



## Peace of Mind, Subscription Cover

### WARRANTY | RECOVERY



Get the ultimate peace of mind with Hendy Care, £35 per month with no upfront payment and no cancellation fee

Be confident that our total warranty cover and nationwide roadside assistance have you protected from the get-go.

#### **Warranty**

Your warranty cover includes all mechanical and electrical components, diagnostic fees and full costs of parts and labour. Claim an unlimited number of repairs, up to the purchase price of the vehicle, and be free from annual mileage restrictions.

#### **Recovery**

Have the reassurance that if you break down on any UK highway or outside your home, you will receive 24/7 roadside recovery, breakdown and doorstep assistance.

You'll also be covered for travel in certain European countries, for extra peace of mind.

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### Useful numbers

#### Warranty claims

If you suspect a mechanical issue with your vehicle, please call the Administrator, Warranty Administration Services, on 01522 513833 for advice on finding a suitable repairer.

#### Breakdown & recovery

If your vehicle suffers a breakdown, please call GenAssist on 0808 144 1755 quoting your vehicle registration number and your location.



# Peace of Mind, Subscription Cover

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### Section 1

#### A INTRODUCTION

This document sets out the full terms and conditions of Your plan. Please read it very carefully as it gives You important information about the benefits provided, the limits, Your responsibilities, when and how You can request repairs and when You cannot. If having read the terms You feel it is not suitable for You, then please refer to Cancellations for Your options.

Your agreement and the services provided within it are not an insurance policy and are not regulated by the Financial Conduct Authority (FCA). It is an Agreement between You and Us to provide the services listed in this booklet.

To maintain coverage under this Agreement You must:

1. Pay each Subscription Payment on its due date - see the further provisions under 'Payment Requirements', and
2. Ensure your vehicle is serviced in accordance with the Manufacturer's recommended service intervals - see further provisions under 'Service Requirements', and
3. Follow the Maintenance Requirements - see the further provisions under 'Maintenance Requirements'.

If You do not follow these requirements, then Your cover under this Agreement will be affected.

#### B DEFINED TERMS

The following words will have the following meanings when they appear in bold print in this document.

**We, Us, Our** - The Selling Dealer of the Vehicle and this Agreement as specified on Your Contract Agreement Document.

**You, Your** - The person, partnership or corporate body named on the Contract Agreement Document.

**Vehicle** - The Vehicle identified on the Contract Agreement Document.

**Administrator** - Warranty Administration Services Ltd, whose address is Otago House, Crofton Road, Lincoln LN3 4NL, and who will manage this agreement between You and Us. Warranty Administration Services Ltd is registered in England, company no.1789994.

**Payment Collections Party** - AU Assist Ltd, who act as the appointed payment handler for the Selling Dealer. AU Assist Ltd securely processes all payments on Our behalf via Stripe, a trusted and PCI- compliant global payments platform.

**Stripe** - A secure third-party payment gateway used to process card and bank payments on behalf of AU Assist Ltd. Stripe is PCI-DSS compliant and uses industry-standard encryption to protect payment data.

**Contract Agreement Document** - Your agreement document that confirms We have accepted Your Vehicle for cover. It provides details about You, Your Vehicle and Your level of cover, when the cover starts and ends, details of the Individual claim limit, Total claim limit, Maximum third-party hourly labour rate and any excess that You must pay.

**Mechanical or electrical fault** - When a covered part suddenly or unexpectedly does not work in line with the manufacturer's specification for a reason other than wear and tear, normal deterioration or negligence (that is, as a result of something You or someone else has done or failed to do).

**Maximum third-party hourly labour rate** - If authorised repairs are carried out by someone other than Us, We will only pay for labour charges up to the hourly rate shown on Your Contract Agreement Document. If the repairing garage charges a higher hourly labour rate than the amount We pay, You will be responsible for paying any difference.

