MOMENTUM
WARRANTIES

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Welcome to Momentum

Built on Trust, Driven by Value

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EXCELLENT

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MOTORCYCLE

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- Take Control of your Cover
- View your Warranty Certificate
- Activate your Breakdown Cover
- Start a Claim in Minutes
- Renewal Reminders

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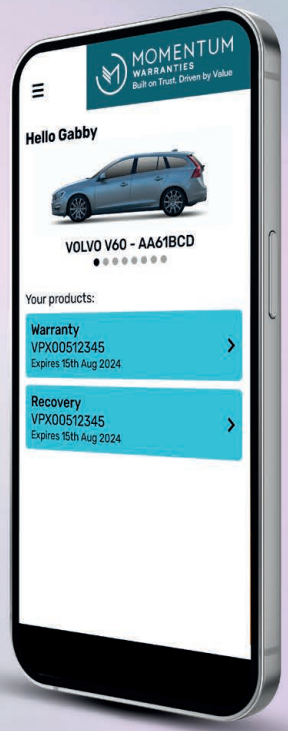

Welcome to Momentum Warranties

Congratulations on the purchase of Your new Motorcycle. This is Your Dealer Guarantee Motorcycle Repair Plan ('The Plan'). This booklet sets out the terms and conditions of the Plan which is an agreement between you and your Dealer.

The Dealer from which you purchased Your Motorcycle operates a Dealer Guarantee Repair Scheme. Your Plan operates within this Scheme and will provide Warranty Assistance to you in the event of sudden failure of Your Motorcycle of the detailed components covered within your chosen Plan. We have been appointed to administer the Dealer Guarantee Repair Scheme on behalf of the Dealer.

This booklet should be read carefully together with your Plan Schedule. You may need these documents should you wish to make a warranty claim.

If you have any questions about this product, please contact us on 0333 101 4443 or support@momentumwarranties.co.uk.

Plan Benefits:

We aim to deliver the benefits under your Plan as quickly as possible so that your vehicle is kept on the road.

We are proud of the quality of the repairs carried out by our national network of mechanics and garages. If you have any questions or complaints about the service that you have received under your Plan, please contact us on 0333 101 4443 or support@momentumwarranties.co.uk.

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Welcome to Momentum Warranties:

We pride ourselves on an outstanding level of service. This booklet shows what is included and what is not included within the Plan. Please read this document carefully as it is important that you understand your rights and obligations under the Plan. Throughout this document, certain words are defined terms with specific meanings and we explain these in the Definitions section.

This Plan is not a contract of insurance but is a warranty provided to you by your Dealer in connection with the sale of the vehicle. Should the vehicle suffer any of the covered defects during the Plan term, this booklet describes your rights and the process by which the warranty will cover the approved costs of repair of those defects. We work with a carefully selected network of authorised dealers and garages to undertake repairs. We may also authorise you to appoint a repairer not already on our approved list.

Your Obligations

You must take reasonable steps to care for your vehicle and must meet the following requirements, which apply to all benefits within the Plan.

1. Looking after your vehicle

- You will take all reasonable steps to prevent loss or damage to the vehicle and shall observe the terms of this agreement. You must ensure that your vehicle holds a current MOT certificate (if required) and is serviced as described below.

2. Servicing Your vehicle

- You must keep your vehicle serviced in accordance with the vehicle's manufacturer's recommended service schedule. The vehicle must be serviced within 30 days or 1,000 miles of its scheduled service;
- The vehicle must be serviced using parts approved by the manufacturer or parts manufactured to the same specification and standards as those approved by the manufacturer;
- The vehicle must be serviced using fluids and lubricants recommended by the manufacturer.

We will not make any payment under the Plan unless your vehicle is free of all pre-existing faults at the time of purchase of the Plan.

Your Plan does not cover the costs of any periodic replacement of parts required.

Please ensure that the relevant service details are completed in your vehicle's service booklet by the servicing garage.

Please also keep copies of any receipts or other documentation given to you by the servicing garage as you may need these documents if you need to repair your vehicle. We will not make any payment under the Plan if you are unable to prove that you have complied with this condition.

If you do not service your vehicle in accordance with the vehicle's manufacturer's recommendations, then you will not benefit from the warranty provided by this Plan.

Plan Benefits

This plan provides the benefits specified below.

Maintenance

- Cover for parts and labour costs in the event of Failure of any parts which are covered by your Plan up to the maximum Claim Limit.

