

YOUR AGREEMENT & YOU

FLEXCARE PLANS TERMS AND CONDITIONS

Flexcare Service and Maintenance Plans

This document sets out the terms and conditions on which we will provide your Flexcare plan (the "Agreement"). This Agreement is between you and Citroën U.K. Limited, a company registered in England and Wales with company number 00191579, and whose registered office is at Pinley House, Sunbeam Way, Coventry, CV3 1ND ("Citroën", "we", "us", "our"). Capitalised terms in this Agreement have the same definitions as in your Flexcare plan, unless otherwise stated.

Key Information and Terms

Service Levels: Flexcare plans can offer a number of different service commitments. The exact level of service commitment depends on the plan you choose, the duration and mileage you select. The level of service you choose is set out in your Flexcare plan.

Vehicle: Flexcare plans only apply to your registered vehicle as set out in your Flexcare plan. You cannot transfer it to any other vehicle.

Duration: We'll provide the services set out in these terms and as set out in your Flexcare plan. Your Flexcare plan runs from when you took out this Agreement. Your chosen time and mileage commitments apply from the warranty start date.

Warranty Start Date: This is either the date of first registration of the vehicle, or the date of new car handover to the first registered owner of the vehicle, whichever is the latter. Your warranty start date is also the starting date for your manufacturer servicing schedule.

Faulty: The inability of a part to operate in accordance with the manufacturer's specification for a reason other than wear and tear, normal deterioration, or negligence in caring for the vehicle on your part. If other parts on your vehicle are damaged by a Faulty part, these will be replaced or repaired under the same conditions.

Restrictions to Services: The Flexcare services as described in this Agreement will be provided on your vehicle only and may be subject to certain service restrictions, depending on the level of plan you have chosen. Please check that you have the right plan for you. All repairs and related services must be provided by a Citroën Authorised Partner unless agreed with us in advance and in writing. If any repairs are carried out by someone else, this may mean that you lose the benefit of the Flexcare services, and such work could invalidate the Citroën manufacturer's warranty. Flexcare services are only available in the places set out in clause 1.5 of this Agreement. A list of Citroën Authorised Partners is available in our "Find a Retailer" on our [website](http://www.citroen.co.uk) at www.citroen.co.uk.

Payment: The total price will include all associated costs and fees, and will include the cost of servicing, administrative costs and fees, and any commissions due. Any cancellations and refunds are calculated based on usage and costs incurred under the cost of servicing element of your plan, not the total amount payable (unless you are cancelling this Agreement within 14 days, see clause 7.1 of this Agreement).

These are the payment options available to you:

- i. If you buy your Flexcare plan when ordering your vehicle and you decide to pay its cost by making a single payment, you will pay it to the Citroën Authorised Partner (who acts as our payment agent for the purpose of receiving your payment), see clause 6.4.1 of this Agreement
- ii. If you buy your Flexcare plan after collection of your vehicle and you decide to pay its cost by making a single payment, you will pay it to the Citroën Authorised Partner (who acts as our payment agent for the purpose of receiving your payment), see clause 6.4.2 of this Agreement
- iii. If you buy your Flexcare plan when ordering your vehicle and pay for it monthly, you'll make your payments by direct debit to Stellantis Financial Services (who acts as our payment agent for the purpose of receiving your payment), see clause 6.5.1 of this Agreement
- iv. If you buy your Flexcare plan after collection of your vehicle and pay for it monthly, you'll make your payments by direct debit to Stellantis Financial Services (who acts as our payment agent for the purpose of receiving your payment, see clause 6.5.2 of this Agreement

Mileage: If you have financed your vehicle then you must keep to any mileage conditions set out in your finance agreement. If you do not, then you won't be able to use the Flexcare plan.

Clause 1 – Flexcare Plan Conditions

1.1 Duration and Mileage

- This Agreement must be taken out before the vehicle is 12 months old from the warranty start date, or before the first service is due based on mileage parameters under the manufacturer service schedule for the vehicle, whichever happens first.
- The services under this Agreement start from when your Flexcare plan is purchased and ends on the earlier of:
 - the end date of the chosen period of time as stated in your Flexcare plan;
 - reaching the total mileage limit as stated in your Flexcare plan; or
 - you or we end this Agreement as set out in clause 7 of this Agreement.

