

Honda Extended Guarantee Brief Details



This is a summary of the Honda Extended Guarantee provided by Honda. A copy of the full terms and conditions is set out in the Plan Document and is available from the Dealer upon request.

Words which are capitalised in these Brief Details have the meanings as set out in the Plan Document.

ELIGIBILITY

You are eligible for a Honda Extended Guarantee if:

- a) You are an individual resident of, or if a company, are registered in, Great Britain, Northern Ireland, Channel Islands or the Isle of Man;
- b) The Motorcycle is 10 years old or less and has covered 60,000 miles or less
- c) The Motorcycle is as identified on the Application Form;
- d) The Motorcycle is not used for hire or reward (a taxi or self drive hire); and
- e) The Motorcycle has not been modified other than in accordance with the manufacturer's recommendations.

BENEFIT OF HONDA EXTENDED GUARANTEE

If the Motorcycle suffers a Mechanical Breakdown the cost of the Repair (parts labour and VAT) will be paid under this Honda Extended Guarantee.

You entitlement to the benefits of this Honda Extended Guarantee is conditional upon:

- a) the Motorcycle being serviced by a Dealer in accordance with the Service Book; and
- b) the Motorcycle not being used for any form of timed or competitive event.

The period of guarantee is as stated on the Application Form.

MAIN EXCLUSIONS

The following are excluded from the scope of this Honda Extended Guarantee:

- a) Any component which is not listed as a Covered Component in the Plan Document.
- b) Tuning, adjustments or the cleaning of any assemblies including but not limited to the fuel and lubrication systems or the changing of the cam belt at the intervals specified in the Service Book.
- c) Any claim notified to a Dealer more than 14 days after the Mechanical Breakdown has become apparent.
- d) Damage caused by neglect, corrosion, intrusion of foreign or deleterious matter, lack of servicing, over-heating, rust, freezing or abuse or the continued use of the Motorcycle after a fault has become evident.
- e) Any failure due to normal wear and tear.
- f) Components that have been incorrectly fitted, faulty or defective at the time of purchase or of faulty manufacture/design and alterations/modifications from the manufacturer's specification.
- g) Any losses that You suffer as a result of being in breach of the terms of this Honda Extended Guarantee, except those losses which are a foreseeable consequence of the breach.

A full list of exclusions is contained in section 13 of the Plan Document.

BENEFIT HONDACARE ASSISTANCE (COMPLIMENTARY)

Hondacare Assistance is available to You from the date of registration of Your Motorcycle and is provided by Honda on a complimentary basis as part of this Honda Extension to Manufacturer's Warranty and includes Honda Home Assistance, Honda Roadside Assistance, Honda Recovery Assistance, Honda European Assistance and Honda Messenger which Honda may provide in its absolute discretion; subject to that discretion, Honda will use all reasonable endeavours to provide You with assistance. Full details can be found in the Service Book and are summarised in section 12 of the Plan Document.

GENERAL

Applicable Law: This Honda Extended Guarantee shall be subject to English Law.

Claims and Complaints: If You have any queries associated with this Honda Extended Guarantee including those relating to claims or complaints You may write to Honda Guarantee Customer Relations Department, The Aspen Building (Floor 2), Vantage Point Business Village, Mitcheldean, Gloucestershire, 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, Cain Road, Bracknell, Berkshire RG12 1HL or The Consumer Affairs Officer at the SMMT for assistance by contacting: The Society of Motor Manufacturers and Traders, 71 Great Peter Street, London SW1P 2BN.

Cancellation: You may cancel this Honda Extended Guarantee within 14 days of receiving the Plan Document and You will receive a full refund providing no claims have been made. If You cancel after 14 days of receiving the Plan Document no refund of payments will be due. If You wish to cancel this Honda Extended Guarantee, You should contact Your Dealer in the first instance.

Language: This Honda Extended Guarantee is written in English and all correspondence entered into shall be in English.

