



VAN M  ONSTER

QUALITY USED CARS AND VANS

...has you covered

**Vehicle Repair Agreement
Customer Booklet**

our warranty partner





WELCOME

Dear Motorist

Congratulations on the acquisition of your new vehicle from Van Monster.

We hope that you experience many years of trouble free motoring. However, should an unforeseen problem occur with your vehicle, this vehicle repair agreement is designed to assist you with a selection of repair costs.

This vehicle repair agreement covers various mechanical and electrical components of your vehicle. Please refer to your vehicle repair agreement certificate and vehicle repair agreement customer booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions and customer requirements.

In order to keep this vehicle repair agreement valid, you must have your vehicle regularly serviced in accordance with the manufacturer's recommendations. In addition, the correct claims procedure **MUST** be followed, in order to receive a repair benefit.



This vehicle repair agreement is produced and administered by –

Bluechip Warranty Limited
Bluechip House
Unit B21, Owen Road
Diss, Norfolk
IP22 4GT

Tel: **0800 404 5814**
Email: enquiries@bluechipwarranty.co.uk



MILEAGE NOTIFICATION

All Van Monster vehicles start with a Van Monster warranty (duration and mileage limit).

Van Monster will confirm the duration at the point of sale.

The Bluechip Warranty agreement issued will start from either the date the Van Monster warranty ends or after the mileage limit stated below, whichever comes sooner.

- Cars: Duration selected or 6000 miles.
- Vans: Duration selected or 10,000 miles.

If you complete the mileage stated above first for the relevant vehicle, you (the owner) will need to notify Van Monster of this in order to activate the Bluechip Warranty issued.

Once you notify Van Monster, they will contact us (Bluechip Warranty Ltd.) to activate the agreement from the date you complete the relevant mileage limit.

Please note that a claim can only be accepted under the Bluechip Warranty if the agreement is activated at the correct mileage interval: Cars: 6,000 miles or vans: 10,000 miles.

If you do not cover the mileage limit first, the Bluechip Warranty agreement issued will start from the date stated on the Bluechip Warranty agreement certificate.



DEFINITIONS

The following words or references have the following meanings, where they are mentioned within this vehicle repair agreement:

Us/We/Administrator	Bluechip Warranty Limited, Bluechip House, Unit B21, Owen Road, Diss, Norfolk, IP22 4GT.
You/Customer/Your	Registered owner of the covered vehicle and named owner to which this vehicle repair agreement applies.
Claim Limit	The maximum individual claim limit payable under the terms of this vehicle repair agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases, lower individual claim limits will apply. The maximum aggregate claim value payable under this vehicle repair agreement will be limited to the current market value of your vehicle.
Claims Department	Bluechip Warranty Limited, Bluechip House, Unit B21, Owen Road, Diss, Norfolk, IP22 4GT.
Autodata	Industry professional bodies, giving recognised advice and guidance on vehicle repair times.
Bluechip Assist	Breakdown cover provided by Bluechip Warranty Ltd via a third party.
Motor Factor/Pattern Parts	A new aftermarket replacement part (non genuine) supplied at trade cost.
Repairer	Repairs to be carried out by a VAT registered garage.
Consequential Damage	Failure caused to another component.
Labour Rate	The amount per hour that this vehicle repair agreement will reimburse.
OE Parts	Original Equipment components (will only be agreed in the event of a pattern part not being available) at trade cost.
Authorisation Code	A claim specific code, issued to you or your repairer, guaranteeing reimbursement of the agreed amount.

THE NOT SO SMALL PRINT...

- This vehicle repair agreement booklet is only activated when issued with a supporting vehicle repair agreement certificate. This certificate will show your details, your vehicle details, the start, and end date, along with the level of cover and benefits to which you are entitled, (you do not have a live/valid vehicle repair agreement if you do not possess, or were not issued with a vehicle repair agreement certificate).
- You MUST follow the claims procedure, (out of process claims will be declined).
- Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process.
- The vehicles service history must be kept up to date (as per manufacturer's recommendations) and fully documented, from the inception date/mileage of this vehicle repair agreement.
- This vehicle repair agreement covers a sudden and unforeseen mechanical or electrical failure, causing the sudden stoppage of the components function.
- This vehicle repair agreement is not a service/maintenance programme (it is not designed to maintain your vehicle).
- Betterment contribution may be requested, taking in to account, the age and mileage of your vehicle at the time of making a claim.
- This vehicle repair agreement will only pay for motor factor/pattern parts (at trade prices) and associated labour at a maximum of £60.00 per hour inc VAT.
- OE parts (at trade prices) will only be agreed, if there is no alternative motor factor/pattern part available (however, if you prefer to have a genuine part fitted, then you will be responsible for the additional cost).
- Labour costs over and above the allowed labour rate, or agreed autodata repair times, will be your responsibility.
- Any fraudulent claims will invalidate this vehicle repair agreement, with immediate effect.
- Bluechip Warranty Ltd reserve the right to have the vehicle inspected if deemed necessary.
- All claim payments are processed on the Friday of each week.
- This vehicle repair agreement does not pay for additional work carried out as good workshop practice.
- This vehicle repair agreement only pays for the reported problem, it does not provide reimbursement for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
- All specified maximum claim limits stated on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT and any other additional benefits which are specific to your cover level.
- This vehicle repair agreement is only liable for claims that are completed within the warranty duration.
- All repairers must be VAT registered.