1.2 Eligible Vehicles

The vehicle as described in your Flexcare plan is eligible so long as:

- you are the first registered keeper or (in the case where the vehicle's first registered keeper is the supplying retailer) the second registered keeper; and
- it is not ineligible as set out in clause 1.3 of this Agreement below; and
- at the start of this Agreement your vehicle meets the age and mileage requirements as set out in clause 1.1 of this Agreement above.

Motorhomes converted by one of our approved converters can benefit from Service Care Service plans only. However, any faults which may have been caused by these conversions and any servicing operations specific to these converted areas of the vehicle are not covered by this Agreement.

1.3 Ineligible Vehicles

The following vehicles are ineligible for the Flexcare plans:

- a) a vehicle which is a grey import, meaning any vehicles legally imported from another country through channels other than our Citroën authorised UK distribution network or via our Citroën authorised partners;
- b) a vehicle which has been modified or adapted from the manufacturer's original specification where the modification or adaptation is found to contribute to the fault; or where the modification or adaptation has been carried out without complying to the technical instructions as defined by Citroën U.K. Limited;
- a vehicle which has been used as a taxi, mini cab or driving school vehicle;
- a vehicle which has been used for short term hire or daily rental;
- a vehicle which has been used for hire and reward;
- a vehicle which has been used as a delivery or courier vehicle;
- a vehicle which has been driven in a competitive motoring event;
- a vehicle which has been used for public services including police, ambulance, fire, or military service; or
- a motorhome which is ineligible under Complete Care Maintenance plans.

1.4 Changes to the terms of this subscription

These terms and conditions currently apply to Flexcare plans and are available from our respective Brand websites. If you decide to enter into this Agreement with us, then the terms in force at the time both you and we have entered into the Flexcare plan will be the applicable terms and conditions. We may update the terms and conditions on our website from time to time, however, the terms and conditions that apply to this Agreement are those in effect at the time you entered into this Agreement.

1.5 Territoriality

So long as you still have cover under this Agreement, you can take advantage of your Flexcare services in the following countries or territories: Andorra , Austria, Belgium, Bosnia Herzegovina, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France (including Corsica), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (including Vatican City), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom (including the Channel Islands and the Isle of Man).

For pay and reclaim arrangements when you are travelling abroad in the Territory, please see clause 8.10.

1.6 Service Levels

You can choose your Flexcare plan based on a time and mileage commitment, which will expire with this Agreement when you reach the end of the chosen period of time, or when you reach the mileage limit selected, whichever happens first. You should therefore carefully consider your likely annual mileage when selecting your plan.

If you have financed your vehicle then you should keep to any mileage conditions set out in your finance agreement. If you do not, then you won't be able to use the Flexcare plan.

There are two levels of Flexcare plans; (a) Service Care Service and (b) Complete Care Maintenance. We have set out below a summary table what is included in each of these plans. If you have any queries, you can call us at the details set out in clause 8.1 of this Agreement or visit one of our Citroën Authorised Partners.

Service Description	(a) Service Care Service Plan	(b) Complete Care Maintenance Plan
Scheduled Servicing (Clause 2)	✓	✓
Maintenance (see Clause 3)	☒	✓
Parts Failure Replacement (see Clause 4)	☒	✓
MOT Costs (Clause 5)	☒	✓

Key:

✓ - included

☒ - not included

1.7 Parts

If we repair or replace any parts of your vehicle under this Agreement, we may use new parts or reconditioned parts. The parts may be our branded parts, or parts obtained from our network of Citroën Authorised Partners, or in some instances we may use parts from the Eurorepar range. The repair or supply of tyres is excluded from this

Agreement. Any replaced parts will be disposed of by us and will not be returned to you as specified in clause 1.8.6 of this Agreement.