Additional needs: For large print, audio and Braille You can call us on 0330 100 3400 or text telephone 0330 100 3330.

Honda Extended Guarantee – Listed Component

Plan Document



Dear Customer,

This Honda Extended Guarantee has been designed to fulfil our most exacting requirements and provide You with the most comprehensive customer package available in the event of the unexpected.

To maintain Your Honda Extended Guarantee, it is essential that Your Motorcycle is serviced in accordance with the Service Book by a Dealer.

Should You have any queries regarding this document, please do not hesitate to contact the Honda dedicated Customer Service Department on **0330 100 3406**, or Your Dealer.

PLEASE READ THIS AGREEMENT CAREFULLY AND IN FULL AS IT CONTAINS THE DETAILS OF YOUR HONDA EXTENDED GUARANTEE.

ELIGIBILITY

You are eligible for a Honda Extended Guarantee if:

- a) You are an individual resident of, or if a company, are registered in Great Britain, Northern Ireland, Channel Islands or the Isle of Man;
- b) The Motorcycle is 10 years old or less and has covered 60,000 miles or less
- c) The Motorcycle is as identified on the Application Form;
- d) The Motorcycle is not used for hire or reward (a taxi or self drive hire); and
- e) The Motorcycle has not been modified other than in accordance with the manufacturer's recommendations.

IMPORTANT INFORMATION

1. PARTIES AND COMMENCEMENT

This Honda Extended Guarantee is an agreement made between You and Honda in respect of the Motorcycle identified on the Application Form.

2. WHO IS COVERED BY THE HONDA EXTENDED GUARANTEE

The Customer named on the Application Form, or such other subsequent Private Owner to whom the benefit of this Honda Extended Guarantee is transferred to in accordance with section 8 of this Agreement.

3. DEFINITIONS

"Agreement" means this Honda Extended Guarantee in respect of the Motorcycle made between the Customer and Honda, following the Customer providing the Application Form to Honda, the terms and conditions of which are set out in this document.

"Application Form" means the Honda Extended Guarantee – Listed Component application form, signed by the Customer, the Dealer and Honda.

"Covered Component" means the components set out in section 7.1 – 7.15 of this Agreement. **PLEASE NOTE** – Honda is not liable for a Covered Component that has reached the end of its normal working life because of age or usage.

"Customer" or **"You"** means the person, firm or company whose details appear on the Application Form or such other subsequent Private Owner to whom the benefit of this Agreement is transferred to in accordance with section 8 of this Agreement.

"Dealer" means a Honda authorised dealer.

"End Date" means the end date of this Honda Extended Guarantee as detailed in the Application Form.

"Honda" means Honda Motor Europe Limited trading as Honda (UK), a company incorporated in England and Wales (company number 857969) and whose registered office is Cain Road, Bracknell, Berkshire RG12 1HL.

"Honda Administration" means TWG Services Limited, a company incorporated in England and Wales (company number 01883565) and whose principal trading address is The Aspen Building (Floor 2), Vantage Point Business Village, Mitcheldean, Gloucestershire GL17 0AF who administer the Honda Extended Guarantee on behalf of Honda.

"Hondacare Assistance" means the complimentary breakdown and recovery service which may be provided by Honda in its absolute discretion as detailed in the Service Book.

"Honda Extended Guarantee" means this extended guarantee agreement between Honda and the Customer.

"ICME" means the Institute of Chartered Mechanical Engineers.

"Mechanical Breakdown" - means the unforeseen failure of a Covered **Component** unless the component has failed due to normal wear and tear, or the Customer's negligence.

"Motorcycle" or "Motorcycles" means the Customer's motorcycle as detailed in the Application Form.

"Normal Working Week" means Monday to Friday 9am – 5pm, excluding bank holidays in England.

“**Private Owner**” means an owner that is not a garage or a business connected to the motor trade in any way.

