

# Network Q Warranty

## Contents

### Page

4	Definition of words
5	Vehicle eligibility
5	Introduction
6	Important information
8	Warranty coverage and exclusions
12	Making a claim
12	General terms and conditions
15	Transfer of ownership form
17	Change of address form

## Definition of words

When the following words and phrases appear in this document or **Network Q Ownership Promise Certificate**, they have the specific meanings given below. These words are highlighted by the use of bold print.

### Area of cover

Means **UK** and **Continental Europe**.

### Beneficiary, beneficiary's, beneficiaries

Means **you** or any other driver of the **covered vehicle** using the **covered vehicle** with **your** permission and any passenger of the **covered vehicle** at the moment a **breakdown/immobilisation** occurs.

### 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, Romania, Russia\*, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland, Turkey.

\*Cover in Russia is limited to a 31 mile radius from the external ring of the following Cities: St Petersburg, Moscow, Rostov On Don, Togliatti and Perm.

### Covered vehicle

Means the vehicle shown on the **Network Q Ownership Promise Certificate**.

### Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the warranty section of this cover and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

### Maximum claim limit

Means the price **you** paid for the **covered vehicle**.

### Network Q Ownership Promise Certificate

Means the certificate which was given to **you** with this document by the Vauxhall Retailer.

### Vauxhall, Network Q Warranty Services, we, our, us

Means General Motors UK Limited.

### Private individual

Means a person who is using the **covered vehicle** for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

### UK

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

### Warranty period

The warranty period stated on the **Network Q Ownership Promise Certificate** up to a maximum of 100,000 miles from the date of first registration of the vehicle.

### You, your, yours

Means the **private individual** named on the **Network Q Ownership Promise Certificate**, or as replaced by any new owner correctly declared to **us** using the Transfer of Ownership Form in this document and accepted by **us**.

## Vehicle Eligibility

**Your** vehicle must be less than 7 years of age and have less than 70,000 miles on the odometer on its day of purchase.

**Your** vehicle must not be used for hire or reward, professional instruction, competition or off road use, motor rally, motor racing, speed or duration tests or any practice for these events, whether timed or untimed.

**Your** vehicle must not be used in a public service capacity, for example within a police force, military service or fire service.

**Your** vehicle must not be one of the following: Ascari, AC, Audi S & RS Models, Aston Martin, Bentley, BMW Alpina, BMW M Series, Bristol, Bugatti, Caterham, Daimler, De Tomaso, Dodge SRT10, Ford GT/RS & ST models, Ferrari, Gumpert Apollo, Honda NSX, hybrid vehicles (other than Vauxhall), Infiniti, Invicta, Jaguar R Models, Jensen, Koenigsegg, Lamborghini, Lister, Lotus, Mazda RX7 & RX8, Marcos, Maserati, Maybach, McLaren, Mercedes-Benz S, SLR, SLS, SLC, CL and AMG/Brabus models, Motorcycles, Mitsubishi Evo Series, Morgan, Nissan 350Z & Skyline models, Noble, Pagani Zonda, Porsche, Rolls Royce, Subaru Turbo models, TVR, Toyota Supra, VW Phaeton, Volvo T and R models, Westfield, all American, Australian and Canadian cars (unless built in the UK), stretched limousines, kit cars, cars modified outside manufacturer's specification (unless done so for mobility purposes), vehicles that exceed 4.5 tonnes GVW all left hand drive vehicles, LPG, hydrogen cell and full electric vehicles (unless Vauxhall).

## Introduction to Network Q Warranty

Network Q Used Vehicle Warranty has been designed to help protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a covered component or of the **covered vehicle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it in a safe place.

All the details of how to make a claim together with conditions of **your** cover are set out in the following pages. If however, **you** have any questions, **your Vauxhall** Retailer will be able to help **you**. To locate **your** nearest **Vauxhall** Retailer please refer to [www.Vauxhall.co.uk](http://www.Vauxhall.co.uk)

## Important telephone number

**Network Q Warranty Services** Administration and Claims Teams  
0345 600 2075

## Summary of cover

Important: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **warranty period**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

Cover and limits

- Parts and labour in respect of repair or replacement of covered components up to the purchase price of the **covered vehicle**.

