

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).

DEFINITIONS

1.1. AGREEMENT - Means the Honda Approved Used Car Service Plan agreement made between you the Customer and Honda (UK), Cain Road, Bracknell, Berkshire, RG12 1HL 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 customers 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 Customers motor vehicle as detailed on the Plan Documents.

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

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).

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.

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.

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.

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.

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.

CANCELLATION

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

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 Administrations 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.

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.

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

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, Cain Road, Bracknell, Berkshire RG12 1HL

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

The Society of Motor Manufacturers and Traders, Forbes House, Halkin Street, London SW1X 7D5.

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.