“**Repair**” means the repair, replacement or rectification of the Covered Component following a Mechanical Breakdown, including parts, labour and VAT.

“**Service Book**” means the Honda service booklet that comes with the Motorcycle detailing the specific service requirements of the Motorcycle and details of Hondacare Assistance.

“**Service**” or “**Servicing**” or “**Serviced**” means the servicing of the Motorcycle in accordance with the Honda standard service schedules as detailed in the Service Book.

“**Start Date**” means the start date of this Honda Extended Guarantee as detailed in the Application Form.

4. CUSTOMER'S OBLIGATIONS

Please note that failure to comply with these obligations may result in Honda terminating this Honda Extended Guarantee in accordance with section 9 b) of this Agreement.

The Customer must:

- a) **Pay for the Honda Extended Guarantee either:**
 - i) **in advance by a single one-off payment; or**
 - ii) **by agreed monthly payments to Honda Administration by direct debit. The initial payment (deposit and first monthly amount) shall be due within 14 days of a written notification from Honda Administration and each subsequent payment on the same day of each subsequent month.**
- b) **Ensure that the Motorcycle is:**
 - i) **Serviced by a Dealer; and**
 - ii) **not used for any form of timed or competitive event.**
- c) **Notify a Dealer as soon as possible and no more than 14 days after a fault in the Motorcycle has become apparent.**
- d) **Undertake all Services within 30 days or 750 miles of the time or mileage stipulated in the Service Book. If any circumstances prevent the Services being carried out at the intervals as stated in the Service Book, the Customer must inform Honda Administration on behalf of Honda immediately.**
- e) **Produce to the Dealer a copy of the Agreement prior to each Repair this Honda Extended Guarantee being carried out.**
- f) **Give the Dealer authority to diagnose the fault including the dismantling of any component(s) before submitting a claim for a Repair. On acceptance of the Repair by Honda Administration, this Honda Extended Guarantee will include the costs of dismantling. However, if upon dismantling it should be found that Honda have no liability under this Honda Extended Guarantee, then the costs of dismantling must be borne by the Customer.**
- g) **Not make, or permit to be made, any mechanical alterations or modifications to Honda's standard specification for the Motorcycle without obtaining the prior written consent of Honda.**
- h) **Notify Honda Administration if their principal address, as shown on the Application Form, changes.**
- i) **Notify Honda Administration if the registration number or any other identification mark of the Motorcycle changes.**

5. DEALERS' OBLIGATIONS

- a) **Notify Honda Administration within a maximum of 3 days of the fault being reported by the Customer and input details of the Motorcycle claim onto the Honda web application. Where the notification has been made correctly and accepted under this Agreement, authorisation will normally be given within 2 hours during a Normal Working Week. If it is not, the Dealer will contact the Honda Claims Department on 0330 100 3406 and obtain authority to proceed with the Repair/Service.**
- b) **Prior to the purchase of the guarantee, check the Motorcycle to ensure that the Covered Components are in good working order and have no pre-existing faults.**

6. HONDA'S OBLIGATIONS

- a) **Provide a copy of this Agreement to the Customer and pay to the Dealer the cost of all authorised Repairs carried out by a Dealer under the terms of this Agreement, until the End Date.**
- b) **Require the Dealer to:**
 - (i) **Carry out Repairs to the Motorcycle in accordance with this Agreement as soon as is reasonably practicable after being requested to do so by the Customer.**
 - (ii) **Use only genuine Honda parts, fluids and oils of the recommended specification, for Your Motorcycle.**
 - (iii) **Provide to Honda Administration the original service history documents and associated invoices, if requested.**

7. BENEFITS OF YOUR HONDA EXTENDED GUARANTEE

The Honda Extended Guarantee is designed to assist You towards the cost of Repairs if Your Motorcycle suffers a Mechanical Breakdown. Please note that this is subject to the exclusions set out at section 13 of this agreement.

