



HONDA SERVICE ACTIVATED WARRANTY EXTENSION TERMS

These terms were last updated on: (**Update:** April 2025).

1. ABOUT US

- 1.1 **Who we are.** We are Honda Motor Europe Limited, 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.
- 1.2 **Who regulates us.** Honda is authorised and regulated by the Financial Conduct Authority (firm reference number is 996942. You can verify Honda's status on the Financial Services Register by visiting the Financial Conduct Authority's website at www.fca.org.uk.
- 1.3 **Our code of conduct.** We abide by the Motor Industry Vehicle Warranty Products Code of Practice, which can be found on The Motor Ombudsman website at www.TheMotorOmbudsman.org.

2. DEFINITIONS

- 2.1 Some words in these terms have special meanings, which are explained below. Whenever the words in this section are used throughout these terms with a capital letter, they have the special meaning given, otherwise they have their ordinary every day meaning.
 - 2.1.1 **Authorised Honda Dealer:** means a third-party motorcycle retailer which has been approved by Honda and with which Honda has entered into an agreement for the sale of Honda motorcycles and the provision of services as part of Honda's distribution network;
 - 2.1.2 **Authorised Honda Service Centre:** means a third-party motorcycle service centre providing servicing for Honda motorcycles under the terms of a contract for the provision of such services;
 - 2.1.3 **Digital Service Record:** means the online system Honda provide our retailers to record completed services, including but not limited to dates of service, details of work performed, which can then be viewed by the consumer via the Honda website;
 - 2.1.4 **Extended Warranty:** means, upon the expiration of the Standard Warranty Period, the extension of the Standard Warranty by twelve (12) month increments, subject to and in accordance with these terms;
 - 2.1.5 **Extended Warranty Period:** has the meaning given at Section 4.1;
 - 2.1.6 **Honda, we, our, us:** means Honda Motor Europe Limited;
 - 2.1.7 **Maintenance Schedule:** means the service schedule set out in your Owner's Manual;
 - 2.1.8 **Motorcycle:** means your motor vehicle as detailed in the Warranty Certificate.
 - 2.1.9 **Owners Manual:** means the manual, provided by Honda with the Motorcycle, that sets out the Maintenance Schedule for your Motorcycle;
 - 2.1.10 **Service or Servicing:** means the servicing of the Motorcycle in accordance with the Maintenance Schedule;
 - 2.1.11 **Standard Warranty:** means the standard warranty we provide with your Motorcycle (the details of which are set out in the Standard Warranty Terms);
 - 2.1.12 **Standard Warranty Period:** means the period for which the Standard Warranty is provided being a period of twenty-four (24) months from the date of registration of your Motorcycle;
 - 2.1.13 **Standard Warranty Terms:** means the Standard Warranty terms and conditions set out in the documentation provided by an Authorised Honda Dealer upon the purchase of a new Honda motorcycle;



- 2.1.14 **Warranty Certificate:** means the warranty certificate included in the document setting out the Standard Warranty Terms, as provided by an Authorised Honda Dealer upon the purchase of a new Honda motorcycle.

3. THESE TERMS AND OUR CONTRACT WITH YOU

- 3.1 **When do these terms apply?** These terms apply to the Extended Warranty that may be made available to you by Honda in connection with your Motorcycle.
- 3.2 **Changes to the Terms.** We may vary or update the terms from time to time. We will notify you of any significant changes (except for any minor changes that reflect changes in relevant laws and regulatory requirements, which will apply automatically).
- 3.3 **There are other terms that will apply to you.** There are additional terms and policies that will apply to you. These include, for example, our Standard Warranty Terms and our [Privacy Policy \(https://www.honda.co.uk/privacy.html\)](https://www.honda.co.uk/privacy.html).
- 3.4 **Our contract with you.** The contract for the provision of the Extended Warranty will be between you and Honda. If you have complied with the eligibility requirements for the Extended Warranty, set out below, upon expiry of the Standard Warranty Period a legally binding contract for the Extended Warranty will have been formed between us.

