

Private & Confidential
Schedule – Customer Copy



«Customer_Full_Name»
«Address_1_2»
«Address_2»
«Address_3»
«Policy_Addr_Line_4»
«POLICY_ADDR_POST_CODE»

Telephone number: 0330 100 3406

Reference:«Fulfilment_Vehicle_Regis-
tration»

«TODAYDATE»

Dear «Customer_Full_Name»

Re: Service Plan

Enclosed overleaf and below are the terms and conditions for the 5 years/62,500 mile Honda **Service Plan** for your Honda «Model_Desc», «Fulfilment_Vehicle_Registration».

The details of your **Service Plan** are summarised below:

Plan Number: «Policy_Number» **Plan Start Date:** «Policy_Start_Date_ISO»

Plan Duration: 5 Years or 62,500 miles from the date of first registration of the Vehicle, whichever comes first.

Your **Service Plan** covers all your scheduled servicing up to 5 years or 62,500 miles (whichever comes first) as detailed in your service book (parts, labour and VAT). No surprises, no hidden extras.

The plan does **not cover** any additional maintenance work, parts or necessary adjustments that are not part of the periodic servicing schedule, including the top-up of fluids between services. So if it's listed within in the Service Book, you know it's covered - full terms and conditions attached.

When your car is due a service, just take it along with this documentation to your servicing dealer and they will take care of the rest. It's as simple as that.

You should read the terms and conditions enclosed overleaf carefully before you purchase this Service Plan. These terms and conditions together with this letter represent a legally binding agreement between you and Honda in relation to your purchase of this Service Plan.

Your attention is particularly drawn to the following parts of the terms and conditions: Part 8 (Assignment), Part 9.2 (Cancellation) and Part 10 (Our Liability to You).

Should you have any queries regarding the details of your plan, please feel free to contact us on 0330 100 3406.

Yours sincerely
Honda (UK)

Nicholas Holmes
Head of Customer & Aftersales

Honda Service Plan

Terms and Conditions



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

IMPORTANT

PLEASE READ THIS DOCUMENT CAREFULLY

This document and your Service Book contain all details of the **Service Plan**.

These terms and conditions form the Contract between You the Customer named on the **Plan Documents** and the **Service Plan** provider Honda Motor Europe Limited t/a Honda (UK), a limited company registered in England and Wales and our registered address is Cain Road, Bracknell, Berkshire, England RG12 1HL. Our company number is 00857969 and our VAT number is GB 711019584 ("**Honda**", "**we**", "**our**", "**us**").

Some words in this **Service Plan** have special meanings, which are explained in Part 1, under the heading Definitions. Whenever the words in Part 1 are shown in **bold** or with a capital letter, they have these special meanings; otherwise they have their ordinary everyday meanings.

Nothing in these terms and conditions affects any legal rights you may have in law, such as under the Consumer Rights Act 2015, also known as "statutory rights". For more detailed information on your rights visit the Citizens Advice website www.citizensadvice.org.uk or call 03454 04 05 06.

These terms and conditions were last updated on: 23 March 2020.

1. DEFINITIONS

- 1.1. **AUTHORISED HONDA DEALER** – means an individual, partnership or Company authorised to provide the **Honda Service Plan** or carry out the services contained in this agreement unless we agree otherwise with You
- 1.2. **CUSTOMER** and **YOU** – means the person, firm or company whose details appear on the **Plan Documents** and schedule. Where the **Customer** is a partnership then each partner separately and all partners jointly shall be responsible for the customer's obligations under this **Service Plan**.
- 1.3. **HONDA ADMINISTRATION** – means TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF, registered number: 1883565, authorised and regulated by the Financial Conduct Authority, FRN 312440, who administers the programme on behalf of **Honda**
- 1.4. **PLAN DOCUMENTS** – means the **Honda Service Plan Documents** including the enclosed terms and conditions which contains the **Customer** and **Vehicle** details.
- 1.5. **PLAN DURATION**: means 5 Years or 62,500 miles from the date of first registration of the **Vehicle**, whichever comes first.
- 1.6. **PLAN PRICE**: means <<plan_price>>
- 1.7. **SCHEDULE OF WORK** and **SERVICE SCHEDULE** – means the periodic services as detailed in Your service book.
- 1.8. **SERVICE** and **SERVICING** – means the servicing of the **Vehicle** in accordance with the Manufacturer's standard periodic service schedules provided within the Service Book.
- 1.9. **SERVICE PLAN** – means the **Honda Service Plan** agreement made between you the **Customer**, the **Authorised Honda Dealer** and **Honda** in respect of the **Vehicle** shown on your **Plan Documents**.
- 1.10. **VEHICLE** – means the Customer's motor vehicle as detailed on the **Plan Documents** or attached letter.