1.8 General Conditions to the Services

1.8.1 The services provided under this Agreement, including the costs associated (which are parts and labour including tax), are included in your Flexcare plan provided that the services are performed by a Citroën Authorised Partner (or our approved breakdown provider) but are subject to the following:

- your vehicle must remain registered (as detailed in clause 1.2 of this Agreement);
- your vehicle must have been used and maintained in accordance with the manufacturer's instructions (these are indicated in the manufacturer's handbook, the digital handbook versions, or the vehicle dashboard);
- the servicing operations and checks specified in the manufacturer's servicing schedule must be complete and recorded in your vehicle's warranty and maintenance guide or within the digital maintenance records. If you don't have this, you must be able to provide supporting documentary evidence on request (such as servicing checklists, servicing schedules, invoices which should support these minimum standards: name and address of independent servicing business; registration details of the vehicle; date and description of the services and/or repairs; mileage at the time; oil quantity, grade/viscosity, manufacturer; parts fitted/part numbers);
- the fluid and lubricant levels in your vehicle must have been maintained in accordance with the manufacturer's instructions (these are indicated in the manufacturer's handbook);
- scheduled services on your vehicle must be carried out within two months/1800 miles of the intervals as specified by the manufacturer, whichever comes first; and
- only Citroën authorised partners are approved to complete any repairs deemed eligible under this Agreement.

1.8.2 If there is a manufacturer defect with your vehicle, this should be repaired by a Citroën Authorised Partner in one of the territories described in clause 1.5 of this Agreement, to whom the manufacturer's handbook must be presented before each repair. Your vehicle must be presented to a Citroën Authorised Partner as soon as is reasonably possible after the fault is discovered.

1.8.3 The applicable services (under the terms of clauses 2, 3, 4 and 5 of this Agreement), which are carried out by a Citroën Authorised Partner under this Agreement, will be paid for directly by us, without any advance payment being required from you.

1.8.4 Any repair carried out under this Agreement, with or without replacement of parts, does not extend the duration of your Flexcare plan.

1.8.5 Any services which are carried out by a Citroën Authorised Partner, that are not included in your Flexcare plan will be paid for directly by you.

1.8.6 If we remove parts from your vehicle and replace them with new parts under this Agreement then Citroën U.K. Limited (or such other person as it says) will become the owner of those parts that have been

removed and you will have no ownership right to them, or any other claim to them.

Clause 2 – Scheduled Servicing

2.1 If your Flexcare plan includes scheduled servicing, this will include the scheduled servicing of your vehicle, covering labour and replacement of parts as specified in the manufacturer's servicing requirements for normal conditions of use of the vehicle.

2.2 Scheduled servicing on your vehicle must be carried out promptly, in accordance with your Flexcare plan. There is a tolerance of two months or 1,800 miles (either way) of the intervals as specified, whichever comes first.

2.3 Scheduled servicing covers the cost of any parts and consumables, and the labour time allocated to complete the scheduled service of your vehicle, in line with the requirements as specified by the manufacturer and in accordance with the servicing schedule provided with your vehicle.

2.4 For full battery electric vehicles (BEVs), scheduled servicing does include a battery state of health check. This is completed at each scheduled service for the duration of the service plan.

2.5 For any diesel vehicle (passenger car or light commercial vehicle), where there is a requirement as confirmed by the oil degradation indicator, either at the time of scheduled servicing or in between scheduled servicing intervals, your Flexcare plan includes the associated cost of these oil and filter changes for the duration of the plan.

2.6 Scheduled servicing does not cover:

- arduous conditions of use according to the Manufacturer's servicing requirements;
- all services not expressly covered by the Flexcare plan you have chosen;
- the periodic inspections of the anti-perforation warranty;
- the locating of noises;
- navigation updates;
- fragrance refills (if applicable);
- maintenance of wear and tear parts (applicable to Service Care Service plans);
- replacement of failed parts (applicable to Service Care Service plans);
- the wheels, tyres, and their balancing; or
- all other costs and expenses.

2.7 Where your vehicle is still covered by the manufacturer's warranty, which came into force on the warranty start date, then the continuing validity of such warranty may be affected if your vehicle is not serviced at the time and mileage intervals appropriate to it. You are strongly advised to refer to the servicing handbook of your vehicle for further information and that in the event of any inconsistency between this Agreement and the manufacturing servicing schedule as to when services are due, then the manufacturer service schedule must be assumed to be accurate.

