MOMENTUM
WARRANTIES

Est.2005

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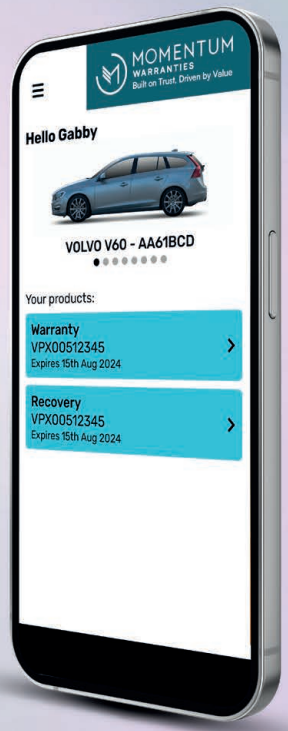

Welcome to Momentum Warranties

Welcome to this high quality motorhome inspection and repair warranty plan provided by your Dealer (the 'Plan'). This booklet sets out the terms and conditions of the Plan which is an agreement between you and your Dealer.

Your Dealer has appointed us, Momentum Warranties Ltd, to administer this Plan and perform the Dealer's obligations under it.

The Plan is designed to keep you safe and your motorhome secure. Your Dealer has performed a pre-delivery inspection of your motorhome and this Plan provides cover for the costs of replacing a covered part should it suffer a Failure during the Plan Period.

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

Plan Benefits:

We aim to deliver the benefits under your Plan as quickly as possible so that your motorhome 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 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 provided, please check the Plan Schedule to confirm the level of cover you have. 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 section headed Definitions.

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 motorhome. Should the motorhome suffer a Failure during the Plan Period, this booklet describes your rights and the process by which the warranty will cover the approved costs of repair. 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.

Pre-delivery Inspection:

Before the motorhome is delivered or handed over to you, your Dealer will perform a Pre-delivery Inspection of the motorhome to identify any pre-existing faults, any faults identified will be repaired by the dealer prior to delivery. Your motorhome will have undergone the Pre-delivery Inspection as detailed below.

Section 1 - Interior Check

- Operation of in car entertainment
- Operation of Sat Nav
- Operation of multimedia including communication equipment (where applicable)
- Check operation of instrument gauges and horn
- Operation of clutch (where applicable)
- Operation of brake pedal
- Parking brake performance
- Check operation and condition of seatbelts and mountings
- Operation of interior lights
- Operation of steering wheel controls
- Check operation and condition of sunroof mechanism (if applicable)
- Check operation of Engine Management Light
- Check operation of ABS Light
- Check operation of Aircon Climate Control System (where applicable)
- Check adblue level (top up if required)
- Check all interior warning lights
- Check operation of interior switches
- Check condition and operation of rear view mirror
- Check pollen/cabin filter
- Test starter motor cranking operation
- Reset service light (where applicable)
- Check timing belt interval
- Check motorhome history
- Check clutch operation
- Check handbrake operation and travel

Section 2 - Engine Compartment Check

- Check engine oil level and condition
- Check engine and gearbox operation
- Gear box levels manual/automatic (where applicable)
- For oil and water leaks
- For excessive noise
- Check and top up power steering reservoir if required
- Check PAS
- Check auxiliary belt
- Check fan belts
- Check battery condition
- Check battery security
- Check and top up under bonnet fluid levels
- Check brake fluid (top up if required)
- Check antifreeze strength (adjust if required)
- Check clutch fluid (top up if required)
- Check coolant systems for leaks.
- Check operation of throttle and lubricate as required
- Check air filter
- Check engine mounts for wear
- Visually inspect radiator for operation and leaks
- Visually inspect coolant pipes/ hoses for condition and leaks
- Check Fuel filter condition
- Check engine cooling fan operation
- Inspect header tank and cap