CLAIMS PROCEDURE

If your vehicle should suffer a mechanical or electrical breakdown, you should call us on **0800 404 5814** or email us at **claims@bluechipwarranty.co.uk** to report the problem. We will then explain the claims process to you.

Claim contact can be made Monday to Friday 9am - 5pm.

Please note: All calls are recorded for training and monitoring purposes, as well as the retrieval of call discussions, in the event of disputed advice or reported claim details.

If you have already taken your vehicle to a VAT registered repairer, you will need to instruct the repairer to identify the failure and submit a full repair estimate for assessment.

NB: No repair work should commence until we have been contacted.

The estimate must include: vehicle registration or vehicle repair agreement number, the failed component required and failure type, along with the cost of parts, labour, VAT, and the current mileage of the vehicle.

Service history may also be requested by the administrator if deemed necessary.

NB: You are responsible for any initial fault diagnosis. If dismantling of your vehicle is required in order to ascertain the cause of failure, you must give permission for this. (The administrator cannot authorise dismantling or diagnosis of your vehicle)

The claim details supplied will then be assessed against your specific cover level, at which point we will advise if the claim is of a valid nature.

All claims **MUST** be authorised. Reimbursement of repair costs are guaranteed **ONLY** by obtaining a repair authorisation code from Bluechip Warranty Ltd prior to any works being undertaken.

This repair agreement is designed to reimburse you for the failed component, associated labour, and VAT subject to you complying with the correct claim procedure, and subject to the component and failure type being covered under the terms of your specific cover level.

All repairers must be VAT registered.

WHEN OPENING A CLAIM

Once you open a claim, you have a maximum of 60 days or up to the expiry date of your vehicle repair agreement, whichever is sooner, to comply with and complete the claims process which will / may include the following:

Vehicle diagnosis, submitting an estimate, Claim assessment, Claim payment (valid claim only), Vehicle dismantling (if deemed necessary), Vehicle inspection (if deemed necessary).

If you exceed the stated timeframe, any reported claim will become null and void. In addition, we will not accept any future claim for the same fault, component, or repair.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the vehicle examined by an independent assessor, or to nominate an alternative repairer, or to request the return of the vehicle to the supplying dealer.

IF YOU HAVE A VALID CLAIM

Repair times are assessed and agreed using industry standard Autodata repair times.

This agreement covers a maximum labour rate of £60.00 per hour inclusive of VAT.

This agreement covers a maximum contribution of £25.00 inclusive of VAT towards diagnosis if deemed necessary.

This agreement will **ONLY** reimburse the cost of a pattern part or reconditioned part. Main dealer genuine parts will only be sanctioned if there is no alternative.

If you choose to have your vehicle repaired at a main dealer, **YOU** will be responsible for any additional part and labour costs, over and above the stated liabilities.

Claim Limits - All specified maximum claim limits detailed on your certificate and listed in the vehicle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT, and any other additional benefits which are specific to your cover level.

Bluechip Warranty Ltd reserve the right to revoke the authorisation of a claim and/or reassess a claim if/when: the reported repair does not solve the issue, further repairs are required, new information is provided, there is an attempt to submit a fraudulent claim/repair.

The authorised repair costs stated, include all benefits that fall within the parameters of the claim and within the liability criteria of this vehicle repair agreement.

Any further action / additional costs are your decision and responsibility. The authorised amount applies to any VAT registered repairer of your choosing.

CLAIM PAYMENT TERMS

Upon completion of an authorised repair, please submit the repair invoice detailing parts, labour, VAT, vehicle make/model, registration number, current mileage, and repair authorisation code, to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

Payee bank details: Account holder's name, Sort code and Account number.