- Car Hire – up to £50 (including VAT) per day for a maximum of 10 days per warranty claim up to a maximum limit of £500 in total during the **warranty period** (subject to **Network Q Warranty Services** having authorised a valid claim for a covered component and **our** prior agreement).
- Onward travel up to £50 or hotel accommodation up to a maximum limit of £50 per **beneficiary** (up to 5 people) for 1 night accommodation (subject to **Network Q Warranty Services** having authorised a valid claim for a covered component and **our** prior agreement)

For full terms and conditions please read this document.

All claim limits are inclusive of VAT.

## Important Information

The documentation provided by **your Vauxhall** Retailer shows any special terms or conditions that may apply. It is very important that **you** read the whole of this document and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim.

If **you** need to contact **us** regarding this cover, please call **Network Q Warranty Services** on 0345 600 2075 or write to **us** at PO Box 1051, Croydon, CR9 1RE.

## How this cover works

This document forms the contract of cover between **you** and **us**. **We** will pay for claims **you** make which are covered by this warranty, occurring during the **warranty period** and within the **area of cover**.

## Data protection

Information about this cover will be shared between General Motors UK Limited and any third party administrator for administration purposes.

**You** should understand that the information **you** provide will be used by **us, our** representatives and industry governing bodies and regulators to process **your** cover, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure **your** information is held securely.

**Your** information will not be shared with third parties for marketing purposes and **you** have the right to access **your** personal records should **you** wish to do so.

## Governing law

Unless **you** and **we** agreed otherwise, English law will apply and all communications and documentation in relation to this cover will be in English. In the event of a dispute hereunder, the English courts shall have exclusive jurisdiction.

No term of this agreement is to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

**Your** statutory rights are not affected in any way by this warranty. Nothing in these conditions will reduce **your** statutory rights relating to faulty or incorrectly described goods. For further information about **your** statutory rights contact **your** local authority Trading Standards Department or Citizens Advice Bureau.

## Cancellation rights or refunds

Please note that this cover has no surrender or refund value.

## Transfer of ownership

If **your** vehicle is sold, the remaining cover may be transferred to a new private owner providing that the registration fee of £25 is paid (please make **your** cheque payable to **Network Q Warranty Services**). Cover will not be transferred until payment has been made. Please note that the form on page 15 of this booklet must be signed by the existing owner.

As soon as possible after the date of **vehicle** sale, please complete the form at the back of this document, attach a cheque for the transfer fee of £25 and send it to:

**Network Q Warranty Services**, PO Box 1051, Croydon, CR9 1RE.

Please make cheques payable to **Network Q Warranty Services**.

## Servicing requirements for your Vauxhall

Servicing must be carried out in accordance with vehicle manufacturer recommendations. Genuine Vauxhall parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition may result in a warranty claim being rejected

**We** will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Retailer completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

Important: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **warranty period**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate **your** cover or **we** may not pay all or any part of a claim **you** make.

## Servicing requirements for non Vauxhall vehicles

Servicing must be carried out in accordance with the vehicle manufacturer recommendations. Genuine parts, oils and other fluids or parts, oils and other fluids of equivalent specification and matching quality must be used. Failure to comply with this condition may result in a warranty claim being rejected.

**We** will allow a maximum of 1,000 miles or one calendar month (whichever occurs first) in excess of the recommended service intervals.

Please ensure that the servicing Dealer completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

Important: If **you** fail to have the serviced correctly in accordance with the manufacturer's specifications during the **warranty period**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

# Warranty Coverage and Exclusions

**You** are covered for the costs (limited to parts and labour inclusive of VAT up to the **maximum claim limit**) of repairing or replacing the covered components below that have suffered **electrical or mechanical failure** occurring within the **area of cover** and during the **warranty period** up to a maximum of 100,000 miles from the date of first registration of the vehicle.