Section 3 - Road Test Check

- Satisfactory starting, general performance and behaviour of the motorhome
- Particular attention to the operation of the clutch
- Transmission, steering, suspension and brakes including A.B.S
- Reversing or 360 Degrees Cameras (where applicable)
- Listen for abnormal noises
- After road test a visual check for fluid leak
- Check cruise control operation (where applicable)
- Check heating system operation

Section 4 - Exterior Check

- Operation of exterior lighting equipment and respective control lights and cluster illumination
- Operation of head lamps
- Operation of stop lamps
- Operation of indicator lamps
- Operation of hazard lamps
- Operation of front and rear fog lamps
- Operation of door locks
- Operation of central locking
- Operation of door windows (manual/ electric)
- Operation of parking sensors (where applicable)
- Operation of anti-theft system
- Check for damage to body work
- Check number plates
- Check mirrors
- Check operation of exterior lights and switches
- Check front windscreen wipers
- Check front windscreen washers
- Check rear windscreen wipers
- Check rear windscreen washers
- Check condition and security of windscreen
- Check fuel cap
- Check cylinders/calipers for leakage and efficiency (if applicable)

Section 5 - Exhaust Check

- Exhaust condition
- Clamps and security
- Catalytic Converter (dashboard system check)
- Diesel Particulate Filter (dashboard system check)

Section 6 - Steering And Suspension Check

- Check all wheel bearings for noise/ free play
- Check tyre condition and adjust pressure (if required) + Tyre depths
- Check and record brake pads/ shoes for condition and operation
- Check and record drums and discs for condition and operation
- Check gearbox for leaks
- Check axle for leaks
- Check transfer box for leaks (if applicable)
- Check exhaust system for operation and leaks
- Check fuel lines for operation and leaks
- Check condition of brake pipes
- Check handbrake cables

Section 7 - Road Test

- Exhaust emissions
- Check for excessive smoke
- Check condition and operation of front and rear suspension
- Operation of Air Suspension System
- For leaks and damage
- Check condition and operation of steering
- Check condition and operation of mountings
- Check condition and operation of gaiters
- Check hoses (steering)
- Engine Performance
- Clutch operation
- Auto gear change
- ABS
- Steering
- Wheel bearing noise
- Any rattles
- All other gauges
- Screen washers (front & rear) operation
- Wind noise
- Cruise control operation
- Engine idling speed
- Gear change
- Brakes
- Parking brake
- Wheel balance

Section 7 - Road Test/Continued

- Transmission/axle noise
- Speedometer/odometer/tripmeter
- Indicator (& cancelling)
- Audio interference
- Turbo operation
- Stamp service book

Section 7 - Entertainment

- Internal input switches
- 12v Power Supplies
- Terrestrial TV
- Satellite TV
- 4G and 5G antenna and Boosters (Where Appropriate)

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Pre-Delivery Inspection

Momentum Warranties: Pre-Delivery Inspection Certificate

I Certify that the operation and condition of each item listed is in satisfactory condition

Signature	Date

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Eligibility:

You are eligible for cover under this agreement if:

- The Motorhome has covered less than 150,000 miles at start date of the Plan
- You are a permanent resident of the United Kingdom; and
- You are the owner/registered keeper of the Motorhome;

Your Obligations

To benefit from the cover provided under the plan you are required to observe the terms and conditions as set out within the Plan.

You are required to take reasonable steps to maintain your motorhome including but not limited to:

1. Looking after your motorhome

- You are required to take all reasonable steps to prevent loss or damage to the motorhome.
- Only operate the motorhome in accordance with the manufacturer's recommendations.
- Do not use the motorhome with a known fault or where a warning light is illuminated on the motorhome dash.
- Ensure that your motorhome holds a current MOT certificate (if required).