4. HOW THE EXTENDED WARRANTY WORKS

- 4.1 The Standard Warranty is provided for the Standard Warranty Period. Upon the expiration of the Standard Warranty Period, provided the provisions of these terms are adhered to, the Standard Warranty will be extended in twelve (12) month increments, for a maximum of forty-eight (48) consecutive months ("**Extended Warranty Period**"). This means that, provided you comply with both the Standard Warranty Terms and these terms, the total duration of the Standard Warranty would be up to seventy-two (72) months from the date of registration of your Motorcycle.

5. ELIGIBILITY FOR THE EXTENDED WARRANTY

- 5.1 Your Motorcycle will continue to be eligible for the Extended Warranty provided you meet the following conditions throughout the Extended Warranty Period:
- 5.1.1 You must ensure that from the second annual Service onwards (under your Standard Warranty) and for the duration of the Extended Warranty Period, all Servicing is completed by a Honda Authorised Dealer or Authorised Honda Service Centre where our expert technicians use genuine Honda parts and the latest diagnostic tools to provide the highest level of care.
- 5.1.2 Services must be performed in accordance with your Maintenance Schedule (adhering to the specified distance and/or time intervals (whichever occurs first)).
- 5.1.3 You must keep evidence (including receipts or invoices) that verify compliance with sections 5.1.1 and 5.1.2 (i.e. that your Motorcycle has been Serviced in accordance with the Maintenance Schedule and by a Authorised Honda Dealer or Authorised Honda Service Centre) detailing the Services performed and spare parts replaced. The record of these Services will be stored in the Honda Digital Service Record database by the Authorised Honda Dealer or Authorised Honda Service Centre that conducted the Servicing. This ensures that all Servicing is documented in the Digital Service Record for the Motorcycle, allowing verification of compliance with the prescribed periodic Maintenance Schedule needed to renew the Extended Warranty.

6. EXTENDED WARRANTY CONDITIONS AND EXCLUSIONS

General Exclusions

- 6.1 The Extended Warranty does not cover any claims caused by, arising from or in connection with the following:



- 6.1.1 The cost Servicing.
- 6.1.2 Motorcycles that have not fully complied with the Maintenance Schedule either during the Standard Warranty Period or during the Extended Warranty Period.
- 6.1.3 Commercial or business use (by way of example but not limited to rental, transport, taxis, etc.)
- 6.1.4 Any damage resulting from a repair or maintenance performed using methods not specified by Honda.
- 6.1.5 Any damage resulting from the use of the Motorcycle in a race, rally, or other competitive event, or during training for such events.
- 6.1.6 Any damage resulting from operation methods other than those stipulated in the Owner's Manual.
- 6.1.7 Any damage resulting from the use of non-genuine Honda parts, lubricants or fluids other than as recommended by Honda, or accessories other than those approved by Honda.
- 6.1.8 Any damage resulting from modifications not approved by Honda, including but not restricted to engine performance modification, body modification, suspension modification, electrical illumination device modification.
- 6.1.9 Any damage resulting from fuel contamination, degradation, or improper fuelling.
- 6.1.10 Any damage or deterioration due to the passage of time (natural fading of painted or plated surfaces, sheet peeling, corrosion, and other natural deterioration).
- 6.1.11 Any damage or deterioration due to cracks, breaks, or damage resulting from frost, oxidation, or corrosion.
- 6.1.12 Any damage resulting from improper storage or transport.
- 6.1.13 Any damage resulting from normal wear and tear of the Motorcycle, following its use. This includes general reduction in operating performance and gradual deterioration of components consistent with the age and mileage of your Motorcycle.
- 6.1.14 Any work done by unauthorised third parties, and any costs for work to correct improper or faulty repair work performed.
- 6.1.15 Any damage resulting from unavoidable natural disaster, fire, collision, theft, and damage secondary to such occurrences. Any damage resulting from exposure of the motorcycle to soot and smoke, chemical agents, bird droppings, seawater, sea breeze, salt and other environmental phenomena. Damage and degradation due to environmental phenomena is beyond the control of Honda and therefore is not subject to warranty.
- 6.1.16 Any motorcycle that has had its identification number altered, tampered with or removed.
- 6.1.17 Any motorcycle that has been (not limited to) written off, dismantled, rebuilt, salvaged, damaged by fire or water, exceeded mechanical limits, or where the odometer does not reflect the actual mileage.
- 6.1.18 Any exclusion listed in the Standard Warranty Terms that is not listed above.