The invoice must be submitted within the 60 day claim duration or before the expiry date of your vehicle repair agreement, whichever is sooner.

Claim payments are processed on a weekly basis, (Friday), subject to the correct documentation, and payee information being received by 1pm on the preceding Thursday. Please allow 2-3 days for funds to reach your account.

COVER LEVEL

Please refer to the level of cover stated on your vehicle repair agreement certificate for a list of covered components and benefits that fall within the parameters of your specific cover level and this vehicle repair agreement



VAN MONSTER

QUALITY USED CARS AND VANS

PREMIUM

£2500 Claim Limit for vehicles under 8 Years / 100,000 Miles at point of sale.

WEAR AND TEAR COVER INCLUDED ON ALL COVERED COMPONENTS

ALL mechanical and ALL electrical factory fitted components of the vehicle are covered against a sudden and unforeseen mechanical or electrical failure or breakage, causing the stoppage of the components function.

Please refer to the terms and conditions for detailed explanations, restrictions, or other exclusions.

For additional electric vehicle (HEV, PHEV, OR EV) component coverage please see page 12.

COVERED ITEMS BUT NOT LIMITED TO -

Engine

Rocker assembly, Inlet valves (unless burnt out), Exhaust valves (unless burnt out), Valve guides, Valve springs, Cylinder head, Cylinder head gasket, Stretch head bolts, Cylinder liners, Push rods, Camshaft followers, Timing gears, Timing chains, Timing chain tensioner, Oil pump, Oil pump drive gears, Pistons, Piston rings, Gudgeon pins, Connecting rods, Big end bearing shells, Main bearing shells, Crankshaft, Solid flywheel, Ring gear, Timing belt (subject to the correct replacement schedule having been adhered to), Timing belt tensioner, Engine casing (if damaged by an internal covered component). Excludes oil seals.

Turbo

Factory fitted turbo unit, Seals, Bearings, Turbines, Shafts, Waste-gate, excluding heat shield.

Manual Gearbox (Incl DCT / DSG / PDK)

Gears, Shafts, Synchronesh hubs, Baulk rings, Internal gear selectors, Bearings, Speedometer drive, Overdrive unit, Gearbox casing (if damaged by an internal covered component). Excludes oil seals.

Automatic Gearbox (Incl CVT)

Shafts, Bushes, Clutch bands, Brake bands, Bearings, Oil pump, Governors, Solenoids, Servos, Torque converter, Drive plate, Valve block, Modulator valve, Speedometer drive, Automatic gearbox casing (if damaged by an internal covered component). Excludes oil seals and CVT drive belts/chains.

Differential

Crown wheel, Pinion gear, Pinion shaft, Planet gears, Planet gear carriers, Bearings, Bushes, Thrust washers, Spacers, Differential casing (if damaged by an internal covered component). Excludes oil seals.

Transfer Box

Internal components, Transfer box casing (if damaged by an internal covered component). Excludes oil seals.



Clutch / Dual Mass Flywheel

Dual clutch assembly, Clutch centre plate torque springs, Clutch cover diaphragm, Clutch release bearing, Clutch fork, Clutch master cylinder, Clutch slave cylinder. Excludes worn out clutch components.

Steering

Steering rack and pinion, Hydraulic PAS steering pump, PAS steering motor, Steering box, Steering idler, High Pressure PAS pipe/hose, Steering column joints, Steering column bearings, Track rod ends. Excludes rubber gaiters and oil leaks.

Suspension

Coil springs, Shock absorbers, McPherson struts, Pneumatic air springs, Ride height actuators, Ride height regulator valves, Air suspension pump, Swivel joints. Excludes all suspension bushes.

Engine Cooling System

Water pump, Engine cooling radiator, Thermostat, Thermostat housing, Heater matrix, Viscous fan coupling, Engine cooling fan motor, Engine oil cooler.

Air conditioning

Air conditioning pump/compressor, Air conditioning condenser, Expansion valve, Evaporator, Accumulator.

Brake System

Brake master cylinder, Brake calipers (unless seized), Brake limiter valve, Wheel cylinders, Servo, Brake pumps, ABS Pump.

Fuel System

Primary fuel pump, Secondary fuel pump, Diesel injection pump, Airflow meter, Idle control valve, Fuel ECU, Fuel tank sender unit, Throttle body, Throttle potentiometer, Cold start valve, Overrun cut off valve, Mapping sensor, Fuel pressure regulator, EGR Valve, Injectors.

