

## A. Ford Essential Terms & Conditions

### 1. Eligibility

1.1 Ford Essential servicing and repairs are available at participating Ford Dealers for retail customers only.

1.2 Eligible vehicles: Ford passenger cars and commercial vehicles with up to and including 2.5L engines are eligible.

The following exclusions apply:

- ALL RS & LPG vehicles
- ALL Engines over 2.5ltr (MC includes engine up to and including 2.5)
- ALL fully Electrified vehicles
- ALL Ranger & Mustang models
- ALL vehicles under 3yrs old
- All Electronic Brakes

### 2. Pricing

2.1 All published prices are recommended retail prices and include parts, labour and VAT (at 20%).

2.2 All Ford Essential servicing and repairs qualify for a local price match guarantee as follows:

- (i) If the price of any like-for-like job is lower than that of the Dealer's listed prices or the recommended retail prices within a 5 mile radius of the relevant participating Ford Dealer, the price will be matched.
- (ii) An alternative quotation must be provided by the customer either before the work has been undertaken by the Ford Dealer or within 14 days of the repair being carried out.
- (iii) The lower price will be matched, providing the customer can produce a written quotation for an identical job, including genuine Ford-supplied parts, from a repairer who is subscribed to the Motor Industry Code of Practice, within a 5-mile radius of the Ford Dealer.
- (iv) In all cases, the participating Ford Dealer reserves the right to check and validate the qualifying quotation and to refuse any claims under these conditions which they reasonably believe do not meet the eligibility conditions.

### 3. Ford Warranty

3.1 Before booking a service, Ford recommends that you confirm what the Warranty Period is for your vehicle. This will help you determine the most suitable servicing option for your vehicle.

*What is the Warranty Period?*

The Warranty Period is the maximum length of time that your Ford Warranty can remain valid for on your vehicle. The Warranty Period will differ depending on a number of factors, including (i) the type of vehicle and (ii) whether your vehicle benefits from a Ford Base Warranty only or also a Ford Protect New Vehicle Extended Warranty.

*Where do I find the Warranty Period for my vehicle?*

- (i) If your vehicle benefits from a Ford Base Warranty only: the Warranty Period is set out in your vehicle's Service Portfolio or Ford Digital Service Record (DSR).
- (ii) If your vehicle also benefits from a Ford Protect New Vehicle Extended Warranty: the Warranty Period is set out in the paperwork for your vehicle's Ford Protect New Extended Warranty.

3.2. Please note that your Ford Warranty may become invalid if you fail to service and maintain the vehicle in accordance with Ford's maintenance scheduled and service instructions (the "**Service Criteria**"). The Service Criteria is set out in your vehicle's Service Portfolio or Ford Digital Service Record (DSR).

**3.3 Please note that an Essential Service is designed for vehicles that are outside of their Warranty Period.** This is because an Essential Servicing does not fulfil the Service Criteria for Warranty purposes.

3.4 If your vehicle is within its Warranty Period and you would like the Ford Warranty to remain effective, the vehicle must be serviced in line with Ford's Service Criteria. A Ford Essential Service would not be suitable in these circumstances. If you have any questions about this, you can either speak to your Ford Dealer or contact the Ford Warranty Helpdesk (see their contact details in paragraph 3.6 below).

3.5 Ford recommendations for servicing are based on Ford Scheduled Servicing intervals applicable to individual vehicles' time in service and mileage as detailed in the Ford Service Portfolio. The precise content of each service varies dependant on model and vehicle specification.

3.6 If you have any questions about the Ford Warranty, please contact the Warranty Helpdesk on 01277 251 525 or email [warranty@ford.com](mailto:warranty@ford.com)

## **B. Essential Repair exclusions**

### **General Exclusions:**

- ALL RS & LPG vehicles
- ALL Engines over 2.5ltr (MC includes engine up to and including 2.5)
- ALL fully Electrified vehicles
- ALL Ranger & Mustang models
- ALL vehicles under 3yrs old
- All Electronic Brakes

### **Replace Front Brake Disc and Pads**

- KA+ (2016 onwards)
- B-MAX (2012 onwards)
- Focus (2018 onwards)
- C-MAX (2015 onwards)
- Focus (2014-2018)
- C-MAX (2010-2015)
- Focus (2011-2015)
- Edge (2016 onwards)
- Mondeo (2007-2014)
- Mondeo (2014 onwards)

### **Replace Front Brake Pads**

- KA+ (2016 onwards)
- EcoSport (2013 onwards)

### **Replace Rear Brake Discs and Pads\***

- Edge (2016 onwards)
- S-MAX (2015 onwards)
- Galaxy (2015 onwards)
- Mondeo (2014 onwards)
- Transit/Tourneo Custom (2012 onwards)

### **Replace Rear Brake Pads\***

- Mondeo (2014 onwards)
- S-MAX (2015 onwards)
- Galaxy (2015 onwards)

\*All Ford and Motorcraft brake parts are developed and tested in compliance with the strictest of Ford specifications and are specifically designed for Ford models.

They also have proven longevity owing to high temperature resistance, offering optimum comfort, even with high loads

## **C. Essential and Scheduled Service promotions and voucher codes**

1. Ford Essential (formerly Motorcraft) terms and conditions apply. Voucher codes are eligible for retail customers booking a service or repair, the Ford Online Service Booking system or via the FordPass app.
2. Voucher code discounts applied to a Service or Repair item will be reflected on customer's booking confirmation as well as the selected Dealer's invoice document. This discount is not redeemable for cash. The discount will be deducted from the VAT inclusive recommended retail price of the Service or Repair.
3. Please note that each voucher code discount cannot be applied multiple times on the same Service or Repair or used in conjunction with any other voucher codes. Voucher Codes are only eligible when used as per the guidelines outlined on relevant marketing materials.

Ford reserves the right to withdraw these promotions at any time.