Recovery Charges

- If your vehicle suffers a Failure resulting in a valid warranty claim under your Plan, we will pay a maximum of £50 (Inc. VAT) towards the cost of recovering your vehicle to the repairing garage if the vehicle is immobile, or if continued driving of the vehicle could cause danger or further damage.

Continental Use

- This Plan is extended to cover the vehicle whilst in any country of the European Union, where the country is outside your habitual country of residence (in the case of an individual) or central administration and/or place of incorporation (in the case of a company), for a period of not more than 30 days in any 12 month period, with any payment restricted to the equivalent United Kingdom labour rate and parts at prices applicable at the date of the claim. (This continental use extension includes Ireland for the duration of your Plan.)

Plan

Momentum Warranties: Plan Cover Level

WHAT IS COVERED?

Under this Plan, in the event of a Failure, you are covered for the replacement costs (subject to the Plan limits detailed in your Plan Schedule) of:

- All parts and working materials listed in this section (this is not an exhaustive list)
- All other mechanical and electrical components that were manufacturer's original fitments excluding those listed in the 'Components not Covered' section of this Plan.
- The number of warranty claims you can make under this Plan is unlimited within the Plan Period although the aggregate value of these claims are limited to the Market Value of the vehicle. The maximum amount we will pay for any warranty claim will be subject to the Claim Limit.
- Please refer to your Plan Schedule for details of the Claim Limit and Labour Rate applicable to your Plan.
- Please refer to the section 'How to make a warranty claim' for information on how to make a claim under this warranty.

IMPORTANT:

It is essential that an authority number is obtained from us before any repairs commence on Tel: 0333 101 4443.

Wear and Tear Cover

The following are additionally covered for component failures that are due to wear and tear up to 100,000 miles and 10 years, whichever is sooner (inspections may be required): Piston rings, cylinder bores, valve guides, timing chain & tensioner, gearbox bearings, clutch release bearing, clutch assembly, clutch master cylinder, clutch slave cylinder, fuel pump, antilock brake system, ABS pump, ABS Control unit and sensors, EGR valve, wheel bearings, shock absorbers and fork seals, air flow meter, air pressure & air temperature sensor.

Cooling System

Water pump, thermostat, excluding hoses, belts and ancillaries.

Gearbox

Torque converter, oil pump, internal oil seals, gears, synchromesh hubs, selector shafts, bearings and bushes, excluding external linkages and kickstart.

Braking System

Brake master cylinders and caliper, pistons, seals and servo.

Electrical

Starter Motor, alternator/generator, rectifier, excluding external wires and terminals.

Suspension

Rear suspension units, suspension Joint.

Swinging Arm Unit

All bushes and components within the swinging arm unit excluding dampers.

Casings

Consequential damage caused by sudden failure of a covered component.

Clutch

Release bearing, friction plate, pressure plate, excluding wear and tear.

Front Telescopic Forks

Loss of fluid or suspension pressure, suspension spring.

Oil Leaks

Only covered if the removal of the engine, gearbox or final drive is required in order to carry out repair.

Engine

Cylinder head, all internal bushes, camshaft and followers, cylinder bores, crankshaft and bearings, cylinder block or barrels, crankcase assembly, cylinder head gasket, push rods, gudgeon pins, connecting rods and bearings, flywheel, oil pump, tappet gear, pistons and rings, timing gears / chains and belts (breakage only), valves and guides, excluding burnt out valves, decarbonizing and re-seating.

Components NOT covered:

This plan does not cover:

Bodywork, paint, trim, glass, saddles and panniers. Spark plugs, H.T. leads, brake discs, drums and friction materials, drive chains / belts or sprockets, cables, hoses, light units, bulbs, LED's, xenon starter units, batteries, tyres and wheels. Stereo units, communication systems and connection equipment.

Please note:

The replacement of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the Failure of a covered component and the vehicle is not within 1,000 miles of it's next due service.

The following are specifically excluded;

- Any act of Failure, maintenance or repair normally covered by comprehensive motor insurance policy.
- External oil leaks.
- Any Failure of a part which is under any manufacturer's or supplier's warranty (other than this Plan).
- Any MOT failure due to exhaust emission.
- The costs of repair to parts not included in your Plan.

How to Make a Warranty Claim

The following apply to all benefits within the Plan.

Notifying us

You must notify us on 0333 101 4443 as soon as possible of any incident or event that you think might be covered by warranty under the Plan.

We will not cover any incident or event if any repairs or work have been carried out on the vehicle before we have authorised the repairs.

To make a claim, please download the Momentum Warranties app by scanning the QR code.

