



EMERGENCY
ASSIST LTD

Warranty Cover

Membership Wording

Please read these terms and conditions and retain for future reference

Welcome to Emergency Assist

Thank you for choosing Emergency Assist for your warranty cover.

With the average unexpected repair cost of a vehicle being over £800, and rising, repairs can be costly. This membership operates on a discretionary basis, and is designed to provide financial reimbursement for parts and labour, following a vehicle's garage repair—allowing you to keep your vehicle on the road.

We take great pride in our approach to customer service and are delighted to have earned thousands of positive reviews from satisfied customers, reflecting our commitment to exceptional service. To ensure you fully understand your warranty coverage, we kindly ask that you review each page thoroughly.

Contents

	Page
Welcome	2
How to contact us.....	4
Conditions of membership.....	5
What is covered	6
What is not covered	6
Covered parts, components and systems.....	7
General exclusions	10
How to make a reimbursement request.....	11
Complaints.....	12
Cancellation of your membership.....	12
Data protection.....	12
Definitions.....	13

How To Contact Us

General enquiries or cancellations

For general enquiries or to discuss cancelling Your membership please call Us on **01945 742697**

To receive a Reimbursement Request form

To obtain a Reimbursement Request form please call Us on **01945 742697** or visit;

<https://emergencyassistltd.co.uk/warranty/warranty-parts-and-labour>

Please note

This Membership Wording and Warranty Membership Details document should be read together as one document. Please keep these documents together and in a safe place.

It is important You read these documents carefully to make sure they provide You with the level of cover You require. Please check Your Membership Details document carefully to make sure the information We hold about You is correct, as otherwise, a Reimbursement Request may be declined.

You must therefore tell Us if this information is incorrect or if it changes at any point during Your Membership. If Your circumstances change at any point during the course of the Membership Term please inform Us as soon as possible. Failure to inform Us of any changes could invalidate parts of Your membership and result in refusal of a Reimbursement Request.

- Any known faults preceding a Reimbursement Request are Your responsibility to remedy.
- To ensure that any other insurance or warranty product does not already cover the elements of this product.
- If any of Your details change during the Term of the Membership, such as Your address, please notify Us immediately.
- You are only able to make a Reimbursement Request once all repairs are completed on the vehicle and supporting documentation evidencing the service history and proof of repairs being supplied to Emergency Assist Limited.

Conditions of Membership

The following conditions apply to Your Membership. Refusal, or refusal to comply with any of these conditions may result in Us being unable to accept Your Reimbursement Request and We may cancel Your Membership;

- The Vehicle must be maintained to a good state of mechanical and electrical repair and is of a Roadworthy Condition.
- You must hold valid and current insurance on the Vehicle in accordance with United Kingdom law.
- If requested You must provide evidence of Your Vehicle's MOT (where applicable) and/or receipts/invoices for any work that has been undertaken previously.
- We reserve the right to refuse, and/or cancel a Membership if anyone behaves inappropriately towards any employee or representative of Ours by, including but not limited to, acting in a threatening or abusive manner, whether physically or verbally or;
- Deliberately mislead or omit to tell Us important details or facts about a Reimbursement Request in order to obtain reimbursement
- Your Vehicle must have had a Service in the prior 12 months to from the subsequent Reimbursement Request.
- Your Vehicle is aged 10 years or less at the Inception Date of this Membership.
- Proof of repairs must be sent to us within 14 days of completion in order for the Reimbursement Request to be valid.

Use of language

Unless otherwise agreed, the contractual terms and conditions of this Membership Wording and Warranty Membership Details shall be in English.

Law

Unless We agree otherwise, this Membership Wording and Warranty Membership Details, along with other information relating to this contract, will be subject to the laws of England and Wales.

What is Covered

In event that the Vehicle within Your Warranty Membership Details suffers mechanical or electrical failure requiring repair, this product shall cover the cost of repairs incurred as a direct result of the mechanical or electrical failure, up to the maximum limit as detailed within Your Warranty Membership Details. Please refer to Covered and Excluded parts for further information.