2. PARTIES AND DURATION

This **Service Plan** is between **You** and **Honda**. It shall be binding on all parties only when the Plan Price has been paid by **You** and received by **Honda Administration** and shall continue, subject to earlier termination in accordance with these terms and conditions, for the Plan Duration.

3. CUSTOMER'S OBLIGATIONS

The **Customer** will:

- 3.1 produce to the **Authorised Honda Dealer** the appropriate **Plan Documents** prior to each Service being carried out;
- 3.2 notify **Honda Administration** if their principal address, as shown on the Plan Documents changes;

- 3.3 notify **Honda Administration** if the registration plate identification for the **Vehicle** or any other identification mark of the **Vehicle** changes; and
- 3.4 not make, or permit to be made, any mechanical alterations or modifications to the Manufacturer's standard specification of the **Vehicle** without obtaining the prior written consent of **Honda**.

4. GEOGRAPHICAL LIMITS

This Service Plan only covers Servicing which is carried out in the United Kingdom. For the avoidance of doubt this means Great Britain and Northern Ireland, and shall include the Channel Islands and the Isle of Man.

5. DEALER'S OBLIGATIONS

The **Authorised Honda 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** and on the **Customer** producing to the **Authorised Honda Dealer** the appropriate documentation, on condition a Service is due; and
- 5.2 submit a request for authorisation through **Honda Administration** immediately before each Service is carried out on the **Vehicle**.

6. HONDA'S OBLIGATIONS

Honda will:

- 6.1 issue documentation to the **Customer** appropriate to the **Schedule of Work**. The **Plan Documents** will be printed with a **Plan Duration** which indicates the latest date on which a Service may be carried out under this plan.
- 6.2 pay to the Dealer the agreed cost of each Service within 30 days of a legitimate request for authorisation being made. Payment will only be made on condition that the **Plan Price** has been paid for in full. **The costs for any Servicing that is not included within the Service Schedule will be borne by the Customer.**

7. CHARGES AND PAYMENT

- 7.1. You will pay the **Plan Price** in advance of Honda or the Authorised Honda Dealer performing any of their obligations under this Service Plan.
- 7.2. The Plan Price is in pounds sterling (GBP) and includes VAT at the applicable rate.
- 7.3. All payments need to be made by cash, card or cheque to the Authorised Honda Dealer.
- 7.4. **The Plan Price must be paid before the expiry of the applicable Campaign Period as notified to you on the Honda UK website or by the Authorised Honda Dealer. Payment of Plan Price after the expiry of the Campaign Period will not be valid and you will not be entitled to the Service Plan.**

8. ASSIGNMENT

- 8.1. The **Customer** may transfer their rights and obligations under this **Service Plan** directly to a new private owner of the **Vehicle** provided that the new owner notifies **Honda Administration** of the transfer by giving written notice within 30 days of the transfer of the **Vehicle** taking place. The new owner must notify Honda of their name and address, the **Vehicle** registration details and the date the **Vehicle** was transferred to:

Honda Administration,
Aspen Building, Floor 2,
Vantage Point Business Village,
Mitcheldean,
Gloucestershire
GL17 0AF

The transfer shall be deemed to have taken place when we provide confirmation of the transfer in writing (including email).

- 8.2. For clarification, this **Service Plan** cannot be transferred or assigned by way of a business that buys, sells, repairs or trades motor vehicles, including where the **Vehicle** is sold or traded on to a new private owner by such a business.
- 8.3. **Under no circumstances can the Honda Service Plan be transferred to another vehicle.**

9. TERMINATION AND CANCELLATION

- 9.1. This **Service Plan** shall continue for the Plan Duration unless either **Honda** or **you** terminate the contract by a written notice of termination or suspension to the other if that other commits a serious breach and the breach either cannot be fixed or is not fixed within 14 days of the written notice.
- 9.2. **The Plan Price is non-refundable. You may cancel this Service Plan at any time by giving reasonable notice to Honda but no refund of the Plan Price shall be issued by Honda on cancellation of this Service Plan save on the event of your death or where you cancel due to a serious breach of Honda as set out in part 9.1 above in which case a fair and equitable refund shall be calculated by Honda taking into account the number of Services carried out and the cost of those Services if you had not had access to the Service Plan.**