## Covered components

All electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**:

Other than:

- Filters, spark plugs, worn/warped clutches, brake lining/shoes, pads, drums and discs, oil, fluids, coolant, wiper blades and arms, drive belts (except camshaft drive belt, provided it has been replaced in accordance with the manufacturer's specification), pipes and hoses, lamps and bulbs (if the vehicle is fitted with adaptive lighting and the sensor fails, the warranty will pay for replacement light unit), fuses, wiring, wiring harness, wiring terminals and the re-making of all disturbed electrical connections, high tension leads, wheels and tyres, any in-car entertainment units (unless factory-fitted where up to £200 including VAT on each occasion is covered), non-factory-fitted audio equipment, alarms or immobilisers, communication systems, radio antennas and aerial masts, batteries, exhaust systems, supplementary restraint systems.
- Catalytic converters on vehicles over 5 years of age or over 60,000 miles.
- General oil leaks (except where the removal of the engine or gearbox is necessary in order to rectify the oil leak).

- All Vauxhall Ampera models have the benefit of a manufacturer 8 year/100,000 mile warranty on the below components. These components are therefore excluded from the Network Q warranty:
  - High Voltage Wiring
  - Voltec Control Modules
  - E-Compressor
  - Traction Power Inverter Module (TPIM)
  - Accessory Power Module (APM)
  - Volter On-Board Charger
  - Brake Modulator Assembly
  - Electric drive unit assembly and internal components, including the auxiliary fluid pump, auxiliary pump controller and 3-phase cables.

- Bodywork of any kind, brackets, sheet metal, body and sunroof panels, bodywork or glass sealants or bondings, paintwork, glass and mirrors, upholstery, carpets, non-mechanical or electrical trim and cosmetic items, all weather strips and seals, channels and guides, locks, hinges, handles, check straps, fixings and fastening devices.

- Parts not approved by or equivalent in quality or design to parts supplied by **Vauxhall**.

- Parts replaced under normal maintenance procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.

Working materials/casings:

Should a valid claim for a covered component require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a covered component which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this cover.

## Warranty exclusions

This warranty does not cover any injury, failure, loss or damage caused by arising from or in connection with the following:

- Corrosion, fire, snow-affected roads or embedding in mud or sand, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.).
- Accidental damage, water ingress or flooding, theft or attempted theft.
- Any defect which is likely to have existed before the **warranty period**.
- Faulty repairs, incorrect servicing or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
- Lack of oil, fuel, lubricants, hydraulic fluids or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of oil, fuel, lubricants, hydraulic fluids or additives other than those recommended by the manufacturer of the **covered vehicle**.
- Vehicles modified in any way from the original manufacturer's specification.
- Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **covered vehicle** under this warranty.
- Any vehicle used for hire or reward, professional instruction, competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests (whether timed or untimed), or power testing.

- Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward or by a driving school.
- Losses or damage due in any way to any type of accident, overloading, misuse or any act or omission which is wilful, unlawful or negligent (such as, but not limited to, consequential damage caused by continuing to drive the **covered vehicle** when a fault becomes apparent).
- Any component which is either subject to recall by the **covered vehicle's** manufacturer, manufacturing defect or inherent design faults.
- **Electrical or mechanical failure** which happens outside the **area of cover**.
- Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments or repairs.
- **We** will not pay for any damage to parts not covered by this warranty even if the damage is caused by a covered part.
- **We** will not pay for damage to a covered component if damaged by another component which is not covered by **your** warranty.
- **We** will not pay for any depreciation 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 item.
- As **your** warranty is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the terms and

conditions. For example, **your** warranty may cover repairs to or replacement of a wheel bearing but would not cover any loss of earnings that **you** may suffer while **your** vehicle is being repaired.

- **You** should check whether **you** have any other policies that may cover additional damage or related costs or losses not covered by this warranty.
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.

## Claim payments

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.

