



DACIA EXTENDED WARRANTY TERMS AND CONDITIONS

This document outlines the terms and conditions of the Dacia Extended Warranty for your Vehicle and the terms of cover.

DACIA SERVICES THE DACIA EXTENDED VEHICLE WARRANTY

HOW TO MAKE A CLAIM?

Visit your local or participating Dacia Dealer and authorise it to carry out work covered by and detailed in the Dacia Extended Warranty. You may bring your Certificate with you, but it is not essential.

COVERAGE START DATE

The cover of the Dacia Extended Warranty come into effect from the date your manufacturer contractual warranty expires, meaning the end of the 36th month following the date of the vehicle's first registration as written on the Warranty and Services sheet, provided that the specified mileage limit of the Extended Warranty has not been exceeded.

DURATION & MILEAGE

Your new Dacia vehicle (the "Vehicle") is protected by this Dacia Extended Warranty (the "Dacia Extended Warranty" or "Extended Warranty") provided by Renault UK Ltd, trading as Dacia. This means the Vehicle is guaranteed on the terms and conditions set out in the Extended Warranty against any defect relating to material, fitting of manufacturing fault under the Extended Warranty for the time period (the "Term") or mileage limit set out in the "Dacia Extended Warranty Cover Details", whichever comes first. The Extended Warranty mileage cover is counted from date of first registration of the vehicle, at 0 miles, regardless of the date that the contract commences. The Extended Warranty expires at the end of the Term or when your mileage limit is reached, whichever comes first.

GEOGRAPHIC COVERAGE

The Extended Warranty applies to any vehicle sold new in the United Kingdom as long as it is driven and remains registered in the following European countries:

UNITED KINGDOM - ANDORRA - AUSTRIA - BELGIUM - BOSNIA HERZEGOVINA - BULGARIA - CROATIA - CYPRUS - CZECH REPUBLIC - DENMARK
- ESTONIA - FINLAND - FRANCE - GERMANY - GREECE - HUNGARY - ICELAND - IRELAND - ITALY - LATVIA - LICHTEINSTEIN - LITHUANIA - LUXEMBOURG -
MACEDONIA - MALTA - MONACO - NORWAY - NETHERLANDS - POLAND - PORTUGAL - ROMANIA - SAN MARINO - SERBIA - MONTENEGRO - SLOVAKIA -
SLOVENIA - SPAIN - SWEDEN - SWITZERLAND

If the vehicle is registered in one of the countries inside the geographic zone (detailed above) other than the United Kingdom, the Extended Warranty of the country of first registration will be applicable. If a Vehicle is likely to be principally used or registered outside the geographic zone detailed above, the Customer cannot benefit from the Extended Warranty and the Extended Warranty will be invalid.

Please contact your nearest Dacia Dealer for advice in these circumstances. Outside the country of purchase, the Extended Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle is driven and remains registered within the geographic zone covered by the Extended Warranty set out above.

SERVICING REQUIREMENTS

The Vehicle must be serviced according to approved Dacia standards as described to the Customer on the Warranty & Service Sheet or in the Driver's Handbook and within a maximum of 1,000 miles / 28 Days (whichever comes first) of Dacia's recommended service intervals, as described in the Warranty and Service Sheet. Failure to comply with the manufacturer's service schedules may invalidate the Extended Warranty should an incident be due to the lack of or quality of servicing. It is your responsibility to maintain sufficient records to enable the Authorised Dacia Network to confirm that the Vehicle has been serviced in line with the Driver's Handbook and Warranty and Service Sheet. This includes but is not limited to ensuring the service schedule booklet is stamped by the business carrying out the service, and a detailed printed invoice(s) is supplied including the following: date of service, vehicle mileage, vehicle details and information of specified parts, grade, viscosity and quantity of oils/fluids used.

The oil viscosity, specification and quantity recommendations must be followed to ensure the Vehicle's Warranty is maintained for items including, but not limited to the Vehicle's engine, turbo and gearbox.

DACIA UK LIMITED

Registered Office:

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Herts WD3 9YS

Tel: 0344 335 1111

Fax: +44 (0)1923 895101

www.dacia.co.uk

Registered in England No. 82932 – VAT No. 6270844

DACIA EXTENDED WARRANTY TERMS AND CONDITIONS

COVERAGE

The benefits of the Dacia Extended Warranty are valid solely for the vehicle shown under “Dacia Extended Warranty Cover Details”. The cover is not transferable to another vehicle, but should the vehicle be sold whilst the Extended Warranty is still active, the remaining cover is still valid for the vehicle.

TRANSFERABILITY

The Extended Warranty is not transferable to another vehicle, but should the vehicle be sold whilst the Extended Warranty is still active, the remaining cover is still valid for the vehicle.