What is not Covered

- The costs of repairs recoverable under any other warranty or insurance policy held by you.
- Any excess as detailed within Your Warranty Membership Details.
- Damage caused to parts as a result of incorrect or contaminated fuel, or an incorrect lubricant or anti-freeze.
- Any pre-existing faults known to you that have not been remedied.
- Any repeat of the same component part already claimed for under this product.
- Any Reimbursement Request where the Vehicle has not had a Service within the last 12 months at the point of mechanical or electrical failure requiring repair.
- Any Reimbursement Request where the Vehicle has not got a valid M.O.T (where applicable) or insurance.
- Any Reimbursement Request within the first 30 days from the inception of the cover.
- Any more than 2 Reimbursement Requests per Vehicle within the Term.
- Any Reimbursement Request in excess of the Reimbursement Limit.
- Any Claim received after 14 days of repair completion
- Any parts and components listed as being not covered within the Covered and Excluded Parts section of this wording
- Labour costs in excess of £50.00 + VAT an hour

Covered Parts, Components and Systems

The below explains which parts and components of your vehicle are included in Your Membership. Only the parts listed below are covered by Your Membership.

Before submitting a reimbursement request, please take a moment to review it. This will help us process your claim faster.

Engine

Core Structural Components

- Engine block and liners
- Cylinder head

Rotating and Reciprocating Assemblies

- Crankshaft
- Camshaft
- Pistons
- Connecting rods

Timing and Motion Control

- Variable camshaft timing unit
- Timing chains
- Sprockets
- Tensioners

Lubrication and Gear Mechanisms

- Oil pump
- Gear assemblies

Fuel System (Petrol or Diesel)

Fuel Delivery and Injection System

- Lift pump
- Fuel pump
- Injection pump
- Injector
- Fuel accumulator
- Pressure regulator
- Fuel-level sender unit
- Injector wiring loom

Combustion Support and Starting Aids

- Glow plug
- Cold-start valve

Air Intake and Throttle Control

- Airflow meter
- Airflow sensor
- Throttle body
- Throttle potentiometer

Control and Regulation Components

- Regulator
- Overrun cut-off valve

Clutch

Rotational and Torque Transfer Components

- Flywheel
- Dual mass flywheel
- Flex plate
- Ring gear

Driver Input and Control

- Clutch pedal
- Clutch cable

Hydraulic Actuation System

- Master cylinder
- Slave cylinder

Clutch Assembly

- Pressure plate
- Release bearing
- Fork lever

Gearbox (manual or automatic)

Gearbox Components

- Gear sets (main, reverse, synchronizer)
- Input and output shafts
- Selector forks and rods
- Bearings and bushings
- Synchronizers
- Shift solenoids
- Speed sensors
- Transmission control module (TCM)

Torque Converter Components

- Impeller (pump)
- Turbine
- Stator
- Lock-up clutch
- Torque converter clutch solenoid
- Fluid coupling housing

Transfer Box Components

- Planetary gear sets
- Chain or gear drive mechanisms
- Range selector forks
- Mode selector motor or actuator
- Position sensors
- Transfer case control module

Overdrive Unit Components

- Overdrive gear set
- Overdrive clutch pack
- Overdrive solenoid
- Overdrive control circuit

Steering System

Steering Mechanisms

- Rack and pinion
- Steering box
- Power steering rack and pinion
- Power-steering box
- Idler box

Steering Linkage and Support

- Track rod ends
- Steering-column joints
- Steering-column bearings

Hydraulic and Electrical Assistance

- Hydraulic power-steering pump
- Electrical power-steering pump
- Pressure pipes
- Reservoir

Braking System

Hydraulic Actuation System

- Servo
- Master cylinder
- Wheel cylinders
- Callipers

Driver Input and Control

- Brake pedal
- Handbrake lever
- Handbrake cable

Vacuum and Pressure Management

- Vacuum pump
- Pressure-restrictor valve

Exhaust System

Catalytic converter

Electrical System

Power Generation and Distribution

- Alternator
- Voltage regulator
- Starter motor
- Ignition coil

Sensors and Control Units

- Camshaft sensor
- Crankshaft sensor
- Cruise control unit
- Alarm control unit

Lighting and Signalling

- Headlamp motors
- Indicator relay
- Multifunction indicator-stalk switch
- Horn

