



## Terms and Conditions

### New Vehicle Service and Wear & Tear Plan

Wear & Tear Plans (W&T Plans) are only available in combination with Ford Protect Service Plans and are called Ford Protect Service Plan Plus.

For details regarding limitations and obligations of the Ford Protect Classic Extended Warranty Plan, please refer to the Ford Protect Warranty Terms and Conditions.

### SERVICE PLAN

- The Company will provide the following services in respect of your vehicle through its Ford Authorised Repairers in the UK:
  - All routine service work (for the number of services applicable to the Plan) in accordance with Ford Standard Service Schedules applicable to your vehicle as they may be in force from time to time, including replacement or repair of Standard Service Parts as specified in paragraph 3 below when required by such schedules and/or when in the Ford Authorised Repairer's opinion their performance has become unsatisfactory. The Mandatory Annual Inspection, if applicable for your vehicle.  
**Extended period maintenance items:**  
Replacement brake fluid (every other year)
- Vehicle hire**
  - If a Ford Authorised Repairer cannot complete the work covered by your Ford Protect Service Plan/Ford Protect Service Plan Plus within 24 hours and the vehicle is not usable, Ford will (subject to status) provide a comparable hire vehicle free of charge (subject to availability, excluding fuel and insurance costs) from after the first 24 hours until the work is completed up to a maximum of 7 days.
- All new Ford vehicles are provided with one year's Ford Assistance as standard.** Your Ford Assistance will be extended for the selected term of your Ford Protect Service Plan/Ford Protect Service Plan Plus. Ford Assistance is vehicle based and therefore applies regardless of driver. Services are briefly described below. It is important that you refer to the full Terms and Conditions and Exclusions, which can be found at [www.ford.co.uk](http://www.ford.co.uk)

### Roadside and at home assistance

What is included:

- Ford Assistance is available if the relevant vehicle is immobilised following a breakdown. If we or our appointed garage agent cannot fix the relevant vehicle within a reasonable time, it will be taken to the nearest Ford Authorised Repairer or, alternatively, to a destination of the authorised driver's choice.

### Recovery

What is included:

- Recovery is available following a breakdown involving a relevant vehicle if we cannot arrange a local repair within a reasonable time.
- Ford Assistance provides the recovery of an immobilised relevant vehicle (including trailer/caravan on tow at the time, provided it is within the size limits) together with authorised driver and the passengers (up to the maximum number of persons the relevant vehicle is designed to carry and for whom there are fixed seats and restraints) to the nearest Ford Authorised Repairer or to any other single destination in the UK. If there are more people than the maximum allowed, we will seek to arrange, but will not pay for, their onward transportation.
- A caravan or trailer which is capable of being towed safely will be towed to a place of safety, provided it does not exceed a maximum length of 8m (26ft). We will seek to arrange, but will not pay for, recovery of any relevant vehicle, caravan or trailer that exceeds any of these limits.

### Temporary loan vehicle, overnight accommodation, public transport

This service may be provided as an extension to the recovery service, following an immobilising breakdown of a relevant vehicle. We may, at our absolute discretion, choose one of the following options:

- Temporary loan vehicle or
- Overnight accommodation or
- Public transport costs

### European Cover

Ford Assistance is available in Europe (participating countries only). In the event of a breakdown outside of the UK should repairs not be completed in time for the authorised driver's planned return home, at our absolute discretion, we agree to provide vehicle recovery to the UK (Full details on request).

### Service Plan - Standard Service Parts

- Air cleaners, pollen/odour filters (where applicable), fuel filters, oil filters and gaskets, spark plugs, most fluids and engine oils.

### Service Plan Conditions

- Scheduled servicing must always be carried out by a Ford Authorised Repairer on all Service Plans.

### SERVICE PLAN PLUS

- All items covered within the Service Plan above and in addition:
    - Brake Pads/shoes/discs
    - Clutch friction plate
    - Shock absorbers
    - Silencer
    - Wiper blades
    - Bulbs
- Exclusions:**
- Tyres
  - Interior trims, glass, seat covers, pads, frames, springs, headrests, seat belts, sheet metals, water ingress, body seals, aerals, Bodywork and paint check and Air conditioning check.

### Limitations and Termination

- The Ford Protect Service Plan and Ford Protect Service Plan Plus does not apply to the adjustment of any component or failures caused by accidental damage, misuse or neglect or which are not referred to a Ford Authorised Repairer within 7 days from the accident; and it will terminate automatically if your vehicle is at any time modified or used for racing or rallying; or if the odometer fitted to your vehicle appears to have been tampered with in any way.