- This will allow you to register a claim 24 hours a day / 7 days a week.
- Our claims team will only update the status of your claim during normal working hours
- If you still need to speak to someone, please call the number on the back of your booklet

Appointment of a repairer

We will let you know whether we require you to use an authorised repairer, or whether we are happy for you to appoint your own repairer

If we do allow you to appoint your own repairer, you must ensure that the repairer is VAT registered.

Approval of repairs

You or the authorised repairer must tell us the following within 7 days of any Failure. You must gain authority before you can book any required repairs:

- Which part of the vehicle (if any) is faulty or damaged;
- The mileage of the vehicle and the date the fault was first noticed;
- An estimate of the costs, including parts and labour (please let us know within 7 days if there is likely to be any delay in providing this information);
- Copies of any diagnostics information from the vehicle (if available).

We will then confirm whether the works required are covered under the Plan. We may require the vehicle to be transported at our cost to an authorised repairer.

Establishing a fault

- It is your responsibility to establish the existence of a Failure covered by the warranty under the Plan. Where such a Failure does exist, we will pay for the diagnostic cost, when accompanied by a printed copy of the diagnostic report, subject to claim limits.
- We do not consider the illumination of a dashboard warning light to be sufficient evidence of the existence of a failure.

Payment of repairs

- Where repairs have been carried out by an authorised repairer, we will pay the authorised amount directly.
- Where repairs have been carried out by a repairer appointed by you, if your repairer insists on you settling the invoice please contact the Warranty Claims Line. We will only reimburse charges for work that we had agreed to before repairs were carried out.
- VAT: Where the customer is VAT registered, the VAT element will not form part of any warranty claim against the Plan and the repair invoice should be addressed to the customer.
- You must provide any other information we reasonably require in relation to the vehicle maintenance or repairs before we authorise your warranty claim. We will not make any payment where you do not provide any such information within 30 days of our request unless the delay is due to circumstances outside your control.
- We require such prompt provision of information as delays can lead to worsening damage and challenges around evidencing the cause of vehicle issues.
- We may require that the vehicle or any part be examined by an Independent Expert at our expense. We will not make any payment in respect of a Failure if you refuse to allow the Independent Expert to examine the vehicle or part.
- Where dismantling of a covered component is necessary to determine the validity of a warranty claim, You must authorise any dismantling. Costs incurred will only be met as part of a valid warranty claim.
- We reserve the right to specify the use of guaranteed exchange or factored parts. The parts liability for any warranty claim will be limited to the cost of these components.
- If you are paying for this Plan by instalments, we reserve the right to pay any warranty claim net of the remainder of any outstanding payments due to us for the whole Plan Period. If this occurs, you will be responsible for paying the authorised repairer directly for the balance of any charges.

Fraud:

If you, or anyone on your behalf, seeks any payment under the Plan dishonestly, maliciously or fraudulently, we will refuse to make any such payment and this Plan will cease immediately.

IT IS NOT POSSIBLE FOR US TO AUTHORISE A CLAIM WITHOUT ISSUING A SPECIFIC CLAIMS AUTHORITY NUMBER.

Additional Terms Applying to your Plan

Cancellation by you:

This Plan may be cancelled by you within 30 days of your receipt of this Plan booklet and your Plan Schedule. Provided that no claim has been made during this period you will be entitled to a full refund of the sums you have paid for this Plan. Should you wish to cancel within this period, please contact the Dealer.

Where a claim has been made under this Plan, you will not be entitled to a refund.

Nothing in these terms and conditions will reduce your statutory rights.

Cancellation by us:

You must pay the Plan charges for this Plan to be in force. If payment is not received, your Plan will not be valid and you will not have any right to make a claim under it.

In the event of non-payment of Plan charges, the Dealer may cancel this Plan by giving 14 days' notice in writing to your last known address.

Liability for rejected claims

If a claim is rejected there will be no liability for the claim after the expiry of three months from the date of rejection, unless within that time the claim is subject to any formal dispute resolution process (such as a court claim, arbitration or mediation).

Governing Law

This Agreement is governed in accordance with English laws unless your habitual residence (in the case of an individual) or central administration and/or place of incorporation (in the case of a company) is located in Scotland, in which case the law of Scotland shall apply or Northern Ireland, in which case the law of Northern Ireland will apply.

Definitions

Whenever a word appears in this Agreement it has the meaning shown below.

Administrator: We ,Us, Our

Momentum Warranties Ltd, acting on behalf of the Dealer in administering this Plan. Momentum Warranties Ltd, Registered office King James VI Business Centre, Friarton Road, Perth, PH2 8DY, FCA No. - 490570. VAT No. 853074253. support@momentumwarranties.co.uk 0330 101 4443.