Wipers and Washers

- Front windscreen wiper motor
- Rear windscreen wiper motor
- Washer motors

Access and Locking Systems

- Central locking mechanism
- Key fobs
- Switches

Windows, Roof, and Ventilation

- Electric-window regulators and motors
- Sunroof motors
- Cabriolet motors
- Heater fan motor
- Thermostatically controlled radiator-fan motor

Differential and Drive System

Rotational and Torque Transmission Components

- Drive shafts
- Prop-shafts
- Half shafts
- Constant-velocity (CV) joints
- Universal joints
- Couplings
- Centre bearings

Differential and Final Drive Components

- Crown wheel and pinion
- Planet gears
- Bearings
- All other internal mechanical moving parts

Suspension

Support and Load-Bearing Elements

- Wheel bearings and cages
- Coil road springs
- Leaf road springs
- Pneumatic air springs

Damping and Ride Control

- Shock absorbers
- Ride-height actuators
- Regulator valves

Structural and Articulated Linkages

- Wishbones
- Track control arms
- Linkages

Hydraulic Assistance

- Suspension pump

The following exclusions apply to all sections of Your Membership;

1. Any Reimbursement Request made within the Inception Period
2. No Reimbursement Request is eligible as a result of an Accident. Please refer to 'Accident' on the Definition of words earlier in this document.
3. Any Vehicle that is being used, or has been modified for use, in motor racing, rallies, speed or endurance events.
4. Any Vehicle which does not have a current valid MOT (where applicable) and/or is not taxed, Insured and undertaken a Service within the last 12 months.
5. Any Reimbursement Request where the Vehicle is being used for, or in conjunction with, any private or public hire, or any courier or delivery services, including removal services.
6. The reimbursement of any charges for food, drink, telephone calls, fuel or any other incidental expenses.
7. Any Reimbursement Request where money is owed to Us under this Membership.
8. Any Reimbursement Request which is not as a direct result of a mechanical or electrical failure.
9. Any Reimbursement Request for any part which is not listed as being covered in this Membership.
10. Any cost in excess of the Market Value of the Vehicle rendering the Vehicle beyond economical repair.
11. Any Reimbursement Claim where the claim documentation is received after 14 days from the date of Your repair.
12. Loss or damage due to any type of fraud or Vehicle misuse including using the Vehicle with a known pre-existing fault
13. The VAT element of repair if You are VAT registered.
14. The cost of any repairs resulting from fire or theft.
15. Any Excess as stated on Your Warranty Membership Details document.
16. Any more than two claims within the Membership Term
17. Any Vehicle older than 10 years of age at the Inception Date of this Membership.
18. Labour costs in excess of £50.00 + VAT an hour

How to Make a Reimbursement Request

All Reimbursement Requests are made on a reimbursement basis unless otherwise agreed with us. The process of the Reimbursement Request is detailed below.

1

Obtain a Reimbursement Request Form. To do so you can;

- Call 01945 742697, or;
- Visit <https://emergencyassistltd.co.uk/warranty/warranty-parts-and-labour>

2

Send Your completed Reimbursement Request Form, along with receipts for all repairs You are requesting reimbursement for.

3

Make sure to include evidence of Your Vehicle's servicing within the last 12 months

4

Send the completed Reimbursement Request Form, along with all supporting documentation to;

Warranty Reimbursement
Emergency Assist Limited
Exchange Square
Wisbech
Cambridgeshire
PE13 1RA

Or alternatively email
reimbursements@emergencyassistltd.co.uk

5

Upon receipt of Your documentation we shall review Your paperwork and ensure that the Reimbursement Request meets the terms and conditions of this Membership.

The assessment of Your Reimbursement Request shall be made within 21 days of receipt.

On completion we shall reimburse all costs approved less the excess as detailed within Your Warranty Membership Details. We typically shall reimburse this by way of a bank transfer.

