

The following section explains how your RRG Service Plan works and includes the terms and conditions. If anything is unclear or if you have any questions, please contact Renault Retail Group Extended Warranty Administration, Car Care Plan Ltd, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Tel: 0344 573 8035.

SERVICING REQUIREMENTS

It is a condition of this plan that your vehicle is serviced at the recommended time and/or mileage intervals which are detailed in the vehicle handbook. Failure to do so may invalidate your plan.

WHAT'S INCLUDED:

The plan is designed to cover the yearly A & B service for your vehicle and will cover all of the items detailed below. In addition, the plan allows you to pre pay at today's prices or spread the cost of servicing over the term.

Renault Service A & B Regime

A 12 months, 12,000 miles, B 24 months, 18,000 miles or
Whichever comes first

2 year service plan = 1A & 1B

3 year service plan = A, B, A

Service A	Change cabin filter, check rear brake discs and pads for wear
Service B	Change engine oil and filter, check front brake discs and pads for wear
Both A & B Services Check fluid levels (Top up if necessary)	Brake fluid Coolant levels Power steering circuit Front/rear screen washer
Both A & B Services Check signals & visibility	Parking lights/number plate Direction indicators/hazard warning lights Dipped/main beam headlights Reversing lights/stop lights Front/rear fog lights Wiper blade wear and wash/wipe operation Door mirrors
Both A & B Services Safety check	Condition & seal of shock absorbers Tyre wear & damage Set all tyre pressures including spare Exhaust system (leaks & mounting) Condition of brake system Leaks in brake system (external) Condition of drive shaft bellows Suspension condition Condition of shock absorbers Seat belts – condition, mounting & operation Instrument panel warning lights
Both A & B Services Check correct operation	Horn operation Condition and mounting of bumpers Condition of windscreen Rear view mirrors Visible drive belts Advise if timing belt due for replacement Air conditioning operation Advise if pollen filter due for replacement Check battery levels and connections Bonnet lock operation & lubrication Lubricate door hinges & locks Clip Diagnostic check

HOW TO CLAIM

Please make yourself familiar with the servicing requirements of your vehicle, which are detailed in the vehicle handbook. If you are unsure, please contact your Renault Retail Group Dealer for advice.

Claims

When your vehicle is due for its service:

Step 1: Contact your chosen Renault Retail Group Dealer to make an appointment for the service to be completed.

In all cases please make the Dealer aware that you wish to claim under your service plan. We recommend that you keep this document, confirmation letter and your service book in your vehicle.

Step 2: Having established that your plan is valid, the dealer will contact the Administrator for authority to proceed with the service on your behalf. *It is a condition of this plan that prior authority is obtained before the dealer proceeds with any work.*

Step 3: Payment for authorised work will be made direct to the dealer. You may be asked to sign an invoice when the work has been completed. The Administrator reserves the right to inspect the vehicle and/or any parts and may also arrange for parts to be examined by a Claims Assessor.

Please note that any work not covered by this service plan must be authorised by you and will be charged to you by the dealer.

TERMS AND CONDITIONS

Plan Holder

Only the person or company named in the confirmation letter is entitled to make a claim under the terms of this plan.

Vehicle

Claims can only be made against the vehicle detailed in the confirmation letter.

Geographical area

Your service plan is valid at any Renault Retail Group dealer in the UK. It is not valid anywhere else.

False claims

All benefits of this plan are forfeited if a fraudulent claim is made.

Transfer to a new owner

This plan can only be transferred to a new vehicle owner if it has been fully paid up or if the original Direct Debit arrangement is left in place. To arrange transfer please contact the customer services team on 0344 573 8035.

Early termination/cancellation

You may terminate this plan and request a full refund of any money you have paid for it within 14 days of receiving this letter. After this period there is no automatic right to refund. If any refund is made it will be solely at the discretion of your supplying Renault Retail Group dealer and may be subject to an administration fee.

Direct Debit payment

Direct Debit payment is not available for vehicles covering more than 18,000 miles a year or if a service is due within 6 months of application. If payment is by Direct Debit, you will be unable to claim on the plan within 6 months of the commencement date shown in the confirmation letter.

Direct Debit default

The plan will be terminated immediately in the event of any default in Direct Debit payments prior to its expiry. If at this point you have paid less into the plan than the amount you have claimed from it you will be liable to pay any shortfall.

Excluded claims

This service plan excludes claims for:

1. Any item or repair not specifically listed as covered in this document;
2. The replacement of the timing belt or accessory belt;
3. Loss of time, loss of use of the vehicle or any other loss or damage of any nature.

Excluded vehicles

Non-European imports, Aston Martin, Bentley, Daimler, Ferrari, Jaguar, Jensen, Kit Cars, Lamborghini, Lancia, Lotus, Maserati, Porsche, Rolls-Royce, TVR, commercial vehicles over 3.5 tonnes GVW or vehicles used in any sort of competition, rally or race are excluded.

How to make a complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint you should contact the Administrator in the first instance on 0344 573 8035 or in writing to: The Customer Services Manager, RRG Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email us at complaints@motor-admin.com.

If the Administrator is unable to provide a satisfactory solution, you should write to: Renault Retail Group UK Ltd, Head Office, Concord Road, Western Avenue, London W3 0RZ

Your statutory rights as a consumer are not affected by the above procedures.

To maintain the highest quality service and for staff training purposes, telephone calls may be monitored and/or recorded.

PRIVACY AND DATA PROTECTION NOTICE

1. Data protection

Renault Retail Group Extended Warranty Administration (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit www.view-privacy-policy.co.uk.

2. Use of your personal data

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

3. Disclosure of your personal data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

4. International transfers of data

The Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where The Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with the Legislation.

5. Your rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact:

The Data Protection Officer,
Renault Retail Group Extended Warranty Administration,
Jubilee House, 5 Mid Point Business Park, Thornbury,
West Yorkshire BD3 7AG, England.