2. Servicing Your motorhome

- The Motorhome must be serviced, in line with the manufacturer's recommended service schedule or the National Motorhome Council (NCC) recommendations.
- If the Motorhome has no service history, or the service history is incomplete, the Motorhome must be serviced by a VAT-registered garage within twelve months or 12,000 miles (whichever is sooner) from the date You bought the Motorhome. It must then be serviced in line with the manufacturer's specifications, or every twelve months or 12,000 miles (whichever is the sooner).
- The Motorhome Comprehensive Terms and Conditions 06.2024 servicing must be in line with the manufacturer's specifications. The service should preferably be carried out by the supplying dealer or by a NCC approved service centre.
- The interval for service is at least once every 12 months. The first service must not exceed the anniversary of the purchase date by more than 30 days (applicable to an agreement greater than 12 months only) and thereafter all remaining services must not exceed the anniversary of the preceding service by more than 30 days.
- The only acceptable proof of servicing will be a fully detailed VAT service invoice(s). It is therefore vital that You retain these documents, as they will be required in the event of a claim. Failure to provide these will invalidate Your claim and Your agreement.
- Failure to maintain and provide proof that the service schedule has been completed will invalidate the Mechanical Breakdown warranty.
- Your Plan does not cover the costs of any periodic replacement of parts required during a service.

3. Condition of your motorhome at time of purchase

- We will not make any payment under the Plan unless your motorhome is free of all pre-existing faults at the time of purchase of the Plan. If you identify a fault on your motorhome, you should report it to your dealer immediately so they may remedy the fault.

Please ensure that the relevant service details are completed in your motorhome'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 motorhome. 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 motorhome in accordance with the motorhome'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.

Parts and Labour

- Parts and Labour costs are covered in the event of Failure of a covered Part(s) up to the Claim Limit.

Territorial Limits

- United Kingdom (save for limited Continental Use as follows)

Continental Use

- This plan extends to cover the motorhome whilst in any country or 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 90 days in any 12 month period, with any payments restricted to the equivalent United Kingdom labour rate and parts at prices applicable at the date of the claim.

Cruiser

Momentum Warranties: Plan Cover Level

The following apply where you benefit from the **CRUISER** Motorhome warranty plan.

WHAT IS COVERED?

Cruiser Plan MOTORHOME includes cover for components listed below which were Manufacturer's/Coachbuilder's original fitments excluding those listed in the 'Components not Covered' section of this Plan. Our warranty covers you for the replacement costs of those parts and the cost of labour in line with the repair time as issued by the official service standard, Autodata.

IMPORTANT:

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

External Components:

Engine

Rocker assembly and hydraulic followers, inlet and exhaust valves (excluding burnt valves), springs and guides, cylinder head (excluding cracks and de-coking), cylinder head gasket, push rods, camshafts and followers, timing gears and chains (excluding tensioners and connected electrical devices), oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear. Timing belts are covered only where the last scheduled belt change was completed in line with the manufacturer's service schedule and proof is available.

Engine Cooling System

Radiator, oil cooler, viscous fan coupling, water pump, thermostat, thermostat housing and thermostatically controlled radiator fan.

Engine Management

Engine electronic control unit (ECU).

Turbo Charger

Fuel System (Diesel/Petrol) Carburettor, automatic choke, lift pump, mechanical or electrical fuel pumps including the fuel injection pump, and the tank sender unit.

Automatic Gearbox

Shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate, transfer gears, computer governor and torque converter. (Oil leaks are excluded).

Manual Gearbox

Gears, synchromesh hubs, selectors, shafts, bearings and bushes, and transfer gears. (Oil leaks are excluded).

Clutch

Centre plate, pressure plate, release bearing, master cylinder and slave cylinder. (Oil contamination is covered for the centre plate only).

Differential

Crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

Propshaft

Propshaft including universal joints and couplings.

Front, Rear & Four Wheel Drive

Drive shafts, half shafts, rear-wheel external drive shafts, constant velocity joints, universal joints and couplings. (Gaiters are excluded).

Braking System

Brake master cylinder, wheel cylinders, restrictor valve, calliper seals and servo, together with mechanical linkages, backing plates, actuators, drums and shoes. (Damage to brake drums, shoes or other faults arising from misuse of the braking system are excluded).