**Wear and Tear Plans are NOT available for taxis, emergency vehicles or daily rental vehicles.**

### Data Protection

- In order to register and maintain your Ford Protect Service Plan/Ford Protect Service Plan Plus, you may give us your name and contact information along with your vehicle details. In order to provide your Ford Protect Service Plan/Ford Protect Service Plan Plus, we may share this information with our affiliates ('our affiliates' means the group of companies related to us by common control or ownership and a full list is available on [www.ford.co.uk/useful-information/privacy-policy](http://www.ford.co.uk/useful-information/privacy-policy)) and your dealer and with your Ford Assistance roadside assistance provider so that they may provide you with services at your request. Collection of location information will also be required to deliver such services. You can find out how they will use your information in their privacy policy.

We need to process your information to enable us to provide your Ford Protect Service Plan/Ford Protect Service Plan Plus under these Terms and Conditions and we often have a legitimate interest in processing your information for certain purposes, for example; to develop new and improved products, services, business and marketing strategies and research. For further information about our privacy practices, including international transfers of data and your rights, please see our privacy policy [www.ford.co.uk/useful-information/privacy-policy](http://www.ford.co.uk/useful-information/privacy-policy).

### Your obligations

- You will be responsible at your expense for:
  - promptly repairing any damage to your vehicle whether caused by accident, misuse, neglect or otherwise.
  - any repair or maintenance due to fitting of parts and accessories to your vehicle at your request or by you, which changes the standard specification.
  - regular checks of your vehicle at the standard frequencies and mileage specified by us in the Ford Service Portfolio in respect of radiator coolant levels, battery, tyres, DPF additive and engine oil levels and adjusting where necessary.
  - submitting your vehicle for servicing within plus/minus 1,000 miles or within one month of a scheduled service as recommended by us in the Ford Service Plan set out in your Ford Service Portfolio, making appropriate advance arrangements for an appointment and keeping accurate records of servicing in the said Ford Service History Log.
  - informing the Company immediately of any defect or failure of your vehicles odometer or the fitting of any replacement odometer to your vehicle.



### General

9. Your Ford Protect Service Plan/Ford Protect Service Plan Plus entitlement (including any scheduled servicing, wear and tear items and Ford Assistance) begins on the New Vehicle Warranty commencement date and will continue in force until the relevant maximum cover period expires, the maximum number of services is reached, or your vehicle reaches the maximum mileage allowance (from new); or the relevant cover is cancelled or transferred in accordance with these Terms and Conditions.
10. The Ford Protect Service Plan/Ford Protect Service Plan Plus is attached to the vehicle and will remain applicable if the vehicle is transferred to a new owner who must advise their details to Ford Protect Customer Services at the address shown below.
11. You may terminate the Ford Protect Service Plan/Ford Protect Service Plan Plus for any reason by writing to your selling Ford Dealer, or alternatively by writing to Ford Protect Customer Services at the address specified below in paragraph 12.
  - a) If you terminate within 30 days of (i) the original date of registration of Your Vehicle or, if later, (ii) the date you receive your Ford Protect Service Plan/Ford Protect Service Plan Plus certificate, you shall be entitled to a full refund of the purchase price paid (providing no claims have been made) without charge.
  - b) If you terminate after the 30-day period mentioned above, you shall be entitled to a pro rata refund of your purchase price, based on the number of whole months remaining, less the costs of any claims and a cancellation fee of £25.

The entitlement to any refund (as mentioned in (a) or (b) above) does not apply to any plan supplied free of charge.

12. Notices relating to Ford Protect and required hereunder shall be in writing and shall be sent by letter post:
  - in the case of notices to the Company, to Ford Protect Customer Service, Ford Customer Service Division (1/672), Eagle Way, Brentwood, Essex CM13 3BW.
  - in the case of any notices to you, to your usual or last known place of residence (in the case of an individual) or business, and shall be deemed to have been received 48 hours after the time of posting.
13. These Terms and Conditions will be governed by and interpreted in accordance with the laws and practice of England. You shall be entitled to nominate a preferred location near Your place of residence within the United Kingdom for any court hearing that is required to settle any disputes arising out of or in connection with these Terms and Conditions, failing which the courts of England shall have exclusive jurisdiction.