## Additional benefits

Subject to **us** having agreed that a claim for a covered component is valid under the terms of this warranty cover and subject to **our** prior agreement, **we** will also pay a contribution towards the following expenses if they are incurred by **you** as a direct result of the covered **electrical or mechanical failure**:

### Car hire

If **you** need to hire another vehicle whilst **your covered vehicle** is being repaired, **we** will pay a contribution of up to £50 (inc. VAT) per day up to a maximum of 10 days for any one claim towards **your** expenses. During the **warranty period** the most **we** will pay towards car hire is £500 (inc. VAT) in total.

**We** do not cover the first 24 hours of any rental period and **we** are not responsible for arranging a hire car for **you**.

**You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for all fuel and other ancillary charges.

### Hotel accommodation or onward travel

**We** will provide a contribution to **you** or **your** passengers for overnight accommodation or onward travel which is necessary as a result of a covered **electrical or mechanical failure**.

The most **we** will pay for any one claim is:

- £50 (inc. VAT) hotel accommodation per **beneficiary** (up to 5 people).
- 1 night's accommodation.
- £50 (inc. VAT) towards fares on public transport.

## Recovery

**We** will pay up to £100 (inc. VAT) towards recovering the **covered vehicle** to the nearest **Vauxhall** Retailer.

## Continental use

**Your** warranty cover is extended whilst the **covered vehicle** is in **Continental Europe** for a period of not more than 60 days during the **warranty period** on condition that:

- **You** follow the claims procedure set out in this document.
- **We** will pay only the equivalent **UK** rates and charges which apply at the date of the **electrical or mechanical failure**.
- The benefits in respect of car hire do not apply to this extension.

NB. All claims under the additional benefits will only be considered when accompanied by VAT invoices.

## Making a claim

### How to make a warranty claim (UK)

Contact **your** nearest **Vauxhall** Retailer and advise them that **your covered vehicle** is protected by the **Network Q** Warranty. The **Vauxhall** Retailer will contact **us** regarding claims on **your** behalf.

It is **your** responsibility to authorise any dismantling of the **covered vehicle** or any other work required to diagnose any faults with the **covered vehicle**.

**We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this cover.

If **you** are VAT registered **you** remain responsible for settling the VAT content of any claim separately.

**Network Q Warranty Services** reserve the right to examine the **covered vehicle** and to subject it to expert assessment in order to determine if **your** claim is covered and how much **we** will pay for repairs. If **you** or anyone acting on **your** behalf acts in a way which prevents **us** from being able to determine the cause of failure by inspecting the **covered vehicle** or defective components, then **we** may not pay all or any part of **your** claim.

### How to make a warranty claim (Continental Europe)

Arrange for the **covered vehicle** to be taken to the nearest **Vauxhall (Opel)** Retailer and give the Retailer **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the Retailer and retain the invoice. Please also keep

the replaced components if possible until **we** have finished processing **your** claim as **we** may need to see them.

On **your** return to the **UK**, please send the invoice and copies of the **covered vehicle's** service records to **Network Q Warranty Services** with a covering letter. Please retain a copy of the repair invoice and the original service records for **your** own safekeeping as **we** will be unable to return these to **you**.

**Your** claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

## General terms and conditions

These conditions apply to all sections of **your** warranty cover and **you** must meet them before **we** make a payment or provide a service.

### Providing information

**We** will only provide the cover described in this cover if, as far as **you** know, the information **you** gave at the time of taking out this cover is true and complete.

**You** must tell **us** about anything that may affect **your** cover (including also any changes during the **warranty period**). If **you** are not sure whether something is relevant, **you** must tell **us** anyway. **You** should keep a record of any extra information **you** give **us**. If **you** do not tell **us** about something that may be relevant, **your** cover may be invalidated and **we** may not cover any related claims.

### Claims - your duties

If a claim occurs **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

## Claims - our rights

**We** can take over and carry out the defence or settlement of 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 cover. If **we** want to, **we** will examine the **covered vehicle** and will test damaged components.

