of Man). The warranty is also valid whilst your vehicle is outside the United Kingdom but within the Republic of Ireland and European Union for up to 60 days per annum.
- 6** You have the right to cancel this warranty within 14 days of purchase. Should you wish to cancel within this period, please contact your supplying dealer who will arrange cancellation and a full refund. Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances if a claim has been made or if the warranty was supplied with the vehicle at no additional charge.
- 7** This warranty does not cover the following:
 - A** Any vehicle where the speedometer or odometer has been interfered with, altered or disconnected.
 - B** Repairs replacements or alterations not authorised by the administrator.
 - C** Routine servicing or maintenance of a vehicle.

WARRANTY TERMS AND CONDITIONS CONTINUED

- D** Repairs to vehicles which have been modified after the sale of the warranty and that modification has contributed to the failure or has failed itself.
 - E** Any commercial vehicle with a gross vehicle weight of more than 3.5 tonnes or a vehicle designed to carry more than eight passengers including the driver.
 - F** Repairs to vehicles which at any time during the period of the warranty are either used for hire or reward (e.g. taxis, courier, delivery or driving school vehicles), or used in any sort of competition, rally or racing or used in public service capacity (e.g. police vehicles or ambulances).
 - G** The gradual reduction in operating performance of any part (fair wear and tear) due to the age of the vehicle and/or the number of miles it has covered.
 - H** Any liability for death, bodily injury, or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim under this warranty provided that this exclusion shall not apply to any death or bodily injury caused by negligence of the dealer or its agents.
 - I** Any damage which is due to any type of accident.
 - J** Any damage which is a direct result of negligence or of any wilful act by you or any third party other than SERE or its agents.
 - K** Any parts which are replaced as part of normal servicing requirements.
 - L** Any damage to parts which are being recalled by the vehicle's manufacturer or which have design faults.
 - M** Any failure caused by faults which a qualified engineer thinks could have existed before the warranty began.
 - N** Any damage to components due to the use of contaminated or incorrect fuel.
 - O** Components/repairs covered by any other existing warranties or insurances.
 - P** Any loss, damage or failure which a qualified engineer appointed by the administrator thinks could have been avoided or was totally or partly caused by lack of maintenance.
- 8** This contract shall be governed by and construed in accordance with the laws of Northern Ireland. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the Northern Ireland courts.
- 9** Nothing in these conditions will reduce your statutory rights relating to faulty or mis-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
- 10** The administrator reserves the right to provide replacement parts and to carry out repairs under this warranty or to arrange for their provision by other persons.



How to Claim

Take your vehicle back to the SERE dealership where it was purchased or another SERE location and they will confirm whether the warranty is still in force and the repair is valid. They will also handle the repair on your behalf. If you cannot take it back to an SERE dealership, please follow the instructions detailed below.

1 Take your vehicle to a VAT registered garage and provide them with the warranty handbook and your validation Certificate.

2 The repairer **MUST** call SERE Warranty by telephoning +44 (0) 28 9020 5100 for prior approval.

The administrator will require details of:

- A** The date that the fault was first noticed.
- B** The vehicle mileage.
- C** The reported fault.
- D** Details of the parts being replaced including a full detailed estimate of parts and labour.

3 The administrator will issue an authorisation number for the amount of the claim that they agree to.

4 The repairer should then make the invoice out to SERE Ltd and send the invoice to: SERE Warranty, 7-13 Boucher Road, Belfast, BT12 6HR. Alternatively you may have to settle the invoice direct and claim the amount authorised by sending the administrator a copy of the invoice.

Important - Repair work must not commence until the administrator has agreed the claim. Failure to comply with this requirement will affect your ability to claim under this cover.

If a breakdown happens outside of the United Kingdom the following process applies:

- The repair must be carried out in countries who are members of the European Union or the European Free Trade Association.
- We will not pay more than the equivalent UK rates of labour charges and manufacturer's list prices for parts at the date of repair.
- You should authorise the repair work yourself and contact the administrator for a refund when you return to the UK. Our liability is up to the claim limit set out in this handbook and detailed in the Validation Certificate.
- We will refund you in pounds sterling at the rate of exchange that applies at the time of the repairs, once we receive the original repair invoice.

PAYMENT

The administrator is not authorised to settle any amount until they have received the original repair invoice and, when requested, a completed claim form. These, together with the repair approval number, must be sent to the administrator.

IMPORTANT TELEPHONE NUMBERS

SERE Warranty Helpline Tel: +44 (0) 28 9020 5100

To make sure that you receive the highest level of service, calls to our administrator are recorded.

IMPORTANT INFORMATION

COMPLAINTS AND ARBITRATION

How to make a complaint

We hope that you will be pleased with the service we provide.