Covered Components

7.1. Engine

Cylinder head, all internal bushes, cylinder block, or barrels and crankcase assembly. Camshaft and followers, rocker assembly, valves and guides (includes power valves, disc valves and guides but excludes decarbonisation, reseating valves and burnt out valves). Cylinder head gasket, base gasket, push rods, balance shafts and balancers, primary drive, timing gears, chains, tensioners and belts, (breakage only), oil pump, pistons, rings and gudgeon pins. Cylinder bores, connecting rods and bearings, crankshaft and bearings and flywheel.

7.2. Manual Gearbox

Failure of the following internal mechanical parts: All parts contained within the gearbox casings – gears, shafts, bearings, bushes, selector forks, and rods but excluding external linkages and kick starts.

7.3 Automatic Gearbox

Failure of the following internal mechanical parts: All parts contained within the gearbox casings including torque convertor, gears, clutches, brake bands, oil pump shafts bearings, valves and seals, but excluding external linkages and kick starts.

7.4 Continuously Variable Transmission (CVT)

Failure of internal mechanical parts including clutches, planetary gears, reduction gears, shafts, variable pulleys, thrust link drives, internal bushes and bearings.

7.5 Differential

Crown Wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

7.6 Clutch (parts only)

Mechanical Breakdown of the centre plate, pressure plate and release bearing (excluding general wear and tear).

7.7 Wheel Bearings

Failure of front and rear wheel bearings.

7.8 Cooling System

Water pump, viscous fan coupling, thermostat, thermostat housing, thermostatically controlled radiator fan. Excluding hoses, belts and auxiliary items.

7.9 Fuel System

Throttle body, carburettor, automatic choke, lift pump, mechanical or electrical fuel pumps (including fuel injection pump), tank sender unit.

7.10 Front and Rear Suspension

Loss of fluid or pressure or mechanical failure of the springs. Excluding damage to the seals following pitting or corrosion.

7.11 Brakes

Brake master cylinder, calipers (except if corroded), restrictor valve, brake caliper seals, servo, anti-locking brake system.

7.12 Electrical System

Starter motor and solenoid including pre-engagement mechanism, alternator, regulator, rectifier, but excluding all external wires and terminals. Speedometer, tachometer.

7.13 Working materials

Oils, oil filter and antifreeze are included only when their replacement is essential as a direct result of the failure of a Covered Component listed at 7.1 to 7.12 above.

7.14 Casings

Where damage to the casings is caused by damage to any of the Covered Components listed at 7.1 to 7.12 above.

7.15 Oil Seals

Where oil seal forms part of a Covered Component

8. ASSIGNMENT

- a) The Customer may, transfer their rights and obligations to a new Private Owner under this Agreement provided that the new owner notifies Honda Administration of the transfer within 14 days of the Customer having transferred the Motorcycle to the new Private Owner, stating their name and address and the Motorcycle's current mileage, enclosing an administration fee of £15.00 made payable to "TWG Services – Honda", along with a copy of the Service history (if any) for the Motorcycle since the start date of this Honda Extended Guarantee and written consent of the transfer from the current Customer.
- b) **This Agreement cannot be assigned or transferred to a different Motorcycle.**

9. TERMINATION

- a) Subject to 9b) below, this Agreement shall terminate on the End Date.
- b) Honda shall have the right to terminate this Agreement where the Customer is in breach of any of their obligations under this Agreement. In these circumstances, no refund of the amount paid for the Honda Extended Guarantee will be paid to the Customer.

10. CANCELLATION

- a) The Customer has the right to cancel this Agreement within 14 days of receiving this Agreement. If the Customer exercises their right to cancel within this 14 day period, the Customer will receive a full refund of the amount paid for the Honda Extended Guarantee.
- b) **If this Agreement is cancelled by the Customer after the 14 days, NO REFUND OF THE HONDA EXTENDED GUARANTEE PRICE IS PERMITTED.**
- c) To cancel this Agreement, in the first instance the Customer should contact their Dealer.