Electrical System

Alternator, Alternator voltage regulator, Starter motor, Starter motor solenoid, Ignition distributor, Front wiper motor, Rear wiper motor, Horn, Front windscreen washer pump, Rear windscreen washer pump, Coil/Coil packs, Relays, Indicator switch, Engine ECU, Heater blower motor, Electric window lift motors, Sun roof motor, Central locking motors and solenoids, (excludes central locking pumps), Electronic ignition amplifier, Switches, Cruise control unit, Headlamp motors, Alarm control unit, Alarm siren, All sensors, Electric handbrake motor, Instrument gauges and clusters.

Combined Components

In this instance, a 50% contribution will be made towards the covered part cost (the covered component MUST be the cause of failure), and 100% towards the associated labour cost, (e.g., door latch/door locking solenoid, handbrake motor/control unit, automatic gearbox valve body/ECU).



ADDITIONAL AGREEMENT BENEFITS

Diagnosis

If deemed necessary, a maximum contribution of £65.00 inclusive of VAT will be authorised, and will form part of a valid claim and maximum claim benefit.

Consumables

As part of a valid claim, a contribution of £20.00 inclusive of VAT will be made towards consumables.

This includes oils, filters, anti-freeze, head skim, air conditioning re-gas, and items such as cable ties, washers, sealant etc. Consumables will form part of the maximum claim benefit.

Repair Labour Rate

Maximum of £60.00 per hour inclusive of VAT (labour is only payable subject to a valid claim).

Recovery

A recovery benefit of £50.00 inclusive of VAT will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Recovery benefit becomes effective subject to a claimable occurrence.

Car Hire

A car hire benefit of £30.00 inclusive of VAT per day, for a maximum of five days will apply, where it is deemed necessary by the administrator, and will form part of the maximum claim benefit. Car hire benefit becomes effective where the Autodata repair time exceeds 8 hours, and is subject to a claimable occurrence.

Vehicle Inspection

Vehicles will be inspected 1) at random, and 2) if the cause of failure cannot be identified by the repairer.

SPECIFIC PARTS ADDENDUM TO PREMIUM COVER LEVEL:

- Satellite Navigation System
- Multimedia Systems
- Catalytic Converter
- Diesel Particulate Filter
- Engine Crank Battery



Frequently Asked Questions

Dual mass flywheel failed due to age related wear and tear	Covered
Manifold flaps failed due to carbon build up	Covered
Diesel particulate filter failed due to carbon build up	Covered
Timing chain snapped or stretched	Covered
Injectors failed due to wear or over fuelling	Covered
Turbo failed due to wear and tear	Covered
EGR valve failed due to wear or carbon build up	Covered
Clutch failed due to wear and tear	Covered
Cylinder head gasket failed due to stretching of head bolts	Covered

EXCLUDED COMPONENTS

Examples include, but are not limited to -

This repair agreement does not cover serviceable items or components that require periodic replacement.

Ancillary components, Bodywork, Paintwork, Upholstery including seat runners, Bolts/fixings, Brake cables /linkage/shoes/pads/discs, Seized brake callipers, Car telephone and associate components, Remotes, Vehicle chassis, Oil supply and feed pipes, Air bags/controls/systems, Supplementary restraint systems/controls, Electric roof mechanism and cables, Engine/gearbox mountings, Exhaust system/mountings, Exterior/interior trim, External gearbox linkage, Front/rear windscreen heater elements, Front/rear wiper blades/linkage, auxiliary drive belts, Fuel tank/lines, Glass/mirrors, Handbrake lever/ratchet/mechanism/cable, Heated seat elements, Keys/keyless entry systems/remote key, Door locks/barrel/mechanism, Steering lock/barrel/mechanism, Light units/clusters/holders/bulbs, Pulleys/pulley dampers, Road wheels/tyres, All wiring looms/harnesses, Aerials, Gaskets/seals/oil leaks, Water ingress, All weather strip and seals, Spark plugs, Glow plugs, Fuses, All pipes / hoses, All cables, plus over restrictions as detailed in the terms and conditions.

Timing belts are not covered if they are being replaced as part of the routine scheduled service procedure for your vehicle, or as part of good workshop practice whilst undertaking a related repair. However, this repair agreement will reimburse you for a premature timing belt failure, along with the additional damage that this may cause.

N.B. It is a condition of this vehicle repair agreement that the timing belt must have been replaced in the past, and must be replaced in the future, at the correct manufacturers specified intervals, with proof being retained for submission to Bluechip Warranty Ltd, in the event of a premature timing belt failure claim.