Excluded Components

6.2 The Extended Warranty will not cover items which are service parts, those having a lifespan based on usage and expected to be replaced during normal service. Examples of such parts include, but are not limited to:

- 6.2.1 **Parts:** spark plugs, fuel filters, oil filters, air filters, stand, drive chains, batteries, friction masses, transmission belts, clutch bells, cables, wiring, mechanical braking components



(Pads, discs, shoes etc.), clutch discs, suspension and suspension bearings, fork oil seals, bulbs, headlights, fuses, motor brushes, rubber footrests, brake system seals, belts, tires, inner tubes, hoses and other rubber parts, body components and all its accessory parts, gaskets, upholstery, padding, wheel spokes, wheel bearings.

- 6.2.2 Please note that in addition to the parts excluded under the terms of the Standard Warranty, drive sprockets, and head stock bearings are not covered by the Extended Warranty.
- 6.2.3 **Lubricants:** Oil, grease, battery electrolyte, radiator fluids, brake fluid, clutch fluid, differential fluid and others specified by Honda.
- 6.2.4 **Cleaning, inspections, adjustments and periodic maintenance.**
- 6.2.5 **Accessories:** even if original and/or fitted after the purchase of the motorcycle or installed as standard.
- 6.2.6 **In general:** all parts subject to wear as part of their normal function, as set out in the Standard Warranty Terms (except where there is a manufacturing defect).

Geographic Limits

6.3 The Extended Warranty is valid, and can be claimed against, in the following markets regardless of which of the following markets the motorcycle was originally purchased in. If Servicing is performed by an Authorised Honda Dealer or Authorised Honda Service Centre in the following markets your Motorcycle will continue to be eligible for the Extended Warranty.

- 6.3.1 United Kingdom
- 6.3.2 Germany
- 6.3.3 France
- 6.3.4 Italy
- 6.3.5 Spain
- 6.3.6 Belgium
- 6.3.7 Luxembourg
- 6.3.8 Poland
- 6.3.9 Czech Republic
- 6.3.10 Hungary
- 6.3.11 Netherlands
- 6.3.12 Slovakia
- 6.3.13 Switzerland
- 6.3.14 Austria
- 6.3.15 Portugal

Expense

6.4 Expenses incidental to an Extended Warranty claim are not covered. Examples include:

- 6.4.1 Expenses incurred for towing, communications, accommodation, meals, and other items due to breakdown.
- 6.4.2 Any expense related to personal injury or accidental property damage.



- 6.4.3 Compensation for loss of time, commercial losses, or rental cost for a substitute motorcycle during the period of repair.

7. EXTENDED WARRANTY REPAIR

- 7.1 Under the Extended Warranty, Honda reserves the right to decide the extent and method of the remedial repair.
- 7.2 All parts removed during an Extended Warranty repair become the property of Honda.
- 7.3 All parts replaced under Extended Warranty are covered for the remainder of the Extended Warranty Period.

8. YOUR RESPONSIBILITIES

- 8.1 Your responsibility is to:
 - 8.1.1 Ensure that your Motorcycle is serviced in accordance with the specifications printed in the Owner's Manual or the Maintenance Schedule.
 - 8.1.2 Promptly notify your Authorised Honda Dealer or Honda Service Centre of any defect on the Motorcycle which may result in a warranty claim.
 - 8.1.3 Bring your Warranty Certificate with you when you visit your Authorised Honda Dealer or Honda Service Centre. If you are not in possession of the Motorcycle's Warranty Certificate any Authorised Honda Dealer in the countries listed in Clause 6.3 will be able to provide you with a replacement copy.

9. THE AUTHORISED HONDA DEALER OR HONDA SERVICE CENTRE'S RESPONSIBILITIES

- 9.1 The Authorised Honda Dealer or Authorised Honda Service Centre's responsibility is to:
 - 9.1.1 Record scheduled maintenance in Digital Service Record to activate the Extended Warranty and inform you that it has been activated.
 - 9.1.2 Use genuine Honda parts in all Services and/or repairs.
 - 9.1.3 Ensure that any servicing or repairs they perform, whether under warranty or not, are completed to the standards specified by Honda.
 - 9.1.4 Undertake any repairs necessary on any proven defect covered by the Extended Warranty at no cost to you.