**Individual claim limit** - The total amount We will pay for each individual authorised claim, less any excess that may apply as stated on Your Contract Agreement Document.

**Total claim limit** - The total amount We will pay during the period of the warranty for all authorised claims added together. If this total is reached, We will not pay any more and Your warranty will end.

#### D END DATE

Means the date on which Our obligations to You will come to an end. The End Date will be the date shown on the Contract Agreement Document and will be 36 months after the start date or sooner in the event of You breaching any of the following: 'Service Requirements', 'Maintenance Requirements' or 'Payment Requirements'. In any of these events, Our obligations to You will come to an end with immediate effect.

#### E ELIGIBILITY

Your Vehicle must:

- . Be built to and not be modified outside of UK manufacturer's specifications;
- . Not be used for hire or reward, commercial use, professional instruction, competition or off-road use, motor rally, motor racing, speed or duration tests, track days or any practice for these events whether they are timed or untimed;
- . Not be a vehicle used in public service capacity, for example within the police force, military service or fire service;
- . Not be a vehicle with a gross weight of more than 3,500kg.

#### F PAYMENT REQUIREMENTS

For this Agreement to continue and for You to be able to continue to receive the benefits set out in this Agreement, You must pay each Subscription Payment on time. If You fail to make a Subscription Payment when due, We reserve the right to end this Agreement.

If you miss a payment, We will attempt to contact You using the contact information provided to Us via email, SMS and phone in the following 14 days. If You do not make the missed payment within 14 days from its due date, then this Agreement will terminate.

#### G MAINTENANCE REQUIREMENTS

You must have the vehicle serviced in line with the manufacturer's recommendations during the period of this agreement.

It is Your responsibility to ensure that the timing belt is changed in accordance with the manufacturer's recommendations.

Engine oil works under extremes to lubricate, cool and protect internal engine components. It is Your responsibility to use the Manufacturer's recommended engine oil. If You need any assistance, please contact the Manufacturer. Using inferior oil or the wrong type of oil can cause damage or wear that ultimately could cause any damage to mechanical and electrical parts and/ or components to be excluded.

In order for this Agreement to continue You must follow the requirements above.

#### H TRANSFER REQUEST

This Agreement cannot be transferred to another vehicle or owner.

# Peace of Mind, Subscription Cover

## WARRANTY | RECOVERY

### Section 2

#### A WARRANTY - MAINTENANCE AND REPAIR

##### WHAT IS COVERED?

Depending on the terms, conditions, general exclusions and claim limits shown in this document, Your warranty will cover the cost of repairing or replacing the systems of your vehicle as shown below and that have failed as a result of a sudden or unexpected mechanical or electrical fault. Any part that needs replacing due to wear and tear is not covered.

##### BRAKING SYSTEM

All parts are covered apart from brake discs, pads, shoes, drums, hoses, cables and pipes.

##### CATALYTIC CONVERTERS AND CASINGS

These will be replaced if the damage was caused as a result of any covered part failing.

##### CLUTCH

All parts are covered apart from hoses, cables, pipes and any part which is replaced due to wear and tear.

##### ELECTRICAL SYSTEM

All parts are covered apart from fuses, batteries, aerials, Bluetooth module, satellite navigation systems and in-car entertainment equipment, heated screens, bulbs and lighting units (including the lens).

##### ENGINE

All parts are covered apart from auxiliary belts, ignition (HT) leads, spark plugs, oil seals, hoses, cables, pipes, filters, engine mountings and the exhaust system.

##### ENGINE COOLING SYSTEM

All parts are covered apart from hoses, cables, pipes and any damage caused by corrosion, impact or freezing.

##### FINAL DRIVE

All parts are covered apart from seals, gaskets, boots, wheels and tyres.

##### FUEL SYSTEM

All parts are covered apart from turbocharger-system parts, hoses, cables, pipes, filters and any damage caused by using contaminated fuel or the wrong fuel.