Claim limit

The maximum we will pay on each individual warranty claim and in the aggregate exclusive of VAT as stated on your Plan Schedule which shall not exceed the Market Value of the vehicle during the lifetime period of the Plan.

Dealer

The vehicle dealer who sold you this Plan as identified in your Plan Schedule.

Failure

Any mechanical or electrical part that suddenly suffers a premature fault, resulting in that part failing to perform its design function and which would be likely to lead to a breakdown of the part before the Plan expires if the part is not repaired or replaced.

Independent expert

An expert in vehicle engineering who is independent of both you and us.

Labour Rate

The maximum hourly labour rate which is exclusive of VAT where charged.

Market Value

The market value of the vehicle will be determined by reference to Glass's Guide at the time of the warranty claim.

Manufacturer's Recommended Service

A service by a main dealer, an authorised repairer or a VAT registered garage carried out to our specification or your vehicle manufacturer's and using parts approved by the manufacturer or parts manufactured to the same specification and standards as those approved by the manufacturer and using fluids and lubricants recommended by the manufacturer.

Part / Parts

The component parts of the vehicle covered in the Plan.

Plan

The maintenance and repair Plan entered into between you and us, evidenced by this Plan booklet and the accompanying Plan Schedule.

Plan Period

The Plan period shown in the Plan Schedule.

Plan Schedule

The schedule issued with this Plan providing details of your vehicle, the warranty cover level selected, and the duration and Claim Limit of your Plan.

Pre-delivery Inspection

An inspection of the vehicle prior to the initial delivery to, or collection by, you, undertaken by the Dealer in accordance with the specification shown in this Agreement.

Worn Out

Any component which has reached the end of their normal effective working lives because of age and /or usage.

You / Your

The individual named in the Plan Schedule, being the owner of the vehicle.

Customer Service / Complaints

It is our intention to give you the best possible service but if you do have questions or concerns about this Plan or the handling of a warranty claim, you may contact us at: Momentum Warranties Ltd. King James VI Business Centre, Friarton Road, Perth, PH2 8DY.
Tel: 0333 101 4443 or **Email: support@momentumwarranties.co.uk.**

Please quote details of your Plan in all correspondence to assist a quick and efficient response.

Momentum Warranties Ltd Privacy Notice

Momentum Warranties are the suppliers and the administrators of this Plan, our Information Commissioner's Officer Number is 71461566.

Personal data we collect

We will only use your data for the purpose for which it was collected. We will only grant access to or share your data within our firm or the companies directly involved in the products purchased or where we are required or entitled to do so by law under lawful data processing.

You can get more information about this by viewing our full privacy notice online at **http://momentumwarranties.co.uk/privacynotice.**

This is NOT an insurance contract. Nothing within this wording implies insurance however terms such as 'cover', are used generically.

MOMENTUM
WARRANTIES

Est.2005

Warranty Claims Line
Tel: 0333 101 4443

momentumwarranties.co.uk

Momentum Warranties Limited
Registered Office: King James VI Business Centre,
Friarton Road, Perth PH2 8DY
FCA No: 490570 VAT No: 853074233

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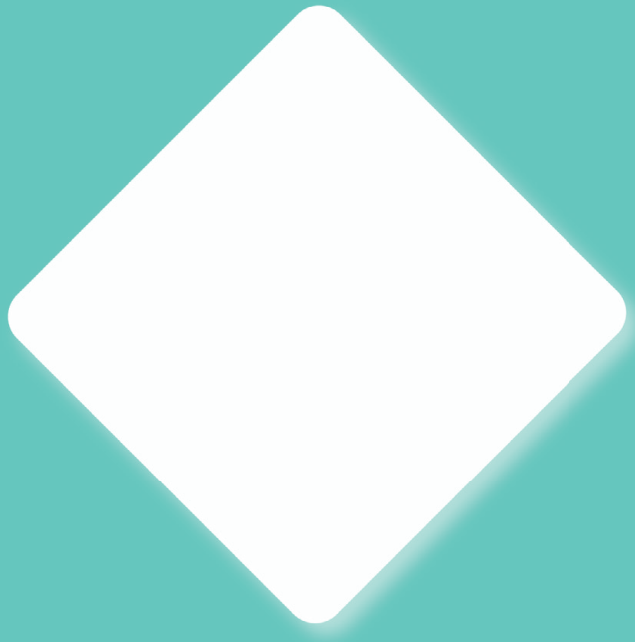
FASTER CLAIMS WITH MOMENTUM



Fast, Simple, Reliable
Claims with added confidence