

TERMS AND CONDITIONS

Should you have any queries regarding this document, please do not hesitate to contact your Honda authorised dealer or the Honda Happiness dedicated Customer Service Department on 08448 717742

IMPORTANT PLEASE READ THIS DOCUMENT CAREFULLY

This document contains all details of the Servicing. These terms and conditions form the Contract between the Customer named on the Plan Documents and Honda (UK).

1. DEFINITIONS

1.1. AGREEMENT – means the Honda Approved Used Car Service Plan agreement made between you the Customer and Honda (UK), 470 London Road, Slough, Berks, SL3 8QY in respect of the Vehicle identified on the Plan Documents for the Service Schedule.

1.2. PLAN DOCUMENTS – means the Honda Approved Used Car Service Plan documents signed by the Customer.

1.3. CUSTOMER – means the person, firm or company whose details appear on the Plan Documents.

Where the customer is a partnership then each partner separately and all partners jointly shall be responsible for the customer's obligations under this Agreement.

1.4. DEALER – means an individual, partnership or Company authorised to sell or provide a Honda Approved Used Car Service Plan or carry out the servicing contained in this agreement.

1.5. HONDA HAPPINESS ADMINISTRATION – means The Warranty Group UK Limited, The Aspen Building (Floor 2), Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF who administer the programme on behalf of Honda (UK)

1.6. SERVICE SCHEDULE – means the Services as detailed on the attached schedule.

1.7. SERVICE AND SERVICING – mean the servicing of the Vehicle in accordance with the Manufacturer's standard service schedules provided within the Service Book.

1.8. VEHICLE – means the Customer's motor vehicle as detailed on the Plan Documents.

2. PARTIES AND COMMENCEMENT

This Agreement is between the Customer and Honda (UK). It shall be binding on all parties only when it has been signed by or on behalf of each party.

3. CUSTOMERS OBLIGATIONS

The Customer will:

3.1. Produce to the Dealer the appropriate plan documents prior to each Service being carried out.

3.2. Notify Honda Happiness Administration if their principal address, as shown on the Plan Documents, changes.

3.3. Notify Honda Happiness Administration if the registration plate identification or any other identification mark of the Vehicle changes.

3.4. Not make, or permit to be made, any mechanical alterations or modifications to the Manufacturer's standard specification for the Vehicle without obtaining the prior written consent of Honda (UK).

4. GEOGRAPHICAL LIMITS

4.1. United Kingdom

Means Great Britain and Northern Ireland, and for the avoidance of doubt shall include the Channel Islands and the Isle of Man.

5. DEALERS OBLIGATIONS

The Dealer will:

5.1. Carry out Servicing of the Vehicle in accordance with the Service Schedule as soon as is reasonably practicable after being requested to do so by the Customer.

6. HONDA (UK)'S OBLIGATIONS

Honda (UK) will:

6.1. Issue documentation to the Customer appropriate to the Service Schedule. The Plan Documentation will be printed with an expiry date (start date plus duration), which indicates the latest date on which the Service may be carried out.

6.2. Only the specific items listed in the Service Schedule form part of this agreement.

7. ASSIGNMENT

7.1. The Customer may, transfer their rights and obligations under this Agreement to a subsequent owner of the Vehicle provided that they give Honda Happiness Administration written notice of the transfer to stating the name and address of the transferee and the date of transfer.

7.2. This Agreement cannot be assigned / transferred to a different Vehicle.

8. TERMINATION

This Agreement shall terminate on the earliest of the following events:

8.1. On the end date/mileage specified on the Plan Documents (start date plus duration);

8.2. On the Vehicle having received the Schedule of Work covered by the plan;

8.3. On Honda (UK) giving notice of cancellation in writing to the Customer.

8.4. Where the Customer is in breach of any of his obligations under this Agreement.

9. CANCELLATION

If this Agreement is cancelled by or on behalf of the Customer, NO REFUND OF THE PLAN COST IS ALLOWED.

10. PERSONAL INFORMATION

10.1. By signing the Plan Documents the Customer agrees that Honda (UK) may use personal information relating to the Customer which it obtains in relation to this Agreement or to any of Honda Happiness Administration's associated companies for marketing and market research purposes relating to its or their products.

10.2. The Customer may withdraw their consent under clause 11.1 at any time by writing to Honda Happiness Administration at the address stated in clause 1.

11. GENERAL

11.1. The terms and conditions of this Agreement cannot be altered or amended by any person except by specific written endorsement by Honda (UK).

11.2. The mileage quoted in no way guarantees the true distance covered by the Vehicle, and is indicated only as a guide to when servicing is due. Failure to maintain the odometer (mileage recorder) in working order or disconnecting it or tampering with it will invalidate this Servicing plan Agreement. Any change of odometer (mileage recorder) must be notified to Honda (UK) with the new mileage reading within 9 days by post.