##### HEATING AND FACTORY-FITTED AIR-CONDITIONING SYSTEM

All parts are covered apart from cables, hoses, pipes, unions, seals, filters, belts and vents.

##### STEERING SYSTEM

All parts are covered apart from boots, hoses, pipes and unions.

##### SUSPENSION

All parts are covered apart from hoses, pipes and refilling any unit.

##### TRANSMISSION

All parts are covered apart from seals, gaskets, gear-change linkage, cables and gearbox mountings.

##### EXTRA COVER

Depending on the terms and conditions of this warranty, we have extended your cover to include the following benefits:

##### TURBO SYSTEM

Up to £2,000 (including VAT) towards repairing or replacing any factory-fitted turbo-system parts (not including hoses and pipes).

##### SATELLITE NAVIGATION SYSTEMS AND IN-CAR ENTERTAINMENT UNITS

Up to £2,000 (including VAT) towards repairing or replacing any factory-fitted satellite navigation systems, in-car entertainment equipment and Bluetooth modules (not including aerials, software and software updates).

##### CAR HIRE

If we cannot provide you with a courtesy car, you can claim up to £36 (plus VAT) a day for up to seven days towards the cost of hiring a replacement vehicle. You must contact the administrator to claim this benefit before you hire a replacement vehicle. To benefit from the extra cover:

1. Your vehicle must be at our workshop;
2. The fault must mean that your vehicle cannot be driven; and
3. Your vehicle must be having a repair that the administrator has authorised.

You cannot claim car-hire costs for the first 24 hours after the administrator has authorised the costs. The cost of fuel and insurance on the hire vehicle is not covered. Entitlement to this benefit ends after seven days or when the repairs on your vehicle are completed, whichever is sooner.

#### B GENERAL EXCLUSIONS

1. A mechanical or electrical fault which a qualified engineer appointed by the Administrator thinks could have reasonably existed before this cover began.
2. Any loss, damage or fault which a qualified engineer appointed by the Administrator thinks could have been avoided or was totally or partly caused by a lack of maintenance.
3. Any parts which are not faulty, but which are replaced or reported during routine servicing or recommended to be replaced as engineering best practice.
4. Any damage which is due to any type of accident or negligence or caused by continuing to use the Vehicle when it is obvious there is a fault, or using contaminated fuel or the wrong fuel.
5. The gradual reduction in the performance of any part (wear and tear) due to the age or mileage of the Vehicle.
6. Parts that fail or need replacing when they have reached the end of their reasonably expected lifespan due to age or the Vehicle's mileage.
7. Any Vehicle where the speedometer has been interfered with, altered or disconnected.
8. Any Vehicle owned by a motor trader or garage or associated companies, or by the owners of that motor-trader business or garage or people connected to the owners.
9. Repairs, replacements or alterations not authorised by the Administrator.
10. Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the Vehicle.
11. Any items that are not covered even if the replacement is needed because of the failure of a covered part.
12. Electrical software updates or reprogramming.
13. Parts, including software, which have been modified from the manufacturer's original specification and any part that fails as a result of those modifications.
14. Water leaking into the Vehicle (including damage to covered parts caused by water leaking in).
15. Failure of parts due to them corroding or seizing up, or any extra labour costs for work that is needed due to parts seizing up or snapping.

Replacement of drive belts, filters, lubricants, antifreeze and fluids required because of the failure of a covered component is included in this Agreement. If a covered component failure causes damage to another covered component, We will repair or replace that part within the same Individual Claim Limit, but this excludes any damage which is cosmetic in nature.

The Administrator has the right to appoint an independent engineer to inspect Your Vehicle prior to any repair or replacement of part(s).

#### C MAKING A CLAIM

If Your Vehicle develops a fault which may result in a claim under this warranty, please bring it to Us. We will deal with the Administrator direct, and You will not have to pay for any work covered by Your warranty (depending on any claim limits and excess that may apply).