Suspension

Coil springs, hangers, shackle pins, bushes, shock absorbers and mountings.

Steering

Rack and pinion, steering box, power steering rack, power steering pump and reservoir, and idler box where applicable. Power-assisted steering, (gaiters are excluded).

Anti-Locking Braking System

ABS control unit, ABS pump and wheel sensors.

Running Gear

Axles, hubs, hub bearings, hub oil seals and road wheels. (Tyres and tubes are excluded).

Wheel Bearings

Front or rear wheel bearings.

Electrical System

Starter motor and solenoid, including the pre-engagement mechanism and bendix drive, alternator/dynamo, coil regulator, window and sunroof motors, central locking, heater fan motor, indicator flasher relay, distributor, front and rear windscreen wiper and washer motors, electronic ignition amplifier, horn and multi-function stalk switch.

Catalytic Convertor / Diesel Particulate Filter (DPF)

Catalytic convertors and DPFs are covered for mechanical failure. This does not include the cleaning of fuel lines, filters, carburettors, pumps and the replacement of catalytic convertors damaged from the use of contaminated or incorrect fuel or accident or impact damage.

Towing Mechanism

All mechanical towing components fitted to the motorhome are covered. (Electrical components are excluded).

Body Integrity

(This section has a £2,000 Claim Limit Per individual Claim)

Plastic and glass reinforced plastic (GRP) panels are covered for water ingress and resulting delamination through any permanently sealed seam or joint forming part of the original manufacturer or coachbuilder construction. (This cover will terminate when the motorhome reaches 7 years old).

Casings

Where failure of a covered component causes damage to its casing, the casing will also be covered and will form part of the maximum claim liability.

Working Materials

Oils, Oil filter and antifreeze are covered only when the replacement is necessary as a direct consequence of the failure of a covered component.

Air Conditioning

Air conditioning compressor fitted as part of the original base motorhome chassis. (For an accepted claim, the maximum contribution towards re-gassing is £60 including VAT).

Multi-Media Pack

Factory fitted CD player, including multi-changer, LCD screens, media control panel, auxiliary power input socket, 12v power supplies, terrestrial TV, Satellite TV, 4G and 5G antennas and boosters are also covered for mechanical failure where fitted by the manufacturer or coachbuilder.

Internal Components:

Auxiliary Electrics

Main hook-up input connector, ELCB, battery charger and distribution unit, interior lighting units and interior LED lights. (Bulbs and wiring are excluded).

Heating System

Thermostat, fan motor, water pump, element, switches, control unit, gas/electric heater, flame failure device and igniter. (Ducting and fittings are excluded).

Water System

Gas or electric water heater, freshwater tank, water pump and water gauges.

Gas System

Gas pipe runs and joints, gas bottle fixing brackets which were part of the manufacturer or coachbuilder's original fitments.

Cooker

Cooker unit, burners, grill, oven, hot plate, flame failure device and igniter.

Fridge

Door seal, condenser, gas control valve, gas igniter, flame failure device, 12v and 240v selector switches, 12v and 240v heater elements, gas thermostat, 240v thermostat, 240v temperature control switch and electronic components including the printed circuit board.

Cassette Toilet

Cassette toilet, including the cassette, (valves and glands are excluded).

The number of warranty claims you can make under this Plan is unlimited within the Plan Period although the aggregate value of those claims is limited to the Market Value of the motorhome. 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.

The following are specifically excluded;

- Any Failure resulting from wear and tear and/or where a part is Worn Out.
- Any act of Failure, maintenance or repair normally covered by comprehensive motor insurance policy.

Components NOT covered:

Those regarded as service items or components, which are expected to require periodic replacement. These include, but are not limited to:

Wheels and tyres, spark plugs, glow plugs, wiper blades and arms, auxiliary drive belts, pipes, hoses and cables, SRS airbag systems, seized brake calipers, brake shoes, pads and discs, batteries, lamps and bulbs, fuses, wiring connections and looms, communication equipment, remote control transmitters and receivers, bodywork, paintwork, all weather strip and seals, water ingress, all glass including heater elements, trim, upholstery including seat runners.