What to do if You have a complaint

We realise that things can go wrong and there may be occasions when You feel that We have not provided the Membership or service You expected. When this happens We want to hear about it so that We can try to put the matter right.

If You wish to register a complaint please contact Us in one of the following ways;

Email:	complaints@emergencyassistltd.co.uk
Telephone:	01945 586200
Writing:	Complaints Department Emergency Assist Exchange Square Wisbech Cambridgeshire PE13 1RA

Cancellation of Your Membership

You can cancel Your Membership within the first 14 days of the Membership Inception Date. Unless You have made a Reimbursement Request during this period We shall refund Your premium in full less a £30.00 administration charge.

If You have made a Reimbursement Request during the first 14 days, or cancel Your Membership after this period, then there will be no refund of premium due to You.

We reserve the right to suspend Your Membership if a Reimbursement Request has been successfully made to which it transpires that We should not have provided reimbursement under this Membership, until such time as the costs incurred by Us are reimbursed to Us in full. If You, after being notified of such costs and suspension of Your Membership, fail to reimburse Us within a reasonable period of time, We reserve the right to cancel Your Membership by giving You 14 days written notice to Your Home address as held by Us.

Data Protection

You have the right to know how Your personal information is used and protected. For full details about your rights, please visit [emergencyassistltd.co.uk/privacy-policy](https://www.emergencyassistltd.co.uk/privacy-policy).

Definitions

Within this Membership certain words have a special or specific meaning. These words will appear throughout with a capital letter.

Accident Means a Road Traffic Accident, impact with a Foreign Object including pothole damage, fire, theft or act of vandalism.

Please note: Although You are not covered for Accidents under this Membership, please refer to the Accident Assistance literature You were provided with, as You may be entitled to assistance under this service.



Excess Means the amount deducted from Your Reimbursement Request

Inception Date Means the date with which Your Membership commences as stated on Your Warranty Membership Details and 30 days from any change of vehicle

Inception Period Means a period of 30 days from the Inception Date before You are able to make a Reimbursement Request on this Membership.

Market Value Means a reasonably determined value for Your Vehicle, referring to both private and dealer pricing as well as industry recognised data, typically based upon, but not limited to, vehicles of an equivalent age, make, model and mileage as determined by Us.

Membership Means the terms and conditions contained herein, along with Your Warranty Membership Details, which forms the basis of the agreement between Us and You.

Membership Wording Means this document and the terms and conditions contained herein.

Membership Details Means the document containing important information about Your Membership which must be read in conjunction with this Membership Wording.

Period of Cover Means the duration of cover under this Membership as outlined within Your Warranty Membership Details.

Reimbursement Limit Means the maximum number of Reimbursement Requests and total amount reimbursable under this Membership as detailed within Warranty Membership Details.

Reimbursement Request Means a request for financial reimbursement following the repair of Your Vehicle.

Repair Means successful professional repair of your vehicle that can be evidenced with documentation. Reconditioned parts are acceptable however a repeat fault for the same part's under this cover shall not be indemnified.

Service Means the Vehicle has had the appropriate maintenance procedures carried out, as per the manufacturer's guidelines, by a qualified garage or workshop.

Term Means the duration of this Membership, commencing from the Inception Date as stipulated on Your Warranty Membership Details.

Territorial Limits Means England, Scotland, Wales, Northern Ireland, Jersey, Guernsey and the Isle of Man.

Vehicle Means any private car, van, motorcycle, campervan or motorhome which complies with the following. Please note that Vehicles being used for, or in conjunction with, any private or public hire, or any courier or delivery services, including removal services.

Maximum Weight	Maximum Width	Maximum Length
5.5 tonnes	3.0 metres	8.0 metres

We/Us/Our Means Emergency Assist Limited of Exchange Square, Wisbech, Cambridgeshire, PE13 1RA

You/Your Means the person as named on the Warranty Membership Details, whom is eligible for cover.



EMERGENCY
ASSIST LTD

Emergency Assist Ltd is an appointed representative of 2Gether Insurance Limited which is authorised and regulated by the Financial Conduct Authority No. 579333 and a registered company in England No. 07561225.

EA.WRN.CW.2.01