If for any reason it is not possible to bring Your Vehicle to Us, please contact the Administrator on 01522 513 833 for advice on finding a suitable repairer. Please remember that the Maximum third-party hourly labour rate shown on Your Contract Agreement Document will apply. This may limit the labour costs You can claim on any authorised repair, and You will be responsible for any difference in the labour costs if We authorise the claim. You will need to give the garage permission to diagnose the fault, then ask them to call the claims team on 01522 513 833 with the following information when they have confirmed the cause of the fault, but before they start any repairs.

1. Vehicle registration number
2. The current mileage
3. The fault reported
4. Details of the parts that need replacing
5. Information on costs for both parts and labour

Please note: Sometimes We may need You to bring Your Vehicle to Us or Our recommended repairer for a repair covered by Your warranty instead of using Your local garage.

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In all cases, You are responsible for giving permission to diagnose the fault and You will be responsible for all costs until the Administrator issues an authorisation number. If We accept Your claim, We will pay all reasonable charges for work that was necessary to find the fault (diagnostic charges). The Administrator will issue an authority number on Our behalf for the amount of the claim they agree to (depending on any claim limits and excess that may apply).

### D INVOICING AND PAYING AUTHORISED CLAIMS

All invoices should be made out to "Hendy c/o Warranty Administration Services Ltd" as the payment may be delayed or even prevented if it is not. All invoices should be sent to the Administrator's office by email to [wasadmin@warrantyadmin.co.uk](mailto:wasadmin@warrantyadmin.co.uk). The Administrator will confirm the claim and process the claim for payment. If it is not possible for the repairer to email the invoice to the Administrator, they should post a copy to: Warranty Administration Services Ltd whose address is Otago House, Crofton Road, Lincoln LN3 4NL.

If You use a garage other than Us, and the repairer insists that You pay for the work up front, You may have to pay the bill and then send it to the Administrator. The Administrator will then process the payment of the amount of any agreed claim (depending on any claim limits or excess that may apply).

### IMPORTANT

Repair work must not begin until the Administrator has agreed the claim. If You do not keep to this condition, You may not be able to make a claim under this warranty.

### E CONTACT DETAILS

**Claims phone number:** 01522 513 833  
**Email:** [wasadmin@warrantyadmin.co.uk](mailto:wasadmin@warrantyadmin.co.uk)

**Postal address:** Claims Department, Warranty Administration Services Ltd Otago House, Crofton Road, Lincoln LN3 4NL

The cost of investigation work can only be authorised by You, and You will remain responsible for meeting that cost in the event that the repair is not covered by this Agreement.

Repair requests will be handled by the Administrator and We reserve the right to have Your Vehicle assessed by an independent engineer prior to any work being carried out.

You may be requested to provide details of the registered keeper and copies of the VSC (often known as the Vehicle's "log book") at any time during this Agreement.

### F GAINING ACCESS TO YOUR VEHICLE

You must allow Us free access to examine Your Vehicle at all times. If You make a Repair request, We have the right to:

- a) Examine and photograph the Vehicle;
- b) Obtain an expert assessment, the result of which will be binding on all parties;
- c) Nominate another Agent/repairer.

If, following specific arrangements for inspection, and through no fault of Ours, the assessor cannot inspect it, for example, because the Vehicle is not available, then We reserve the right not to provide the Repair.

### G WARRANTY TERMS & CONDITIONS

1. **Authorisation:** Repairs must not be carried out without the Administrator's permission.

2. **'Service requirements':** You must have the Vehicle serviced in line with the manufacturer's recommendations during the period of this agreement. If You do not follow the manufacturer's service schedule or maintain

the Vehicle as recommended by the manufacturer, or You fail to keep the Vehicle insured, taxed and with a current MOT certificate, cover under this warranty will not apply and We will be entitled to end this Agreement immediately. To help You maintain cover, We will allow You a 1,000-mile or 30-day extension (whichever is sooner) from the manufacturer's recommended service schedule. If We do not carry out the servicing, it is important that You keep all receipts from the garage that does carry it out, as the Administrator will need to inspect these if You make a claim. Without proof of servicing, You may not be able to make a claim.