Exhaust system; airbag and system; upgraded or revised software, firmware or any other aftermarket satellite navigation, media or communication equipment not fitted by the manufacturer; aerials; gas bottles; soft furnishings; carpets; floor coverings; work surfaces and all similar décor. Window catches, stays and associated fittings. Adjustment of blinds, hinges, catches, stays and doors. Replacement of bulbs, fluorescent tubes, fuses and electrical connections. Natural movement of internal doors and furniture. Body panels, paint, glass, brightwork, interior and exterior trim (unless part of an Authorised Claim for body integrity). Electrical wiring, wiring looms and wiring harnesses. Remote control units for entertainment systems and headphones, discs or any removable multimedia or storage. Any items and parts that should be regularly replaced during routine maintenance.

Timing belts: are covered providing that the last due change of belt has taken place as specified by the manufacturer's schedules (proof required). Damage subsequently caused if the timing belt has not been changed, as specified by manufacturer, is specifically excluded.

PLEASE NOTE: Those components covered are covered against Failure which occurs after the motorhome was certified as having passed our Pre-delivery Inspection. 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 motorhome is not within 1,000 miles of its next due service.

What is not covered

- Body panels, paint, glass, brightwork, interior and exterior trim (unless part of an authorised claim for body integrity).
- Electrical wiring, wiring looms and wiring harnesses.
- Remote control units for entertainment systems and headphones, discs or any removable multimedia or storage.
- Any items and parts that should be regularly replaced during routine maintenance.

This agreement does not cover damage caused by:

- Neglect, corrosion, rust or deterioration.
- Freezing or abuse.
- Any foreign substance getting into or onto a part.
- Using a grade of fuel not recommended by the manufacturer or using inadequate or incorrect antifreeze protection;
- Not keeping the Motorhome in a roadworthy condition, including maintaining oil and coolant levels;
- Not servicing the Motorhome in line with the servicing requirements outlined within the servicing section of these terms and conditions.
- The effects of overheating, even if caused by a part covered by the warranty;
- Cracked or porous cylinder heads and blocks, burnt valves, carbon deposits, skimming or pressure testing;
- The Motorhome being overloaded, according to the law or the manufacturer's recommendations.
- Fire, lightning, earthquakes, explosion, frost, storm, flood, water damage.
- Theft or attempted theft, vandalism, aircraft or other flying devices (or articles dropped from them), or any other extreme cause.
- Accidents, collision, or objects striking the Motorhome.
- Any repair, alteration or modification made to the Motorhome, that was made outside of the manufacturer's or coachbuilder's specifications, unless cover for such items is agreed beforehand.
- Improper repair or maintenance, including the use of fluids, parts or accessories other than those specified as suitable for use since purchase of the Motorhome.
- Improper towing procedures, whilst recovering the Motorhome.
- Driving off road unless the Motorhome was designed for this by the manufacturer.

This warranty also excludes:

- General Wear and Tear;
- Claims arising as a result of negligence or intentional damage (including continuing to drive the Motorhome when it is not mechanically sound).
- Parts which are of faulty manufacture or design or which are recalled for repair or replacement by the manufacturer.
- Damage to parts not covered by this warranty or any resulting damage to the covered parts.
- Routine servicing or repairs.
- Any parts which were found to need replacing during routine servicing or repairs.
- Any loss, damage, liability or injury arising directly as a result of a covered part failing.
- Any loss or damage, which is covered or claimed for under any other warranty or insurance.
- Damage caused by war risks, sonic booms or nuclear radiation.
- The effects of poor repairs, or faults that were present when you bought the Motorhome.
- Parts which have not been fitted correctly.
- Any claim within the manufacturer's or coachbuilder's warranty or guarantee period.
- Any damage caused by fire, accident or any incident on or caused by the condition of the road.
- Payment for repairs costing more than the limits shown in the schedule or as otherwise restricted by this agreement.
- Any repairs carried out without prior approval of the Administrator.
- This agreement does not apply if the Motorhome is used for any kind of time trial, competition or race; was customised or modified after this agreement started; or is used for hire or reward (for example, self-drive hire).