Clause 3 – Maintenance

This clause only applies if you have opted for the Complete Care plan.

3.1 Maintenance consists of the replacement of parts if, through wear and tear, these parts cannot fulfil the function for which they have been designed. This decision will be taken at the Citroën Authorised Partner's reasonable discretion and/or in accordance with any wear indicator provided for this purpose. The following (in particular) are considered parts subject to wear, such as and not limited to: brake pads, brake discs, brake drums and brake shoes, shock absorbers, wheel bearings, ball joints, remote control batteries, clutch (mechanism, cover, disc, thrust bearing), wiper blades, fuses, bulbs (except discharge bulbs and LEDs).

Clause 4 – Parts Failure Replacement

This clause only applies if you have opted for the Complete Care plan.

4.1 Parts failure replacement consists of the replacement or repair, at the Citroën Authorised Partner's reasonable discretion, of Faulty mechanical, electrical, or electronic parts. If other parts on your vehicle are damaged by a Faulty part, these will be replaced or repaired under the same conditions.

4.2 Where there is a Faulty part on your vehicle whilst your manufacturer's warranty still applies, your claim should be made against the manufacturer's warranty. After the expiry of the manufacturer's warranty, the parts failure replacement part of your Flexcare plan can be relied upon as an extension to the manufacturer's warranty, subject to the limitations below.

4.3 The Parts Failure Replacement does not include or apply to:

- any diagnostic time which doesn't result in a valid claim under this Agreement;
- any loss, damage or failure which occurs while the vehicle is outside the geographical territories as defined within clause 1.5 of this Agreement;
- sinking or immersion (in water), damage caused by natural disasters, vandalism, attack, riot, immobilisation by the police, acts of war, terrorism, accident, fire, theft, or attempted theft;
- the replacement, fitting, maintenance or repair of parts, equipment or accessories not originally fitted to your vehicle and/or that are not approved by the manufacturer, and any related consequences;
- the consequences of repairs, conversions or modifications carried out by a business other than a Citroën Authorised Partner;
- damage caused using fluids, parts or accessories which are not genuine or of equivalent quality;
- the use of unsuitable or poor-quality fuels (including charging solutions) not recommended by the manufacturer;
- damage caused by natural phenomena, hail, flooding, lightning, storms, or other atmospheric hazards;
- damage caused by accident, fire, theft, attempted theft, riots;
- repairs resulting from negligence, a driving error, incorrect use of your vehicle (such as, and not limited to, overloading, competition, racing) or failure to comply with the servicing operations, in strict conformity with the manufacturer's recommendations (as defined in the manufacturer's handbook, the digital handbook versions or the vehicle dashboard);

- failures and/or discharging of your vehicle batteries due to incorrect electrical connection, the electrical supply, the electrical installation or the current used;
- breaking of or damage to glass and headlamp units, lamps or mirrors, the loss of trims or remote controls, door seals;
- bodywork repairs, washing, polishing, and cleaning;
- work on the bodywork and passenger compartment, including cleaning, and repairs of door trims, upholstery, and carpet in case of wear;
- vibrations and noises linked to your vehicle's standard operation;
- deterioration such as, and not limited to, discoloration, alteration, or distortion of parts due to normal ageing linked with the use of your vehicle, its mileage, or its geographic and climatic environment, if this replacement is not due to a manufacturing defect;
- navigation updates;
- fragrance refills;
- cabriolet or convertible style roofs or hoods;
- servicing and maintenance that doesn't comply with the manufacturer's recommendations or is deemed optional between two periodic services;
- settings (such as, and not limited to, doors, front axles, parallelism, wheel balancing);
- the wheels, tyres, and their balancing;
- loss of keys, covers or remote controls;
- towing the vehicle;
- water inlets and their consequences;
- air leaks, liquid leaks, air noise, rubber seals and openings of doors, floor and ceiling, squeaks, adjustments, vibrations, and shocks in general, any noise that does not affect the normal operation of the part;
- damage to the vehicle resulting from:
 - traction beyond the limits provided for on the gross vehicle weight on the registration certificate or use of the traction battery other than to supply power to the vehicle;
 - the use of charging cables and charging stations that does not meet the manufacturer's specifications;
 - the use of public charging stations that are not certified or do not meet the standards and regulations in force;
- any failure of any nature whatsoever as soon as the odometer has been altered, modified or disconnected;
- the direct or indirect consequences of any repairs carried out outside of the Citroën Authorised Partner network;
- the direct or indirect consequences of a failure to report a fault to a Citroën Authorised Partner as soon as you become aware of it;
- the direct or indirect consequences of a failure by you to response to an invitation by a Citroën Authorised Partner to have your vehicle repaired as soon as possible;
- the modifications necessary to ensure that your vehicle conforms following a change of legislation which comes into force after the delivery of your vehicle; or
- all other costs included but not limited to the costs incurred because of your vehicle being off the road, such as, and not limited to, loss of enjoyment or use.