11. PERSONAL INFORMATION

- a) Your personal data will be held and processed by Honda, Honda Administration and Your Dealer for the purposes of administering and fulfilling this Agreement. Any of Your personal information held or processed in relation to this Agreement will be held and/or processed in accordance with the Data Protection Act 1998. By signing the Application Form, the Customer agrees that Honda may use personal information relating to the Customer which it obtains in relation to this Agreement for marketing and market research purposes relating to its products.
- b) The Customer may withdraw their consent under section 11 a) at any time by writing to Honda Administration.

12. COMPLIMENTARY HONDACARE ASSISTANCE

This Honda Extension to Manufacturer's Warranty also provides You with Hondacare Assistance as detailed in the Service Book and summarised below. Hondacare Assistance is available to You from the date of registration of Your Motorcycle.

Complimentary Hondacare Assistance

Complimentary Hondacare Assistance includes the elements below, each of which Honda may provide in its absolute discretion; subject to that discretion, Honda will use all reasonable endeavours to provide You with assistance.

How to call Honda Assistance

- In an emergency call: **0800 521 728**
- If You are calling from a mobile phone, please check with Your network supplier for any special conditions.
- You will be asked to provide the following information:
 - Your name
 - a contact telephone number
 - Your address
 - the registration, make, model and colour of Your Motorcycle
 - the nature of Your breakdown
 - Your exact location
 - if You believe You are in a vulnerable or dangerous situation, please make this clear at the time of the call
 - after making the call return to a safe place near Your Motorcycle

If You are calling from the motorway walk in the direction indicated by the marker posts to the nearest SOS telephone, ask for the police to contact Honda Assistance on 0800 521 728 and return to Your Motorcycle and wait in a safe place nearby. If the problem resolves itself before the assistance arrives: please call and let us know

i. Honda Home Assistance

If Your Motorcycle breaks down at home, and we authorise Honda Home Assistance, we can endeavour to send an appointed agent to Your doorstep. If the Motorcycle cannot be repaired, we can endeavour to take it to the nearest Dealer, or a closer destination, if You prefer. Just so You know, if You have to ask for Honda Home Assistance, You would not be able to ask for the Honda Recovery Assistance services.

ii. Honda Roadside Assistance

If Your Motorcycle breaks down at the roadside, and we authorise Honda Roadside Assistance, we can endeavour to get help to You wherever You are in the UK. Where the Motorcycle can't be repaired in a reasonable period of time, You may be able to benefit from the Honda Recovery Assistance services.

iii. Honda Recovery Assistance

If we cannot fix Your Motorcycle at the roadside, and we authorise Honda Recovery Assistance, we can endeavour to arrange for You, and a passenger and Your Motorcycle to be transported to any single mainland UK destination. This includes the Isle of Man and the Channel Islands (in these cases, You will have to pay the ferry costs).

If we cannot fix Your Motorcycle at the roadside we may, at our absolute discretion, choose to provide one of the following:

- A replacement hire car, for up to 72 hours. This would be subject to the terms and conditions of the hire company (a replacement motorcycle will not be available).
- Public transport for You, a passenger; transport to and accommodation at the hotel of our choice for You and a passenger (on a bed and breakfast basis).

Hire cars are subject to availability and to the supplier's terms and conditions.