12. HOW TO MAKE A CLAIM

12.1. Take the Vehicle to the Dealer or any other Honda authorised dealer and give the Service Manager this Agreement.

13. COMPLAINTS AND CONCILIATION

13.1. In the unlikely event of a dispute occurring, you should first address any complaint to the Servicing Dealer.

13.2. If you do not obtain satisfaction from the Servicing Dealer, you can refer the matter in writing to:

Honda Happiness Administration
Customer Relations Department,
The Aspen Building (Floor 2),
Vantage Point Business Village,
Mitcheldean,
GL17 0AF

Should you remain dissatisfied, you can approach:
The Customer Relations Manager at Honda (UK) for assistance by writing to:

Honda (UK)
Customer Relations Department,
470 London Road,
Slough,
Berks
SL3 8QY

The Consumer Affairs Officer at the SMMT
for assistance by contacting:

The Society of Motor Manufacturers and Traders,
Forbes House,
Halkin Street,
London
SW1X 7DS

13.3. Only in extreme circumstances should it be necessary to involve anybody other than the Dealer. Please remember that irrespective of any third party involvement it can only be the Dealer who ultimately resolves the complaint. So be sure to let them know straight away if you are unhappy, and maintain contact with them throughout.

Approved

HONDA APPROVED USED CAR SERVICE PLANS WITH HONDA FINANCE



HONDA
The Power of Dreams

Honda Finance Europe Plc 470 London Road, Slough, Berkshire, SL3 8QY. Honda Contact Centre - Telephone: 0845 200 8000 www.honda.co.uk

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Honda Finance

Practical, affordable and tailored solutions from Honda. After all, who better to finance and service your car than the people who built it.

Honda Approved Used Car Service Plans are designed specifically for Honda Approved Used Cars to help you cover some of the inevitable costs of getting your car serviced. A Honda Approved Used Car Service Plan with Honda Finance means all your scheduled servicing over the next 2 to 5 years can be covered at a special promotional price.

What's Covered?

Every part of your Honda's scheduled annual servicing is covered, including labour, any parts required and the VAT. If your vehicle is equipped with the Honda Service Reminder System (SvRS), you may be prompted for additional interim 'A' services (these are oil and filter changes only). However, as these services depend entirely on driving style and car usage, we can't include them in the plan.



What are the Benefits?

■ CLEARLY AFFORDABLE

If you purchase your Honda Approved Used Car through Honda Finance it qualifies you for a special discount on the Honda Approved Used Car Service Plan standard price.

■ EXPERTISE AND QUALITY

Nobody knows Honda cars better than the people who built them. Honda trained technicians will work on your car, using only Honda Genuine Parts, to guarantee your Honda stays a Honda.

■ ENHANCED RESALE VALUE

A full Honda service history is often attractive to buyers of used vehicles. In addition any remaining services left on the plan will be transferred to the new owner, so the resale value of your Honda could be even greater.

What's the next step?

Please look at the table opposite and choose your preferred plan from the options available for the age and mileage of your Honda Approved Used Car. Let us know which plan suits you best and we will take care of the rest. A simple, flexible, convenient finance and servicing solution which makes owning a Honda more affordable than ever.

Car age or mileage	Plan duration	1 st service	2 nd service	3 rd service	4 th service	5 th service	Petrol & Hybrid		Diesel	
							Standard cost	Cost with Honda Finance	Standard cost	Cost with Honda Finance
under 12 mths and under 12,500 miles	2 years	✓	✓				£300	£199	£400	£299
	3 years	✓	✓	✓			£400	£299	£600	£499
	4 years	✓	✓	✓	✓		£500	£399	£800	£699
	5 years	✓	✓	✓	✓	✓	£595	£499	£895	£799
12 - 24 mths and under 25,000 miles	2 years		✓	✓			£300	£199	£400	£299
	3 years		✓	✓	✓		£400	£299	£600	£499
	4 years		✓	✓	✓	✓	£500	£399	£800	£699
24 - 36 mths and under 37,500 miles	2 years			✓	✓		£300	£199	£400	£299
	3 years			✓	✓	✓	£400	£299	£600	£499
36 - 48 mths and under 50,000 miles	2 years				✓	✓	£300	£199	£400	£299

Service event:	12 months / 12,500 miles* or SvRS [†] code: AB	24 months / 25,000 miles* or SvRS codes: AB2 AB23 (CVT)	36 months / 37,500 miles* or SvRS codes: AB7 AB47 (Diesel)	48 months / 50,000 miles* or SvRS codes: AB2 AB23 (CVT)	60 months / 62,500 miles* or SvRS code: AB9
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* Whichever comes first.

† The Service Reminder System (SvRS) can be found on your Honda's dashboard display. It lets you know when your Honda is due for a service, plus displays codes for any items needing attention. Refer to your handbook for more details.

Qualifying vehicles (petrol, diesel & hybrid): All Civic; Insight; FR-V; CR-V; CR-Z; Jazz; Accord.
Excluded vehicles are Honda S2000 and non-Honda.

Terms and Conditions: The standard cost is the retail price for the service plan purchased without funding your vehicle through Honda Finance Europe plc. Promotional price of the Honda Approved Used Car Servicing Plan only available on approved used Honda vehicles less than 48 months old, from the date of first registration, which have not covered greater than 50,000 miles and have been financed through Honda Finance Europe. Offer applicable at participating dealers and are at the promoter's absolute discretion. Indemnities may be required in certain circumstances. Finance and Promotional Service Plan price is only available to persons over 18, subject to status. All figures are correct at time of publication but may be subject to change. Credit provided by Honda Finance Europe Plc. 470 London Road, Slough, Berkshire SL3 8QY.