3. **Limiting damage:** You, or the driver, must take all reasonable steps to avoid loss or damage. This includes repairing all faults that You know about whether they are covered by this warranty or not. If You continue to use the Vehicle after it becomes apparent that there is a fault, and this use causes further damage that could have been avoided, the warranty will not cover any of the repair costs.

4. **Diagnostic charges:** You are responsible for giving permission to diagnose the fault, and You will be responsible for all costs until the Administrator issues an authorisation number. If We accept Your claim, We will pay all reasonable charges for work that was necessary to find the fault.

5. **Design faults and recalls:** If any of the Vehicle's parts has a design fault or is recalled by the manufacturer, that part is not covered.

6. **Geographical limits:** This warranty is valid in the United Kingdom.

7. **Rates for refunding costs:** We will not pay more than the UK manufacturer's list price for parts (We may need non-genuine parts to be used) and We will pay labour time in line with the recommended repair times. If Your Vehicle is repaired by anyone other than Us, We will pay labour rates up to the Maximum third-party hourly labour rate shown on the Contract Agreement Document only, and You will be responsible for paying any difference.

8. **Multiple items:** If You or the repairing garage reports more than one failed part or fault at the same time, the Administrator will deal with them as one claim.

9. **Inspecting the Vehicle and its parts:** The Administrator has the right to have the Vehicle or any part inspected by a qualified engineer to identify the cause of the fault before they authorise repairs.

10. **Governing law:** The laws of England and Wales will apply to this agreement and the English courts will deal with any disputes relating to or arising in relation to this agreement.

11. **Legal rights:** Nothing in these conditions will reduce Your legal rights relating to goods that are faulty or that have not been described accurately. For more information about Your legal rights, contact Your local trading standards department or citizens advice bureau.

12. **Administration of this agreement:**

1. This warranty is an agreement between You and Us for the cover shown in this document.
2. The Administrator acts on Our behalf to manage this Agreement only. By entering into this Agreement, You agree that You can make no financial claim against the Administrator under the warranty.

13. **Misinformation:** When applying for this Agreement or submitting a request, You or anyone acting on Your behalf must take reasonable care to answer all questions honestly and to the best of Your/ their knowledge. Failure to do so may affect the validity of Your Agreement, the provision of services or the payment of Your Repair.

14. **Telephone calls:** Any calls made in connection with Your Agreement may be monitored as part of training and quality assurance processes.

# Peace of Mind, Subscription Cover

## WARRANTY | RECOVERY

### Section 3

#### A DOORSTEP ASSISTANCE, BREAKDOWN ASSISTANCE AND NATION-WIDE RECOVERY

We have employed GenAssist, a leading supplier of rescue and recovery services, to deliver this service on our behalf. Please note that You are enrolled as a member of the Hendy recovery scheme and not as a direct member of GenAssist. We are here to support You through every journey in Your car and are delighted to provide You with:

- . 24/7 emergency helpline service.
- . UK nationwide rescue and recovery.
- . Help and guidance in dealing with mechanical breakdown issues.
- . Support from a UK team who have Your best interests at heart.

#### B BREAKDOWN ASSISTANCE IN THE UK, CALL 0808 144 1755.

What's included:

1. Doorstep Assistance: Help when You have broken down at home or within a 1/4 mile of it. If GenAssist can't arrange a prompt repair, GenAssist will take You and Your car to the nearest garage, Your home or another local destination.
2. Breakdown Assistance: Help when You have broken down more than a 1/4 mile from Your home. If Your car cannot be fixed at the roadside, GenAssist will take You and Your car to the nearest garage, Your home or an alternative local destination.
3. Nationwide Recovery: Help following a breakdown at the roadside. If GenAssist can't arrange a prompt repair, GenAssist will transport You, Your car and Your passengers to Your home, a garage or another mainland UK destination.