Among other things these terms and conditions will require, or include:

- Production of a full driving licence valid at the time of issue of the hire car;
- Restrictions on acceptability of driving licence endorsements or the absence thereof;
- Limitations on the availability and/or engine capacity of the replacement car;
- A cash or credit card deposit e.g., for fuel; and
- Drivers to be aged at least 21 years or over and to have held a full driving licence for at least 12 months.

iv. Honda Message Service

Should the unforeseen arise, if we authorise Honda Home Assistance, Honda Roadside Assistance or Honda Recovery Assistance, it is good to know that we can try to assist in getting a message to a relative or colleague to let them know what is happening, where You are and that You are safe.

v. Honda European Assistance Geographical Limits

In Honda's absolute discretion, assistance may also be provided whilst travelling in the following countries only:

Andorra, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Rep, Denmark, Finland, France (& Corsica), Germany, Gibraltar, Greece, Hungary, Ireland, Italy (& Sicily, Sardinia & San Marino), Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland (& Liechtenstein), and UK. (We reserve the right to amend the geographical limits to cover in the event of war, civil disturbance, riot or radioactive contamination.)

vi. Honda Roadside Assistance in Europe

We can endeavour to help You if Your Motorcycle breaks down while You are travelling in Europe. If we cannot repair it at the roadside, we will endeavour to get You to the nearest Dealer or approved garage.

Where we authorise Honda European Assistance, it is available for Motorcycle emergencies only and the period of entitlement is subject to a maximum 90 consecutive days for any one trip. You should also make sure Your own travel insurance gives You all the protection You need.

Breakdown means the unexpected complete immobilisation of Your Motorcycle due to a mechanical disruption which affects the mobility or security of Your Motorcycle, or renders it unsafe to drive.

To contact the Honda European Assistance team, call any of the numbers below. And yes they all speak English.

Emergency Motorcycle Assistance (24 hours)

- 00800 3322 8877

Or, if calling from France:

- 08 25 87 89 83; or
- 04 72 17 12 05

Or, from any other location:

- 00 33 825 87 89 83; or
- 00 33 472 17 12 05

This may not be available from a mobile phone in certain areas of Europe

vii. Additional Travel

If Your Motorcycle is out of action for more than 8 hours, we may, at our discretion choose to provide You with one of the following up to a maximum total limit of £750:

- A replacement hire car, or subject to availability a motorcycle, for up to a maximum of 72 hours;
- Standard class rail fares;
- Economy class air fares;
- Taxi or other form of public transport equivalent to standard class rail fares;
- Overnight accommodation to a maximum cost of £400 per party (on a bed and breakfast basis).

viii. Replacement Parts

We will endeavour to get any replacement parts You need dispatched directly to the repairing dealer, to get You back on the road as quickly as possible. We'll take care of all costs of parts and labour for warranty repairs carried out at a Honda approved garage.

ix. Motorcycle Recovery

Don't let a breakdown ruin Your whole trip. We may, at our discretion, arrange for the unaccompanied recovery of Your Motorcycle if Your motorcycle is out of action for eight hours or more, to Your home or to an appointed repairer in the UK.

x. Motorcycle Storage

We may be able to help You if the rider and passenger are unable to ride following a breakdown. Honda Assistance, may, at our discretion arrange for Your Motorcycle to be stored before collection or repair with a maximum limit of £100.

xi. Motorcycle Collection

If You need to return and collect the repaired Motorcycle, we may, at our discretion provide travel and accommodation expenses from the UK, for one person's direct costs up to a maximum total of £600. All requests for reimbursement, both within the UK and Europe must be accompanied by proof of purchase, receipts and/or a police report. Please ensure that You retain all relevant documentation. If You need to make such a request, please follow the procedures below:

- **Relating to the UK:** Send full details with all relevant documentation to: *The Honda Assistance Claims, Agency Accounts, Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.*
- **Relating to Europe:** Contact: *Honda Assistance, Fanum House, Basingstoke, 01256 493 580.*