CANCELLATIONS

You have 14 days from the date you purchased your Extended Warranty to cancel it. If you make a claim within this 14-day period, the Extended Warranty you will lose your entitlement to cancel.

If you have changed your mind and wish to cancel, please email info@dacia-aftersales.co.uk

SCOPE OF THE DACIA EXTENDED WARRANTY

Benefits to the Customer:

- This Extended Warranty covers the cost of repair or replacement of defective parts to repair a material, assembly or manufacturing defect recognised by the manufacturer when carried out by a member of the Dacia Network. It also covers consequential damage to the Vehicle resulting from the principal defect. It is up to Dacia, in consultation with the relevant Dacia Network member, to decide whether it is appropriate in the circumstances to repair or replace any faulty part.

The Extended Warranty does not cover:

- The indirect consequences of any fault (including but not limited to loss of business, length of time off the road).
- Any components of the Vehicle that have been changed following the vehicle's first registration date and the consequences (including but not limited to damage, premature wear, alterations) of such changes on other parts or components of the Vehicle or on the Vehicle's specifications.
- Any routine servicing agreed with the Customer on purchase of the Vehicle, recommended by Dacia, detailed on the Warranty & Service Sheet (provided by the Dacia Dealer) or which the Customer chooses to undertake.
- The replacement of parts damaged as a result of normal wear and tear. This includes (but is not limited to) items such as brake and clutch friction materials, exhausts, wiper blades, seat trims interior trim, windows, dashboard, steering wheel, sealing, bumper, body, hubcaps and alloy wheels.
- Any damage or defect resulting from poor Vehicle maintenance, especially when any instructions concerning the treatment, servicing frequency or care to be taken with regard to the Vehicle detailed on the Warranty & Service Sheet or in the Driver's Handbook have not been observed, including but not limited to the use of an oil grade not recommended by Dacia.
- The following types of vehicles:
 - Fleets, lease and emergency vehicles, as well as vehicles used in competition or other similar forms of driving.
 - Police vehicles, fire trucks, ambulances and vehicles used for other emergency services.
 - Vehicles registered in the name of an automobile dealer/repairer, garage or other type of usually engaged in motor vehicle trade.
 - Vehicles that have been declared lost and/or taken off the road.
- Damage caused by the following:
 - Accidents and resulting impacts (including without limitation) scratch marks, chipping caused for any reason.
 - Failure to comply with Dacia's recommendations as advised to Customers in any medium from time to time.
 - Effects associated with atmospheric pollution, effects of plant resin, effects of animal pollutants such as bird droppings, effects of chemicals.
 - Transportation of products.
 - The use of poor-quality fuel, or any type of fuel other than the type that is recommended for use with the Vehicle in the Driver's Handbook.
 - The fitting of non-Dacia approved accessories.
 - The fitting of Dacia approved accessories installed without following Dacia's recommendations as provided with the accessory or shown on the packaging or advised to the Customer by Dacia and/or the Dacia Network from time to time
 - Damage caused by events beyond Dacia's reasonable control, including but not limited to: Lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks.
 - The replacement of tyres, other than that when required as a result of a manufacturing defect with the Vehicle. Should there be a defect with the tyre itself, the Tyre manufacturer's agent should be contacted. Your Dacia Dealer will be able to assist you.
- For a full list of exclusions, refer to “Excluded Items”.

HOW DOES THE EXTENDED WARRANTY WORK?

To benefit from the Extended Warranty, the Customer must:

- Make sure the Warranty & Service Sheet does actually show the Registration Date for the Vehicle on which entitlement to the Extended Warranty depends.
- Go to any member of the Dacia Network and authorise it to carry out work covered by and detailed in the Extended Warranty.
- Present the Driver's Handbook with the Service sheets duly filled in, justifying the entitlement to Extended Warranty and to show that the servicing operations recommended by Dacia have indeed been carried out.
- Have one of the Dacia Network workshops record or point out in writing, as soon as possible, any fault covered by the Extended Warranty. If the Vehicle is off the road and cannot be driven to a Dacia Network member, the Customer shall contact the nearest member of the Dacia Network.

DACIA EXTENDED WARRANTY

TERMS AND CONDITIONS

IMPORTANT POINTS TO NOTE

The Extended Warranty does not apply, and Dacia and the Dacia Network members are not held responsible when:

- The Vehicle has been used under conditions that do not conform to those stated in the Driver's Handbook, the Warranty & Service Sheet and these Extended Warranty Terms and Conditions (for example: overloading or the vehicle has been entered in any sort of sporting competition).
- The fault recorded relates to the fact that the Vehicle has not been repaired, maintained or serviced to the standard recommended by Dacia.
- The operations involved in various adjustments (wheel alignment/balance, openings, steering wheel centring, exhaust, wiper blades etc.) are covered only once under the Extended Warranty. Except where the operation follows replacement under warranty of a component or element which requires further adjustment.