#### C EUROPEAN COVER

We have extended your cover to include travel in certain European countries. If You plan on driving abroad, please go to [www.gen-assist.co.uk/europe](http://www.gen-assist.co.uk/europe) for important information that You must read BEFORE TRAVELLING to make sure it is the right level of cover for you. Before You start Your journey, please verify Your GenAssist European membership by calling 01522 515 603. If You break down whilst travelling in Europe, please call 00 800 42 43 24 44 for assistance.

#### D RECOVERY TERMS & CONDITIONS OF SERVICE

1. This is an agreement between You, the customer, and Us, Hendy, with services carried out on Our behalf by GenAssist.
2. GenAssist cover applies to the vehicle registered.
3. GenAssist is available for cover on vehicles up to 3,500kg gross vehicle weight.
4. GenAssist is designed as an emergency breakdown facility; any temporary repairs carried out by the operator to mobilise the vehicle must be followed up as soon as practicable with a permanent repair.
5. GenAssist does NOT cover attendance after an accident or following a breakdown which is the result of fire, theft or an act of vandalism.
6. GenAssist does NOT cover ferry and toll fees, taxi fees, vehicle storage charges, any charges made to return the vehicle to the highway, vehicles immobilised by snow, flood or water, and the cost of replacement parts, fuel, oil, keys, etc.
7. GenAssist will NOT provide service for breakdowns that occurred before the agreement start date.
8. GenAssist will NOT provide service where the vehicle does not have a valid MOT or a current road fund licence.

9. GenAssist will NOT provide assistance where the breakdown has been caused by anything that is being towed by the registered vehicle (including a trailer, caravan or horse box).

10. GenAssist will NOT attend a vehicle that is still mobile and is safe and legal to drive.

11. GenAssist will NOT provide assistance for the registered vehicle if it is unattended.

12. GenAssist will NOT provide unaccompanied recovery for the registered vehicle.

13. For terms and conditions relating to travel in certain European countries, please go to: [www.gen-assist.co.uk/european](http://www.gen-assist.co.uk/european)

### Section 4

#### GENERAL TERMS & CONDITIONS

This Agreement does not cover any repairs in the following circumstances:

1. Non-compliance with the conditions detailed in this Agreement;
2. Any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel or grade of oil;
3. Any act, omission or negligence by You (or any user of the Vehicle), which adds to the loss or damage;
4. Water ingress, fire, collision, frost, snow, ice, flooding, freezing or corrosion;
5. The failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
6. Any failure of parts which have reached the end of their normal working lives because of age or mileage (as confirmed by an assessment by an independent engineer as arranged by the Administrator);
7. Any parts which have not actually failed to perform their normal function, including but not limited to timing belts that are replaced as part of another job;
8. Exhaust emission MOT failures;
9. The cost of repair to components not listed under this Agreement;
10. Any failures which are the result of carbon build-up, except when Your Vehicle is under 10 years old (beginning from date of first registration with DVLA) and the odometer reading is under 100,000 miles;
11. Losses that occur as a consequence of a failure of an included component (examples are, but not limited to, alternative transportation cost, costs associated with a disrupted journey, prepaid accommodation or transportation, inconvenience or loss of earnings);
12. The gradual deterioration of Your Vehicle's performance due to age and mileage, including, but not limited to, gradual loss of engine compression requiring the repair of valves or rings and the gradual increase in the oil consumption due to normal operating functions;
13. Design or existing faults - parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults or parts that require modification or replacement which is or has been recommended by the manufacturer or faults which existed before You entered into this Agreement;
14. Dismantling - We will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless We accept the repair request;

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## WARRANTY RECOVERY

15. Accidental damage - the costs relating to losses normally included under a road risks insurance policy or losses resulting from an accident to the Vehicle;