10. OUR LIABILITY TO YOU

- 10.1. **Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, the Authorised Honda Dealer and Honda are not legally responsible for any losses that were not foreseeable to you and Honda when this agreement was formed or any losses not caused by any breach by Honda.**
- 10.2. **Servicing is carried out by Authorised Honda Dealers. All responsibility for Servicing rests with the Authorised Honda Dealers and Honda is not liable for any acts or omissions of Authorised Honda Dealers.**
- 10.3. **If the Authorised Honda Dealer fails to comply with the terms of this Agreement, the Authorised Honda Dealer is responsible for loss or damage the Customer may suffer that is a foreseeable result of the Authorised Honda Dealer breaking the terms of this Agreement or failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both the Authorised Honda Dealer and the Customer knew it might happen.**

11. COMPLAINTS

- 11.1. For complaints relating to the **Service** please contact your **Honda Authorised Dealer**
- 11.2. If you do not obtain satisfaction from Your **Honda Authorised Dealer** in regard to this **Honda** Service Plan you can contact **Honda Administration**;

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

Telephone 0330 100 3406 (Monday - Friday, 9:00am - 5:00pm) or;
Email - customer.relations@thewarrantygroup.com.

- 11.3. Should you remain dissatisfied, you can contact:

The Customer Relations Manager
Honda Motor Europe Limited trading as Honda (UK),
Customer Relations Department,
Cain Road,
Berkshire
RG12 1HL

Telephone: 0345 200 8000 (Monday - Friday, 9:00am - 5:00pm) or;
Email: customer.serviceuk@honda-eu.com or;

The Motor Ombudsman,
71 Great Peter Street,
London
SW1P 2BN

- 11.4. If you are dissatisfied with the outcome of a complaint to **Honda** concerning the **Vehicle**, you may refer it to Motor Codes Ltd, 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 www.motorcodes.co.uk or alternatively you can contact their Advice Line on 020 7344 1651.

12. HOW TO BOOK A SERVICE

- 12.1. Contact your nearest **Authorised Honda Dealer** and arrange an appointment for the **Vehicle** Service
12.2. Take the **Vehicle** to Your **Authorised Honda Dealer** on the agreed date.
12.3. Your **Authorised Honda Dealer** will input details of the **Vehicle** Servicing requirements onto the **Honda** web Application. If the **Vehicle** is within the set parameters, and the **Plan Price** has been paid for in full, then authorisation will be immediate.
12.4. Servicing that is not included in the Service Schedule is not covered by this Service Plan.

13. YOUR PRIVACY AND PERSONAL INFORMATION

Your privacy and personal information are important to us. Any personal information that you provide to us will be dealt with in line with our Privacy Notice which is available at <https://www.honda.co.uk/general-information/privacy-policy.html> which explains what personal information we collect from you, how and why we collect, store, use and share such information, your rights in relation to your personal information and how to contact us and supervisory authorities if you have a query or complaint about the use of your personal information.

14. GENERAL

- 14.1. In the event that the **Customer** loses any documentation the **Customer** must notify **Honda Administration** who will issue replacements upon payment by the **Customer** of an administration fee of £10.60 including VAT.
14.2. The **Authorised Honda Dealer** may declare void any Service Plan where the **Plan Documents** including schedule does not correctly indicate the exact **Vehicle** type, model and age.
14.3. The terms and conditions of this Agreement cannot be altered or amended by any person except with the specific written endorsement of **Honda** in writing.
14.4. This Service Plan is **not** available for business customers.
14.5. This Agreement is to be read as one document and unless otherwise specified any word or expression used with a specific meaning has the same meaning wherever it appears.
14.6. The **Customer** will not be entitled to any works or repairs under this Agreement that are not covered within the Service Schedule.
14.7. We may transfer our rights and obligations under these terms and conditions to another organisation, but this will not affect your rights or our obligations under these terms and conditions.
14.8. Each part of these terms and conditions operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses and paragraphs of these Terms will remain in full force and effect.
14.9. If we fail to insist that you perform any of your obligations under these terms and conditions or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
14.10. These terms and conditions are governed by English law. This means that your use of the Service Plan, and any dispute or claim arising out of or in connection with the Service Plan (including non-contractual disputes or claims), will be governed by the laws of England.

14.11 You can bring legal proceedings in respect of these terms and conditions in the English courts. If you live in Scotland you can bring legal proceedings in respect of these terms and conditions in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of these terms and conditions in either the Northern Irish or the English courts.