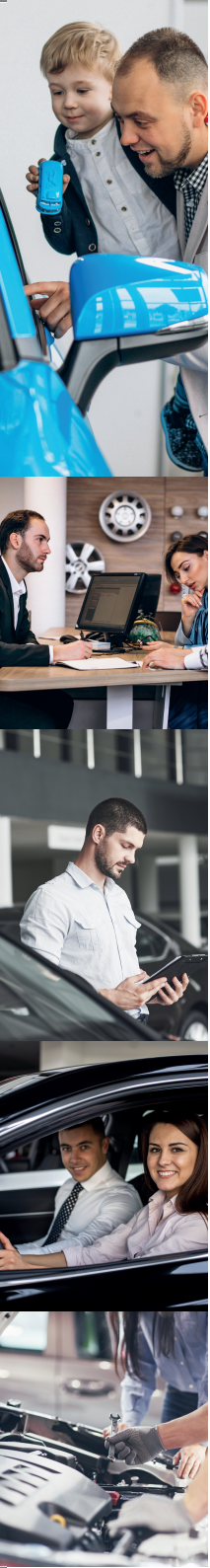
In the unlikely event of a complaint, you should contact the administrator in the first instance in writing to:

The Customer Services Manager, (Warranty)
7-13 Boucher Road
Belfast
BT12 6HR

Data protection authorisation statement

In processing and managing this agreement, the administrator will collect, transfer and store the information you have provided in their secure servers based in the UK. The administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the USA in accordance with legislation in the United Kingdom.

In compliance with the Data Protection Act 2018, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: The Customer Services Manager, (Warranty) 7-13 Boucher Road, Belfast, BT12 6HR



WARRANTY EXTRA BENEFITS

In the event of a valid claim the following extra benefits will be provided.

VEHICLE REPLACEMENT

Your SERE dealer will supply you with a replacement vehicle, up to a mid-sized saloon, subject to availability. You can only have a replacement vehicle if your vehicle is being repaired under this warranty and prior authority has been given by the SERE Claims Department.

EXCLUSION

- 1 You cannot have a replacement vehicle for the first 24 hours that you are without your vehicle or during any delay the repairer may have waiting for parts or commencing repairs.
- 2 You will have to pay for fuel and insurance for the replacement vehicle.

DRIVING ABROAD

The warranty is valid for up to 60 days per annum (pro rata) for driving in the Republic of Ireland and European Union. The administrator will not pay more than the equivalent UK cost for parts and labour.

N.B. These benefits will not be provided if the failure is not covered by this warranty. Payments will be limited to those levels outlined in the Validation Certificate.

WARRANTY SERVICE REQUIREMENTS

The vehicle must be serviced in accordance with the manufacturer's recommended service schedule at the supplying dealership or another SERE dealer unless an alternative VAT registered dealership has been authorised by SERE Warranty in writing.

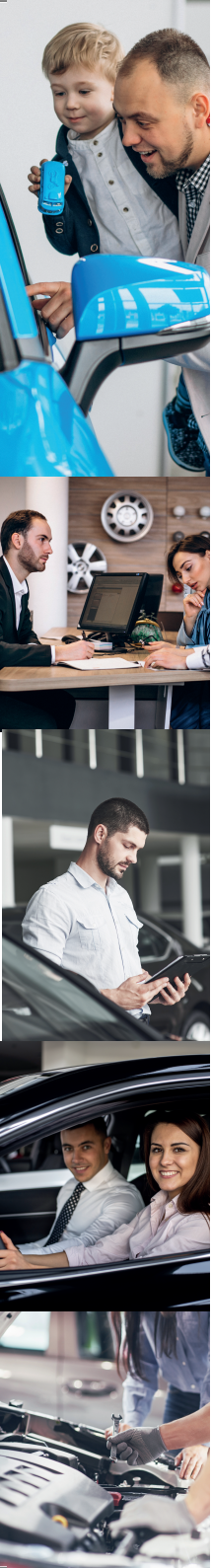
The intervals between services must not exceed the manufacturer's stipulated maximum excess time or mileage allowances of four weeks/1,000 miles either side of the service interval. The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages.

You must keep these invoices for our inspection in the event of a claim.

Failure to maintain and provide proof that the service schedule has been completed may invalidate the warranty.

Warning: Timing Belts (otherwise known as camshaft drive belts)

If your vehicle has a timing belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted for damage caused by the failure of a worn-out timing belt, unless the timing belt has been replaced in accordance with the manufacturer's service schedule.



TRANSFER OF WARRANTY AND RECOVERY (WHERE APPLICABLE)

If you sell your vehicle during the period of your Warranty and Recovery (where applicable), you may transfer the benefits of this cover to the new vehicle owner, provided that the vehicle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee. The transfer will be subject to the administrator's approval and the fee will be returned in the event of non-acceptance.