16. Failure of a covered component that causes damage to another covered component is not included if it is reasonable for Us to conclude that further damage has been caused by Your failure to take preventative steps or to notify Us after the initial failure of a component (for example, the Vehicle being driven with a defective part) and any loss arising from: excluded parts, incorrectly fitted parts, insufficient servicing, faults present at purchase;

17. Vehicle use - this Agreement is not valid for Vehicles which are altered or modified from the manufacturer's original specification, or are raced, rallied, track days (timed or untimed), used in competition, or for hire or reward; are beneficially owned by a company or person involved in the business of Vehicle repair, servicing or dealership or by an employee of such a company or person.

18. The laws of England and Wales will apply to this agreement and the English courts will deal with any disputes relating to or arising in relation to this agreement.

### Section 5

#### CANCELLATIONS

You can cancel your Hendy Care subscription at any time via the Hendy app or by contacting the Administrator:

Administrator Contact:  
Tel: 01522 515 603  
Email: [wasadmin@warrantyadmin.co.uk](mailto:wasadmin@warrantyadmin.co.uk).

Your cancellation will take effect of your current monthly billing cycle. No refunds will be issued for any part of a month where the service has been active or used.

### Section 6

#### TERMINATION

Your Agreement will end on the occurrence of any of the following:

- If You do not comply with the Requirements set out in this document; or
- If You sell or transfer Your Vehicle to a motor retailer or trader; or
- If You cancel this Agreement; or
- If you miss a monthly payment and this is not received by the end of the 14 day grace period; or
- This Agreement has reached its End Date.

### Section 7

#### MISSED PAYMENTS

To keep your Hendy Care subscription and all associated cover active, it's essential that all monthly payments are made on time. If a payment is missed, you'll receive a 14-day grace period to bring your account up to date without losing your benefits. During this period, we'll send you reminder notifications on Day 0 (the payment due date), Day 7, and Day 14 to help ensure you don't miss the deadline. If payment is not successfully received by the end of the 14-day grace period, your Agreement will be automatically cancelled, and all cover, services, and benefits will come to an end with no further notice.

Please note, it is your responsibility to ensure your payment method remains valid and up to date at all times. You can update your card details via the app at any point to avoid disruption to your cover.

### Section 8

#### COMPLAINTS

We are committed to providing a quality service to all Our customers. When something goes wrong, You need to tell Us about it. This will help Us to improve Our standards.

If You have a complaint, please visit our 'Complaints Procedure' page (<https://www.hendy.co.uk/complaints-procedure/>) on our website where you will find a step-by-step guide to making a complaint.

If We cannot resolve Your complaint within eight weeks, You may refer Your dispute to the Motor Ombudsman Service. This service is free to use. Their consumer helpline is available on 0345 241 3008 or You can visit their website at [www.themotorombudsman.org](http://www.themotorombudsman.org).

### Section 9

#### DATA PROTECTION

We take your privacy very seriously and, by entering into this agreement, you are agreeing to us sharing your information with the Administrator and other members of the Autoguard Group and its associated trading names, so they can manage this agreement on our behalf. We will share all of the information on your agreement registration document and any other information that will help them to process any claims on your vehicle.

The administrator will not share your personal information outside of the Autoguard Group, including its associated trading names, or with any third parties without your permission, unless they are required or allowed to do so by law. They will keep your personal details on file for no longer than is necessary.

To administer Your Agreement, we will also share your information with the Payment Collections Party - AU Assist Ltd. AU Assist Ltd securely processes all payments on Our behalf via Stripe, a trusted and PCI- compliant global payments platform.

Full details of how your information will be used and an explanation of your rights can be found at [www.warrantyadmin.co.uk/privacy.pdf](http://www.warrantyadmin.co.uk/privacy.pdf). and at Hendy Privacy Policy: <https://www.hendy.co.uk/privacy-policy>.