HYBRID ELECTRIC VEHICLES (HEV) PLUG IN HYBRID (PHEV) ELECTRIC VEHICLE (EV)

If your vehicle is a HEV, PHEV, or EV the following named components are also covered over and above the level of cover stated on your vehicle repair agreement certificate, against a sudden and unforeseen mechanical or electrical failure, or breakage causing the stoppage of the components function, with an individual maximum claim limit including VAT as shown, regardless of any higher specified claim limit.

Coverage of the following components is subject to the correct additional cost having been paid at point of sale.

Electric Traction Motor (Unit Only)
Up to the maximum policy claim limit

Inverter (Unit Only)
Up to the maximum policy claim limit

Electric Generator (Unit Only)
Up to the maximum policy claim limit

Control Module
Up to the maximum policy claim limit

Electric Motor Controller
Up to the maximum policy claim limit

Regenerative Braking Unit
Up to the maximum policy claim limit

Charger Control unit
Up to the maximum policy claim limit

Main Contactor
Up to the maximum policy claim limit

Emergency Breaker Switch
Up to the maximum policy claim limit

DC Converter
Up to the maximum policy claim limit

Potbox
Up to the maximum policy claim limit

Thermal System Cooling Unit
Up to the maximum policy claim limit

Vehicle Based Charge Port
Up to the maximum policy claim limit

EV Battery Pack (Unless leased)
£5000 Claim Limit (subject to the battery charging at less than 50% of its capacity).

Water Damage Cover Included: (Limited to "sweating" from heat issues, excludes external water damage)

High Voltage Cables:
£1500 Claim Limit

Diagnosis
As per cover selected

Consumables
As per cover selected

Repair Labour Rate
As per cover selected

Recovery
As per cover selected

Vehicle Hire
As per cover selected

Vehicle Inspection
Vehicles will be inspected 1) at random, and 2) if the cause of failure cannot be identified by the repairer.

A SELECTION OF EXCLUSIONS

Examples include, but are not limited to - Bodywork, Trim, Glass, Wheels, Tyres, Hinges, Brake linings, Brake discs, Brake drums, HT leads, Spark plugs, Wiper Blades, Light units, Light clusters, Bulbs, Drive belts, Wiring looms, Air bags and associated restraint systems, Hoses, Pipes, Mountings, Cables, Brackets, Exhaust system, Batteries, Seat belts, Fuel tank, Water ingress, Exhaust manifold, Inlet manifold, LPG conversions, Corrosion, Oil leaks/seals/gaskets, Cross contamination of fluids, Carbon damage, Consequential damage, Driver abuse, Driver neglect, Insufficient lubrication, Insufficient cooling liquids.

TERMS AND CONDITIONS

Please refer to the second page of the vehicle repair agreement certificate for further and detailed terms, conditions, and exclusions.

SERVICING

Your vehicle must be serviced in accordance with the manufacturer's recommendations, from the inception date and mileage of this vehicle repair agreement. All service receipts must be retained and produced in the event of a valid claim.

EARLY CLAIM SUBMISSIONS

This vehicle repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure, or breakage of a covered component. An early day claim submission would not be accepted if the cause of failure is found to be of an inherent nature.

In the event of a claim presentation being made for a pre-existing fault, we reserve the right to cancel cover with immediate effect (this would be deemed as fraudulent activity as detailed within Term and Condition number 30). In this instance, we will refund directly to the selling dealer, monies paid for the vehicle repair agreement.

COMPLAINTS PROCEDURE

We aim to provide customers a high standard of service, at all times. However, if you are unhappy with the service provided for any reason, have cause for complaint, or would like to submit a claim dispute, please contact us in writing at -

Bluechip Warranty Limited, Bluechip House, Unit B21, Owen Road, Diss, Norfolk, IP22 4GT. or enquiries@bluechipwarranty.co.uk.

All components relating to a reported repair must be retained and made available for inspection, in the event of a claim dispute or whereby litigation notice is served. Bluechip Warranty reserve the right to have the vehicle inspected at any time, if deemed necessary.

If a dispute is registered, the claim details will be passed on to a senior member of staff to be reassessed. Please allow 14 working days for a response.

Please note that Bluechip Warranty Ltd operates a strict zero tolerance against verbal abuse towards our members of staff. Bluechip Warranty Ltd reserve the right to immediately cancel the customers vehicle repair agreement without refund. This applies in any situation where a customer delivers verbal abuse or threatens in any medium, which is directed towards a member of staff, or towards our business.

NOTES



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