How to Make a Warranty Claim

The following apply to all benefits within the Plan.

Notifying us

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

The quickest and most efficient way to register a claim is by using the Momentum app below.

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 are happy for you to choose your own repairer. Please ensure they contact us with details of the fault prior to carrying out any repairs. 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 motorhome (if any) is faulty or damaged;
- The mileage of the motorhome 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 motorhome (if available).

We will then confirm whether the works required are covered under the Plan. We may require the motorhome 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 motorhome 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 motorhome issues.
- We may require that the motorhome 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 motorhome 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

The Administrator is not responsible for any mistakes or incorrect information provided by the Dealer about the nature or value of this agreement, nor for continuation of cover in the event that the Dealer ceases to trade.

This agreement and the terms and conditions, detailed here, is a warranty between You, the agreement holder, and the Motorhome distributer (Dealer), who provided the Motorhome and this associated warranty. This is a non-insured agreement.

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 should you choose to cancel the Plan at any time.

These terms and conditions will cease once the Plan Period expires or you have cancelled the Plan prior to that time.

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.
- If you, or anyone on your behalf, seeks any payment under the Plan dishonestly, maliciously or fraudulently, your plan will be cancelled and the claim will be declined in full.
- In the event of non-payment of Plan charges, the Dealer may request we cancel this Plan by giving you 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 445 0059;

Claim limit

The maximum we will pay on each individual warranty claim (exclusive of VAT) shall be the lower of: a) the claim limit recorded on your plan schedule or b) the market value of your motorhome at time of claim.

Dealer

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

Failure

A sudden and unforeseen mechanical/electronic or electrical failure of a part, resulting in the part not being able to function as it was intended, necessitating the immediate repair or replacement of the part before normal operation can be resumed.

Independent expert

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

Labour Rate

The maximum hourly labour rate as recorded on the Plan Schedule, exclusive of VAT where charged.

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 motorhome 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.

Market Value

The market value of the motorhome will be determined by reference to Glass's Guide based on the age and mileage covered at the time of the warranty claim.

Part / Parts

The component parts of the motorhome covered under your Plan.

Plan

The agreement entered into between you and Your motorhome distributor (Dealer), 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 confirming your details, the details of your motorhome, the Plan selected, the Plan Period and Claim Limit.

Pre-delivery Inspection

An inspection of the motorhome 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 motorhome.

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.

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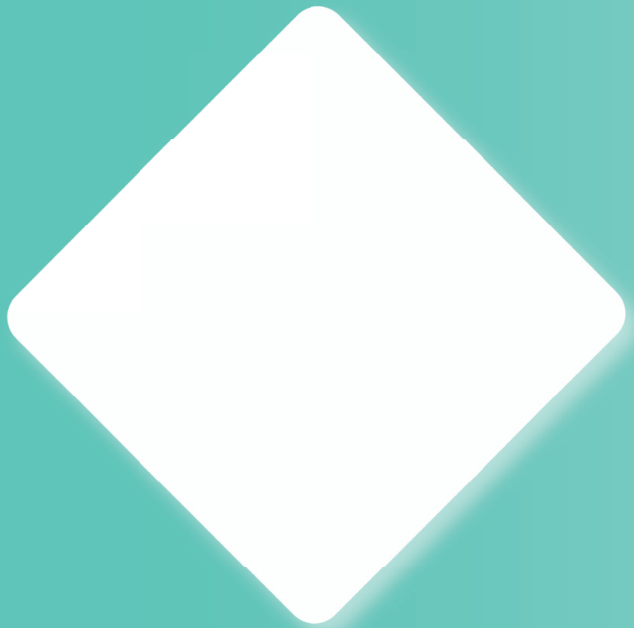

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