

# FordProtect



## Ford Extended Warranty – Terms and Conditions

Valid from 05/2011

**Henry Ford & Son Limited (the Company) gives to you, the customer a warranty as follows:**

1. The Company warrants that if a failure due to faulty workmanship or materials appears in any part of your vehicle as originally manufactured by Ford other than those specifically excluded (see below) it will be repaired (or replaced at the Company's option) free of charge by a Ford Authorised Repairer subject to the following conditions and exclusions. Should the repairer consider it necessary for an alleged defective part to be returned to the Company for adjudication, you agree to pay the repairer in full for work carried out, and if the Company agrees that Ford Protect applies then such payment shall be returned.

### Warranty Limitations

2. Ford Protect does not apply to failures caused by accidental damage, misuse or neglect or which are not referred to a Ford Authorised Repairer within seven days; and it will terminate automatically if your vehicle is at any time modified or used for short term rentals, hire or taxi services, racing or rallying; or if the odometer fitted to your vehicle appears to have been tampered with in any way; or if it is not regularly serviced in accordance with the Company's Standard Service Schedule for that vehicle.

### The following components are excluded from warranty:

- **NORMAL WEAR AND TEAR PARTS** – Ancillary drive belts, batteries, brake friction material (including discs), bulbs, clutch facings, exhaust pipes and silencers, DPFs (coated lifetime diesel particulate filters are covered), fuses, lamps, shock absorbers and MacPherson struts, tyres, wiper blades, checks and adjustments.
- **TRIM AND BODYWORK** – Interior trims, glass (heating elements are covered), seat covers and pads, bumpers, mouldings, paint, sheet metal, water ingress, weather strips, body seals, aerials and wheels.
- **STANDARD SERVICE PARTS** – Air cleaners, pollen/ odour filters (where applicable), fuel filters, oil filters and gaskets, spark plugs, engine oils & most fluids.

### Warranty Conditions

3. Ford Protect does not in any event apply beyond Europe. You may be required to meet Ford Authorised Repairers' charges in full and submit a reclaim supported by invoices and, if practicable, return the displaced parts to the Company via a Ford Authorised Repairer on return.

4. Before any work can be carried out under your Ford Protect contract you must produce your Ford Service History Log duly stamped to show scheduled servicing and (if requested) the invoices and/or receipts in respect of those services. All parts replaced will become the property of the Company.

5. FORD PROTECT WARRANTY IS IN ADDITION TO & DOES NOT DEDUCT FROM YOUR STANDARD NEW VEHICLE WARRANTY AND YOUR CONTRACTUAL RIGHTS.

6. Your Ford Protect Plan entitlement begins on the New Vehicle Warranty commencement date and will continue until the relevant cover period expires or your vehicle reaches the maximum mileage allowance (from new); or the relevant cover is cancelled in accordance with these Terms and Conditions.

7. Roadside Assistance and Vehicle Hire are excluded from extended warranty policies.

### Servicing Plans

8. If you purchase a vehicle servicing plan Ford Motor Company will provide the following services in respect of your vehicle through its Ford Authorised Repairers in the Republic of Ireland:

- All routine service work (for the number of services applicable to the Ford Protect plan) in accordance with Ford Standard Service Schedules applicable to your vehicle, including replacement or repair of Standard Service Parts when required by such schedules.
- All interim services required for Flexi-Fuel vehicles (for the number of services applicable to the Ford Protect servicing plan) in accordance with Ford Standard Service Schedules applicable to the vehicle.
- Air Conditioning check.
- Brake fluid replacement.
- Bodywork and paint check.

### Exclusions as per warranty contracts plus:

- Convenience check.
- Fluids such as DPF additives, windscreen washer fluid etc
- Additional services for CNG/LPG engines (gasfilter change & leakage testing)

### Your Obligations:

9. You will be responsible at your expense for:
- a) promptly repairing any damage to your vehicle whether caused by accident, misuse, neglect or otherwise
  - b) any repairs and maintenance due to fitting of parts and accessories to your vehicle at your request or by you, which change the standard specification
  - c) regular checks of your vehicle at the standard frequencies and mileage specified by us in the Ford Service Portfolio in respect of radiator coolant levels, battery, tyres, brake fluid and engine oil levels and adjusting where necessary
  - d) submitting your vehicle for servicing within +/-1,000 miles or one month of a scheduled service as recommended by Ford Motor Company and set out in your Service Portfolio, making appropriate advance arrangements for an appointment and keeping accurate records of servicing in said Ford Service History Log
  - e) informing the Company immediately of any defect or failure in your vehicle's odometer or of the fitting of any replacement odometer to your vehicle.

10. In cases of irrecoverable theft or write off, we may make you a full or partial refund of your Ford Protect Plan.

11. Notices relating to Ford Protect and required hereunder shall be in writing to the Company at Henry Ford & Son Limited, Elm Court, Boreenmanna Road, Cork, Ireland.

· in the case of notices to you, to your usual or last known place of residence (in the case of an individual) or business, and shall be deemed to have been received forty-eight hours after the time of posting.

12. No relaxation or indulgence we may extend to you will affect our rights under these Terms and Conditions.

13. If you have any queries relating to your extended warranty policy then please contact the Ford Relationship Centre on: 021-4329290 between 08.45 – 17.00, Monday to Friday or write to: **Customer Relationship Centre, Henry Ford & Son Ltd, Elm Court, Boreenmanna Road, Cork, Ireland.**