NEW OWNER

Name _____

Address _____

Mileage at Transfer _____

Date of Transfer _____

Vehicle Registration Number _____

Warranty Type and Number _____

Warranty Holder's Signature _____

I/We have read and agree with the terms and conditions of this
Warranty and Recovery (where applicable) and request its transfer.

New Owner's Signature _____

Date _____

Please check that all due services have been carried out as inadequate servicing may render your cover void.

When completed this form should be sent with your cheque for £25 payable to SERE Limited to:

Customer Services, SERE Limited, 7-13 Boucher Road, Belfast, BT12 6HR.

MAINTENANCE RECORD

1st Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____

2nd Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____

3rd Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____



MAINTENANCE RECORD

4th Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____

5th Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____

6th Maintenance Record

Date: _____

km/miles: _____

Oil Specification: _____

Work Order No: _____

Signature of Authorised Repairer Representative: _____

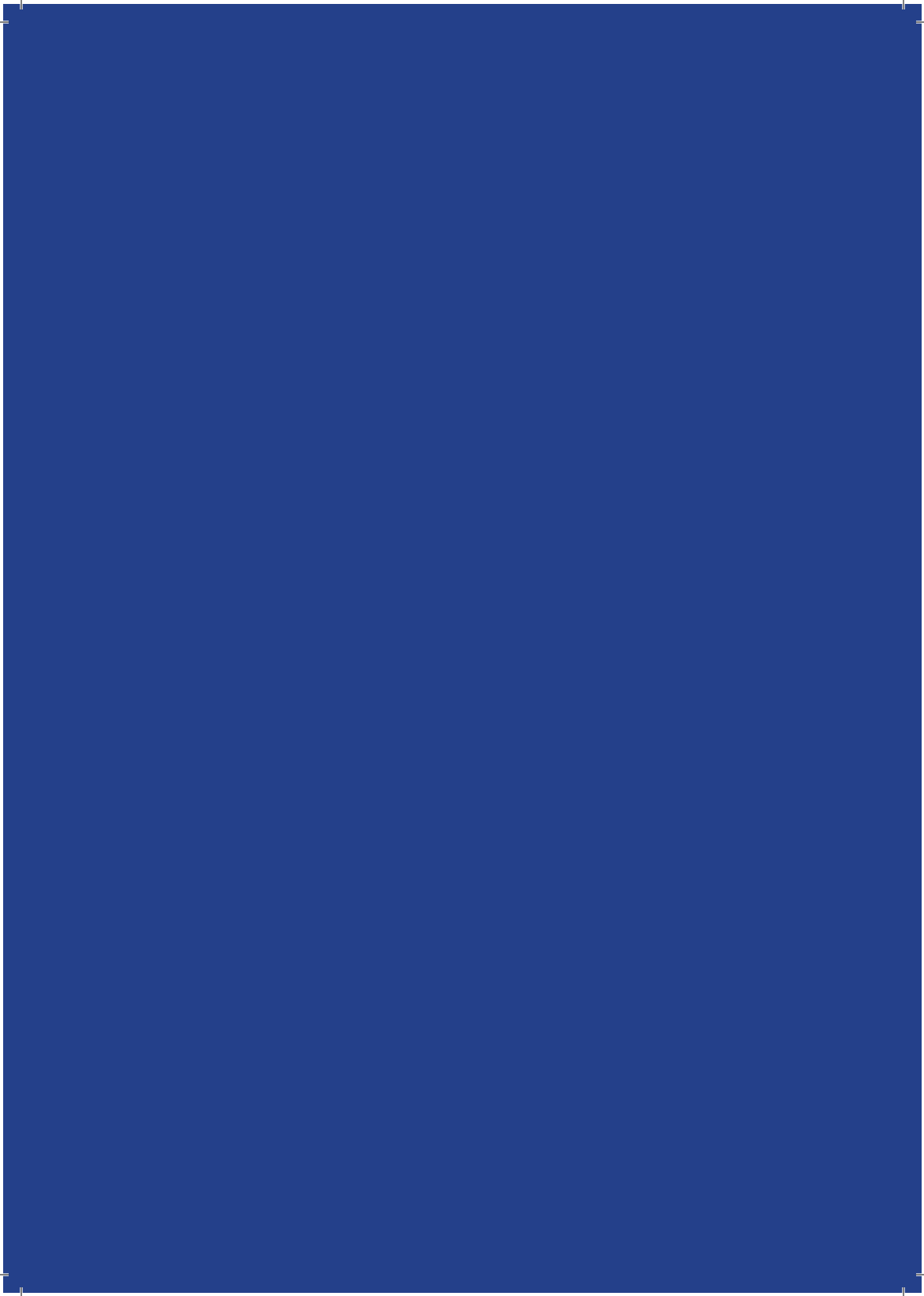
Authorised Repairer's Stamp: _____

Next Service Date: _____ Km/miles: _____

CUSTOMER NOTES

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CUSTOMER NOTES



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