Clause 5 – MOT Costs

This clause only applies if you have opted for the Complete Care plan.

5.1 The MOT must be carried out in the UK, Channel Islands, or Isle of Man in accordance with UK government and legal requirements. To do this, your vehicle must be presented to one of our Citroën Authorised Partners at the latest 5 days before the MOT is legally due. If the MOT reveals the need to carry out repairs which are covered under this Agreement, these will be carried out by our Citroën Authorised Partner at no additional cost to you. If any necessary repairs are not covered by your Flexcare plan under this Agreement, then a repair quotation will be given to you, and you can choose to have your vehicle repaired by our Citroën Authorised Partner or by any other reputable and skilled repairer of your choice.

5.2 After your vehicle's MOT, either:

- it obtains the MOT certificate - in this case your Citroën will be returned to you with the MOT certificate; or
- if your Citroën fails its MOT, the cost of the initially failed MOT is still included within this Agreement.

IMPORTANT: In either case, if you choose not to use our Citroën Authorised Partner to repair your vehicle, then you will be responsible for the cost of the repairs and the costs of any repeat MOTs.

Clause 6 – Price and Payment

The total price for your chosen Flexcare plan is the one provided to you by a Citroën Authorised Partner.

6.1 The total price for your chosen Flexcare plan is fixed throughout the duration of this Agreement.

6.2 The total price will include all associated costs and fees, and will include the cost of servicing, administrative costs and fees, and any commissions due. Any cancellations and refunds are calculated based on usage and costs incurred under the cost of servicing element of your plan, not the total amount payable (unless you are cancelling this Agreement within 14 days, see clause 7.1 of this Agreement).

6.3 If you become aware that the duration or mileage needs to change from your original commitment, for example if you are covering more miles than your original commitment, then you should contact us immediately to review your options under your Flexcare plan. Where permitted, any adjustments have to be before the completion of the first service or before 12 months (from the warranty start date) whichever comes first.

6.4 These are the options available to you if you pay for your Flexcare plan using a single payment:

- 6.4.1 If you buy your Flexcare plan when ordering your vehicle and you decide to pay its cost by making a single payment, you will pay it to the Citroën Authorised Partner (who acts as our payment agent for the purpose of receiving your payment).
- 6.4.2 If you buy your Flexcare plan after collection of your vehicle and you decide to pay its cost by making a single payment, you will pay it to the Citroën Authorised Partner (who acts as our payment agent for the

purpose of receiving your payment). You must purchase within 12 months from the warranty start date, or before the first service is due, whichever happens first.

6.5 These are the options available to you if you pay for your Flexcare plan using a pay monthly option:

6.5.1 If you buy your Flexcare plan when ordering your vehicle and pay for it monthly, you'll make your payments by direct debit to Stellantis Financial Services (who acts as our payment agent for the purpose of receiving your payment).

If you have opted for vehicle finance, there will be separate direct debits taken, at the same or similar times, one for your vehicle finance agreement and one for the services we provide to you under this Agreement. It does not mean that your Flexcare plan has been financed by the finance agreement: it has not. Your Flexcare plan will be for the same mileage and duration as those set out in your finance agreement.