### Looking after your vehicle

**You** must take all reasonable steps to safeguard the **covered vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

Important: If **you** fail to have the **covered vehicle** serviced correctly in accordance with the manufacturer's specifications during the **warranty period**, or **you** are unable to produce proof of such servicing if **we** request it, then this may invalidate this cover or **we** may not pay all or any part of a claim **you** make.

### How to make a complaint

**We** aim to provide **you** with first class 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 **your** legal rights will not be affected.

In the first instance, please contact: Customer Support, Network Q Warranty Services, 102 George Street, Croydon, Surrey, CR9 6HD or email: CustomerSupport@Allianz-Assistance.co.uk or call: 020 8603 9853 Please supply **us** with **your** name, address, warranty number/vehicle registration and claim number where applicable and enclose copies of relevant correspondence as this will help **us** to deal with **your** complaint in the shortest possible time.

In the unlikely event that arbitration should fail to resolve **your** dispute, please refer **your** complaint to the Motor Industry Code of Practice as follows:



MOTOR INDUSTRY  
CODE OF PRACTICE  
Vehicle Warranty Products



*Peace of mind for motorists*

Code Advisory and Conciliation Service,  
Motor Industry Codes, PO Box 44755,  
London, SW1X 7WJ.

This Network Q Warranty conforms to the Motor Industry Code of Practice for Vehicle Warranty Products. For more information on the Code and what it means for **you** please visit [www.motorindustrycodes.co.uk](http://www.motorindustrycodes.co.uk)

### Fraud

If **you** or any **beneficiary** claiming under this cover makes a claim that is false or dishonest in any way, this warranty will be cancelled, cover will not be valid and **you** will lose all benefits under it.

### Change of address

Please complete the 'change of address form' located in the back of this document. If for any reason this is missing, please contact **Network Q Warranty Services** on 0345 600 2075.

## Transfer of ownership form

If **your covered vehicle** is sold, the remaining cover may be transferred to the new owner providing that the registration fee of £25 is paid (please make **your** cheque payable to **Network Q Warranty Services**). Cover will not be transferred until the payment has been made. Please note that the form below must be signed by the existing owner named on the **Network Q Ownership Promise Certificate**.

Please send it to:

**Network Q Warranty Services**, PO Box 1051, Croydon, CR9 1RE.

Date of transfer ..... Mileage at transfer .....

### Covered vehicle details:

Registration number .....

Chassis number (VIN) .....

### Details of the new owner:

Title (Mr/Mrs/Miss/Ms/Other) .....

Initials .....

Surname .....

House name/number .....

Street .....

Town .....

County .....

Postcode .....

Tel. work .....

Tel. home .....

Email address .....

(continued overleaf)

## Company details:

(Please complete this section for a company vehicle only)

Company name .....

Address .....

.....

.....

Town .....

County .....

Postcode .....

I have read, and agree to abide by, the terms and conditions of the **Network Q** Warranty cover and request that all rights and benefits of the cover be transferred to me.

New owner's signature .....

Date .....

I (name) .....

hereby give notice that I wish to transfer the balance of my **Network Q** Car Warranty to the new owner detailed above.

Signature .....

Important: Check all services have been carried out when due during the **warranty period**, otherwise the cover may not be valid.

## Change of address form

Please complete the details below and send to the address below:  
**Network Q Warranty Services**, PO Box 1051, Croydon, Surrey, CR9 1RE.

### Covered vehicle details:

Registration number .....

Chassis number (VIN) .....

### Your details:

Title (Mr/Mrs/Miss/Ms/Other) .....

Initials .....

Surname .....

### New address details:

House name/number .....

Street .....

Town .....

County .....

Postcode .....

Tel. work .....

Tel. home .....

Email address .....

### Company details:

(Please complete this section for a company vehicle only)

Company name .....

Address .....

Town .....

County ..... Postcode .....

**This document is available in large print, audio and Braille. Please contact us on 0345 600 2075, we will be pleased to organise an alternative version for you.**

5999VAU 03\_15 W