

These Terms and Conditions apply to Volvo's Retail service plan offer. If you have been supplied with a Free or promotional Service Plan with your New or Volvo Selekt used car then please discuss this with your supplying dealer or refer to the documentation e mailed to you following the registration of our service plan.

What is covered?

All elements of Volvo scheduled servicing are covered by the Volvo Service Plan you have chosen to purchase – this includes the cost of materials, cost of labour and VAT (the VAT rate applicable at time of plan purchase will apply). The number of services included in your Volvo Service Plan is detailed within the documentation provided at the point of purchase. This relates to your anticipated annual mileage, your Volvo's servicing schedule and the Plan duration chosen by you.

What is not covered?

Anything not included within the official Volvo scheduled servicing for your vehicle, for example, any extra maintenance work or adjustments. The replacement of Brake Fluid and Coolant as well as the top up of Diesel Exhaust Fluid (Ad-Blue) is also excluded.

Please note that your Volvo Service Plan has been calculated based on your anticipated annual mileage. If your annual mileage is higher than stated by you at time of Plan purchase, this could result in servicing dates being sooner than expected. In such cases you may not have sufficient funds in your Plan to accommodate the relevant services required and you will need to pay an additional amount to obtain the service.

Paying for your Volvo Service Plan

If you have chosen to pay for your Volvo Service Plan with a one off payment, these funds will be available to pay for the scheduled servicing detailed on your confirmation of cover letter or email.

If you have chosen to pay for your Volvo Service Plan by monthly Direct Debit, you will receive a confirmation letter or email detailing the number and value of Direct Debit payments required to meet the costs for the scheduled services purchased.

How to make a service claim

All servicing must be carried out by an authorised Volvo Dealer or Volvo Service Centre in the United Kingdom. When you book your service with them, please let them know that you have a Volvo Service Plan. At the Dealership, show them your confirmation of cover letter or email - they will input your Plan details into the Volvo Service Plan system. Providing relevant funds are available, the Dealer will proceed with the service.

If your Volvo Service Plan has insufficient funds to pay for the scheduled service the servicing Dealer will confirm how much you need to pay to "top-up" your Plan's fund. This situation may occur where, for example, a Direct Debit payment has been missed or where your anticipated annual mileage has increased leading to a service being due sooner than predicted.

You should refer to your confirmation of cover email which will confirm your product and payment choices. For any other information regarding your Payment Plan (e.g. value of your Plan, servicing details), please contact Volvo Service Plan Administration Services by calling **0345 6419718**.

Servicing can be undertaken by any participating Volvo Approved Service Centre within the United

Kingdom.

Termination of your Volvo Service Plan

Your Volvo Service Plan will automatically terminate either:

1. On the end date detailed on your confirmation of cover email; or
2. On your Volvo having received all of the servicing detailed on your confirmation of cover email.
3. If you fail to meet a minimum of 2 continuous direct debit payments.

Should any funds remain in your Plan two months after the last expected service date, they will be refunded to the bank account or credit/debit card you used to pay for the Plan. (Not applicable to promotional products)

Cancelling your Volvo Service Plan (Not applicable to promotional products)

You can cancel your Retail Volvo Service Plan at any time. You will receive either a refund or an invoice taking into account the costs of any services that you have claimed for, any costs fully or partially funded by Volvo Car UK Limited or one of its participating Volvo Approved Service Centre and the initial set-up fee and cancellation / administration fee. This information can be obtained by contacting Volvo Service Plan Administration Services on 0345 6419718 or at volvoserviceplan@allianz-assistance.co.uk.

If you do wish to cancel your Plan, please contact us either by telephone on 0345 6419718 or email at volvoserviceplan@allianz-assistance.co.uk. Your request will be processed within 14 working days.

We may cancel your Volvo Service Plan in the event of non-payment by you of any Direct Debit. If we do cancel your Plan we will inform you of any action. You can then request a refund - please refer to the information above that details how you can do this and the conditions that apply.

Promotional Service plans supplied with your New or Selekt Used car cannot be cancelled and remain with the car for subsequent owners use.

Customer obligations

You must confirm any changes of vehicle registration number or change of address by calling **0345 6419718** or emailing volvoserviceplan@allianz-assistance.co.uk.

Participating Volvo Approved Service Centre Obligations

Provided sufficient funds are available for the service being undertaken, the Volvo Approved Service Centre will carry out servicing on your vehicle as soon as is reasonably practical and will submit the invoice for payment on your behalf.

What to do if you have a complaint

If you have a complaint about the servicing work conducted on your vehicle, you should address the complaint to the Volvo Approved Service Centre who conducted the service. If you have a complaint about another element of the Volvo Service Plan, please contact Volvo Service Plan Administration Services on **0345 6419718** or email volvoserviceplan@allianz-assistance.co.uk.

Personal information

Your data will be used by members of the Allianz Group and passed to Volvo Car UK Limited for administration of the Volvo Service Plan. You may ask us for details of the personal data that we

hold on you and can require us to correct it if appropriate.

If you wish to find out about the personal data we hold on you please write to:

Volvo Service Plan Administration Services

P.O. Box 1149

Croydon

CR9 1ZQ

Who administers the Volvo Service Plan?

The Volvo Service Plan is administered on behalf of Volvo Car UK Ltd by AWP Assistance (UK) Limited, 102 George Street, Croydon, Surrey, CR9 1AJ, trading as Volvo Service Plan Administration Services.

FINANCE TERMS & CONDITIONS:

Direct Debit.

All the normal Direct Debit safeguards and guarantees apply. No changes in the amount, date or frequency to be debited can be made without notifying you at least 14 working days in advance of your account being debited. In the event of any error, you are entitled to an immediate refund from your Bank or Building Society. You have the right to cancel a Direct Debit Instruction at any time simply by writing to your Bank or Building Society and sending a copy to Volvo Service Plan Administration Services.

The company name that will appear against the Direct Debit on the account holder's bank statement will be Volvo Service Plan Administration (or the first 18 characters thereof).

The Direct Debit Guarantee

- This Guarantee is offered by all Banks and Building Societies that take part in the Direct Debit Scheme. The efficiency and security of the Scheme is monitored and protected by your own Bank or Building Society.
- If the amounts to be paid or the payment dates change, Volvo Service Plan Administration Services will notify you 14 working days in advance of your account being debited or as otherwise agreed.
- If an error is made by Volvo Service Plan Administration Services or your Bank or Building Society, you are guaranteed a full and immediate refund from your branch of the amount paid.
- You can cancel a Direct Debit at any time by writing to your Bank or Building Society. Please also send a copy of your letter to Volvo Service Plan Administration Services

Credit/Debit Card

All the normal Credit/Debit Card safeguards and guarantees applicable to your card apply.