6.5.2 If you buy your Flexcare plan after collection of your vehicle and pay for it monthly, you'll make your payments by direct debit to Stellantis Financial Services (who acts as our payment agent for the purpose of receiving your payment). You must purchase within 12 months from the warranty start date, or before the first service is due, whichever happens first.

6.5.3 For all monthly payments the following will apply:

- a) You will be required to complete a direct debit mandate and all direct debit payments must be made as they fall due for payment on the dates specified in your Flexcare plan.
- b) Any direct debit payments due under your Flexcare plan have been calculated on the basis of the servicing requirements at the intervals as specified, either based on time or mileage, from the original commitment you provided at point of purchase. In the event of the vehicle being presented for servicing earlier than the anticipated schedule, then there may be insufficient funds in the balance of your Flexcare plan to cover these costs. As such, your Citroën Authorised Partner may request a payment at the time the vehicle is presented for service to cover any shortfall in the balance. This will not affect the amount of the total payment due but if you pay by direct debit, we will need you to contact us so that we can recalculate the remaining direct debit payments to avoid paying more than the agreed total amount payable.
- c) Any direct debit payments have been calculated using the current rates of VAT. If the UK VAT rate changes, your monthly payment will be adjusted to reflect the new rate. If VAT increases, your total and monthly payment will go up; if it decreases, your total and monthly payment will go down. Should there be any UK VAT changes we will notify you and explain changes to your monthly payments.

Clause 7 - Ending Your Agreement

7.1 If for any reason you wish to end this Agreement within 14 days of the date of purchasing your Flexcare plan and no services have been provided (and thus no service costs incurred) then you will receive a full and total refund. Please allow up to 28 days for the processing of any refunds.

If ending this Agreement is more than 14 days from the date of purchase of this Agreement or if services have been provided and service costs incurred then ending this Agreement shall be managed in line with clause 7.2, 7.3 or 7.4 of this Agreement.

7.2 If you are thinking about ending this Agreement but you wish to know if any reimbursement is due to you, then you can request this information by contacting us as set out in clause 8.1 of the Agreement. Please provide full details of this Agreement, along with the expected end date.

Such a request for information in relation to this Agreement, will be calculated using the information available to us at the time. We will calculate the benefit already used under this Agreement against the service cost payment received from you. For example, for single payment plans, if the full benefits under the Agreement have not been used, we can tell you the reimbursement amount due. This request for information will not be accepted as a request to end this Agreement until you specifically contact us to do so.

7.3 If you wish to end this Agreement at any time, for whatever reason (such as but not limited to the sale of the vehicle), you are able to do so by contacting us as set out in clause 8.1 of this Agreement. Please provide full details of your Agreement, along with the expected end date.

A request to end this Agreement will be considered. We will contact you to confirm the outcome of this review and at this time, we will be able to confirm if there is any reimbursement due, and process this where applicable. Please allow up to 28 days for the processing of any refunds.

For all requests to end this Agreement, other than those circumstances as detailed in clause 7.4 of the Agreement, the end date will be taken as the date that your request is receipted by us.

7.4 If the vehicle is damaged in an incident and declared beyond technical or economical repair by your insurer, this Agreement will automatically end at the date of the incident. If your vehicle is stolen and hasn't been found within 30 days, this Agreement will automatically end on the date of the theft. In either of these cases (accident or theft), you must tell us as soon as possible and provide us with proof of the damage or theft by way of expert report, certificate of destruction, or police report (as applicable). This correspondence must be accompanied:

- if your vehicle is written off, by a photocopy of the declaration of the insurance company or of the assessor declaring that the vehicle is classified as a write-off; and
- if your vehicle is stolen, by a photocopy of the theft report to the appropriate authorities and a photocopy of the vehicle reimbursement agreement from the insurance company.

7.5 In the circumstances set out in clause 7.4 of the Agreement, this Agreement will come to an end. We will process and manage the end of this Agreement as set out in clause 7.3 of this Agreement.

7.6 If you've chosen to pay by monthly direct debit, we can end this Agreement immediately if you miss a payment and it is still unpaid 28 days after we remind you. We will process and manage the end of this Agreement as set out in clause 7.3 of this Agreement.