COMPLIANCE WITH RECALL NOTICES

In the event that Dacia contacts the Customer directly in respect of product safety recalls and quality realignment notices, these must be complied with in full. Failure to comply will invalidate the Extended Warranty for any particular incident or claim relating to the product safety recall or quality realignment notice.

DURATION

All parts and labour services supplied under the Extended Warranty are guaranteed under the terms of the Extended Warranty until it expires irrespective of when during the Extended Warranty period any parts and/or labour services are supplied (for example, if a spare part is supplied free of charge under the Extended Warranty in the 44th month of the Extended Warranty period, it will only be covered under the Extended Warranty until the expiry of the Extended Warranty in the 48th month, or the mileage limit, whichever comes first).

OWNERSHIP OF PARTS REPLACED

In return for the replacement parts fitted by Dacia under the Extended Warranty, the part(s) replaced within the scope of the Extended Warranty rightfully become the property of Dacia and the part(s) may be retained by the Dealer.

EXCLUDED ITEMS FROM EXTENDED WARRANTY

Category	Description
Engine and Environment	Exhaust: Downpipe and Catalytic Converter
	Exhaust: Intermediate Pipe, Cat Converter, Silencer
	Exhaust Gas Particle Filter (FAP)
	Exhaust: Intermediate Pipe, Manifold, Silencer
Lighting	Discharge Bulbs (LAD) Lamps
	And Discharge Bulb Ballast
Clutch Assembly	Clutch, Thrust Bearing, Discs, Mechanism
	Clutch, Pedal, Discs, Mechanism
Body and Mouldings	Body
	Body Sub-Frame
	Sealing
	Bumper, Mouldings, Hubcaps
	Commercial Markings
Driving Position, Air Conditioning	Tipper Equipment
	Dashboard, Steering Wheel, Adjustment
Interior Trim	Telephone
	Trim
Seats	Sound-Deadening Materials
	Seats, Trim
Visibility	Windows

DACIA EXTENDED WARRANTY TERMS AND CONDITIONS

THE DACIA ZEN VEHICLE WARRANTY

These terms apply at no additional cost when the customer has serviced their Dacia Vehicle at participating retailers within the Dacia Network and incorporate the terms of the Dacia Extended Vehicle Warranty. Where there is any inconsistency between the terms, the Dacia ZEN Vehicle Warranty will prevail.

WHAT IS DACIA ZEN?

Dacia ZEN Vehicle Warranty is an additional warranty that is activated following the servicing of your Dacia Vehicle within the Dacia network using OE parts or parts of an equivalent quality.

Once activated, it is valid for 1 year or 18,000 miles (whichever comes first) depending on the maintenance conditions listed in your Dacia Vehicle's maintenance book.

The Dacia ZEN warranty may be invoked if an intervention is necessary to repair an electronic or mechanical failure on your Dacia Vehicle, due to a manufacturing or assembly defect, under the conditions specified hereinafter.

COVERAGE START DATE AND DURATION

The cover of the Dacia ZEN Vehicle Warranty comes into effect from the date your vehicle is serviced by a dealer within the Dacia network and ends on the sooner of the anniversary of that service or 18,000 miles.

The service must be carried out with OE parts, or parts of an equivalent quality in order to activate the Dacia ZEN Vehicle Warranty.

A waiting period of one month from the date of service shall apply prior to the customer being able to make a claim under the Dacia ZEN Vehicle Warranty.

Any benefit from the manufacturer's warranty or the Dacia Extended Vehicle Warranty will remain unaffected.

Where a manufacturer's warranty or the Dacia Extended Vehicle Warranty expires, the Dacia ZEN Vehicle Warranty shall, in accordance with the terms set out above, apply from the date the Vehicle is serviced and expire on the sooner of the anniversary of that service or 18,000 miles.

VEHICLE RESTRICTIONS AND EXCLUSIONS FROM DACIA ZEN SUPPORT

In addition to the exclusions and restrictions set out in the Dacia Extended Vehicle Warranty:

- the following vehicles are excluded from the Dacia ZEN Vehicle Warranty:
 - Vehicles older than 6 years (from the date of first entry into service of the Vehicle).
 - Vehicles over 75,000 miles.
- The Dacia ZEN Vehicle Warranty does not cover:
 - Noise, clearance, and vibration that does not affect the normal operation of the vehicle, or
 - Multimedia Devices