10. HOW TO MAKE A CLAIM FOR A WARRANTY REPAIR

- 10.1 **Repairing your Motorcycle.** To apply for a warranty repair, please bring your Motorcycle to an Authorised Honda Dealer or Authorised Repair Centre for inspection.

11. CANCELLING YOUR EXTENDED WARRANTY

- 11.1 You do not need to notify us if you wish to cancel your Extended Warranty – you can simply choose not to use it.

12. TRANSFERRING YOUR RIGHTS TO SOMEONE ELSE

- 12.1 Subject to a new owner complying with these Terms and Conditions, this Extended Warranty shall transfer to a person who has acquired your motorcycle. We may require the person to whom the Extended Warranty is transferred to provide reasonable evidence that they are now the owner of your motorcycle.

13. OUR RESPONSIBILITY FOR LOSS OR DAMAGE SUFFERED BY YOU



13.1 We are responsible for losses you suffer caused by us breaking this contract (including if this is caused by the Authorised Honda Dealer or Authorised Honda Service Centre when performing the Extended Warranty services) unless the loss is:

13.1.1 Unexpected. If we fail to comply with the terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract, or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the order process.

13.1.2 Avoidable. Something you could have avoided by taking reasonable action.

13.1.3 A business loss. We only provide this Extended Warranty for domestic and private customers. If you are using this Extended Warranty for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

13.2 We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents (including our Authorised Honda Dealers or Authorised Honda Service Centres) or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the Extended Warranty services.

13.3 Nothing in these terms 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.

14. HOW WE WILL USE YOUR PERSONAL INFORMATION

14.1 Our Privacy Policy. Please see our [Privacy Policy \(https://www.honda.co.uk/privacy.html\)](https://www.honda.co.uk/privacy.html) for information regarding our use and retention of your personal information and your data protection rights.

15. GENERAL

15.1 Amending these terms. These terms cannot be altered or amended by any person except with the specific written endorsement of Honda in writing.

15.2 Nobody else has any rights under this contract (except someone you pass your manufacturer warranty on to). This contract is between you and us. No other person shall have any rights to enforce any of its terms, except as explained in section 9 above, in respect of our manufacturer warranty. Neither of us will need to get the agreement of any other person in order to end the contract or make any changes to the Terms.

15.3 We may transfer this agreement to someone else. We may transfer our rights and obligations under these terms to another organisation, but this will not affect your rights or our obligations under these terms.

15.4 If a court finds part of this contract illegal, the rest will continue in force. Each part of these terms 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.

15.5 Even if we delay in enforcing this contract, we can still enforce it later. If we fail to insist that you perform any of your obligations under these terms 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.



15.6 Which laws apply to this contract. These terms are governed by English law. This means that these terms, and any dispute or claim arising out of or in connection with these terms (including non-contractual disputes or claims), will be governed by the laws of England.

15.7 Where you may bring legal proceedings. You can bring legal proceedings in respect of these terms in the English courts. If you live in Scotland, you can bring legal proceedings in respect of these terms in either the Scottish or the English courts. If you live in Northern Ireland, you can bring legal proceedings in respect of these terms in either the Northern Irish or the English courts.

16. COMPLAINTS

16.1 For complaints relating to the Extended Warranty please contact your Authorised Honda Service Centre or Honda Dealer (whichever applicable) in the first instance.

16.2 If you do not obtain satisfaction from your Authorised Honda Service Centre or Honda Dealer you can contact Honda Customer Support:

Honda Customer Support,
Honda Motor Europe Limited (HME-UK)
Cain Road,
Bracknell,
Berkshire RG12 1HL

Telephone: 0345 200 8000

8:00	AM	-	6:00	PM	Monday	to	Friday
9:00	AM	-		5:00	PM		Saturday

Email: customer.serviceuk@honda-eu.com or;

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

16.3 If you are dissatisfied with the outcome of a complaint to Honda, 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.

17. CONTACTING YOU

How we may contact you. If we have to contact you, we will do so by telephone or by writing to you at the email address or postal address you provided to us when registering your account, or when registering your interest online for purchasing a Honda motorcycle or other Honda product.