13. EXCLUSIONS

The following are **excluded from the scope of this Agreement:**

- a) Any component which is not a Covered Component.**
- b) All body panels including covers, cowlings and fairings, windscreens, paintwork, trims and seat. Frame, wheels and tyres, batteries, exhaust system and airbags.**
- c) Repair and replacement of parts that have reached the end of their effective working life because of age and/or usage.
- d) Tuning, adjustments or the cleaning of any assemblies including the fuel and lubrication systems or the changing of the cambelt/chain at the intervals specified in the Service Book.
- e) Any claim arising from the timing belt/chain not being replaced according to the intervals specified in the Service Book.
- f) Damage caused to a Covered Component by neglect, corrosion, intrusion of foreign or deleterious matter, lack of servicing, over-heating, freezing or abuse.
- g) The continued use of the Motorcycle after a fault has become evident.
- h) The cost of any Servicing including such service items as oil, spark plugs, filters etc.
- i) Any losses covered under an accidental damage or road risk insurance policy or for any road hazard/fire or accident damage.
- j) Any liability in respect of third parties.
- k) Any losses that You suffer as a result of being in breach of the terms of this Honda Extended Guarantee, except those losses which are a foreseeable consequence of the breach.

14. GENERAL

- a) The terms and conditions of this Agreement cannot be altered or amended by any person except by specific written agreement of Honda.
- b) Honda is only liable under this Honda Extended Guarantee if the correct price has been paid and in accordance with the Application Form.
- c) No Repairs, including the fitting of any replacement unit, may be undertaken or commenced under the terms of this Agreement unless explicitly authorised by Honda, by means of a claim authority number in respect of agreed liability. No liability will exist for Honda with regard to any claim(s) not authorised in this way.
- d) The labour time allowance with regard to Repairs will be in accordance with the repair times listed in the ICME manual subject to the limitations as detailed in the this Agreement. Honda Administration, on behalf of Honda, reserves the right to nominate a Dealer and to examine the Motorcycle and subject it to independent assessment. The result of the assessment will determine the liability subject to the Claims Limit as set out in the Application Form.
- e) If it shall be established following the receipt of the claim that the conditions of this Agreement have not been fully complied with, then it is hereby expressly agreed and declared that Honda shall have the right to be released from any liability for that particular claim.
- f) If the Customer knowingly makes or permits to be made a false or fraudulent claim to be made against this Agreement, as regards the value or the amount of work or otherwise, this Agreement shall be cancelled and terminated in accordance with section 9 b) of this Agreement.

15. HOW TO MAKE A CLAIM

- a) Take the Motorcycle to a Dealer and give the Service Manager a copy of this Agreement.

REPAIRS MAY NOT COMMENCE WITHOUT AN AUTHORITY NUMBER

- b) The authority to dismantle any component(s) must be given by the Customer to the Dealer. On acceptance of the Repair by Honda Administration, this Honda Extended Guarantee will include the costs of dismantling. However, if upon dismantling it should be found that Honda have no liability under this Honda Extended Guarantee, then the costs of dismantling must be borne by the Customer.
- c) Honda Administration, on behalf of Honda, reserves the right to submit the Motorcycle and failed components to expert independent assessment at its own cost.

16. COMPLAINTS AND CONCILIATION

In the unlikely event of a dispute occurring, You should first address any complaint to Your Dealer.

If You do not obtain satisfaction from Your Dealer, You can refer the matter in writing to:

- Honda Administration Customer Relations Department at: *The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF.*

Should You still remain dissatisfied, You can approach:

- The Customer Relations Manager at Honda (UK) for assistance by writing to: *Honda (UK) Customer Relations Department, Cain Road, Bracknell, Berkshire RG12 1HL.*

Or:

- The Consumer Affairs Officer at the SMMT for assistance by contacting: *The Society of Motor Manufacturers and Traders, 71 Great Peter Street, London SW1P 2BN.*

If you are dissatisfied with the outcome of your complaint to Honda (UK) concerning your Honda, you may refer it to the Motorcycle Industry Association (MCIA) Buy with Confidence Programme, a CTSI certified Alternative Dispute Resolution (ADR) provider that we are prepared to engage with through the ADR procedure. Further details can be found at <http://www.nationalconciliationservice.co.uk> or alternatively you can contact their Advice Line on 01788 538317.