7.7 For the duration of this Agreement, you must live in the UK (inclusive of the Channel Islands or the Isle of Man). If you do not do so, this Agreement will automatically end. We will process and manage the end of this Agreement as set out in clause 7.3 of this Agreement.

7.8 This Agreement will end once all the services have been provided or, once, you or we cancel this Agreement as detailed in clause 7 of this Agreement.

7.9 In the event that there is a breach of any of these clauses, this may invalidate this Agreement in full.

Clause 8 – General Terms

8.1 For Flexcare plans queries or complaints, you can visit our website to [contact us](#) and choose to contact us via online form or by telephone on 0800 093 9393 (cost of a local call) or in writing to Citroën UK Limited, Pinley House, 2 Sunbeam Way, Coventry. CV3 1ND

To maintain the highest quality of service and for staff training purposes, telephone calls will be monitored and/or recorded. We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at www.TheMotorOmbudsman.org. The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern. For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org or call their Information Line on 0345 241 3008.

8.2 This Agreement is governed by and construed in accordance with the laws of England and Wales. The parties hereby submit to the exclusive jurisdiction of the courts of England and Wales to resolve any disputes arising out of or in connection with this Agreement if you live in England or Wales at the date of this Agreement. If you live in Scotland or Northern Ireland at the date of this Agreement, the governing law and applicable court will be of the country in which you live at the date of this Agreement.

8.3 Full details of how we use your personal information, including how to get in touch and ask questions or exercise your rights, please refer to our [Privacy Policy](http://www.citroën.co.uk/tools/privacy-policy.html) at www.citroën.co.uk/tools/privacy-policy.html.

8.4 We can transfer our Agreement with you, so that a different organisation is responsible for supplying your Flexcare services. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the Agreement.

8.5 This Agreement is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

8.6 If any part of this Agreement is found to be invalid or unenforceable by a court, or if a court or other authority deems any terms of this Agreement to be unlawful, the remainder will still remain in full effect.

8.7 Even if we delay enforcing this Agreement, we retain the right to enforce it later. Our decision to not immediately pursue non-compliance with this Agreement (such as failure to make a payment or engaging in activities prohibited under this Agreement), does not waive our ability to enforce those terms at a later date.

8.8 We are responsible to you for any loss or damage you suffer that is a foreseeable result of our breach, or our failure to use reasonable care and skill. Nothing in these terms excludes, limits (or is intended to exclude or limit) our liability for (a) death or personal injury caused by our negligence or that of our employees, agents, or subcontractors, (b) fraud or fraudulent misrepresentation by us or our employees, or (c) breach of your legal rights in relation to your purchase of your Flexcare plans.

8.9 We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, both we and you knew it might happen when you entered into this Agreement.

8.10 The pay and reclaim arrangements when you are travelling abroad in any of the territories mentioned in clause 1.5 are as follows:

- For costs incurred in payment of the applicable services (under the terms of clause 2, 3 and 4), which are carried out by one of the Citroën Authorised Partners under the Agreement, you can claim this back from Citroën U.K. Limited.
- To do so, please present your completed claim form, which is available as an Appendix 1 to these terms, with proof of payment (such as a receipts and invoices) to any of our UK Citroën Authorised Repairers for processing your claim. We may ask you to supply original documents. All expenses not referred to in the Agreement will not be reimbursed. No compensation will be paid for services used but excluded from the Agreement, in return for services provided but not used.

8.11 There may be an event outside of our control which may stop us being able to offer you our service as usual, such as, and not limited to, terrorist acts, pandemics or epidemics, extreme weather, industrial disputes, wars, or riots. If this happens, we'll take steps to make sure we can offer you the best service possible given the circumstances.

APPENDIX 1 – CLAIM FORM

If you have paid any costs that are covered under your Flexcare Agreement, please complete this claim form within 90 days of those costs being incurred. Please complete this form with copies of your receipts to a UK Citroën Authorised Repairer

Personal and Agreement Details

Name: Title _____ Initial _____

Surname _____

Address _____

Post Code _____

Preferred Telephone Numbers

Home _____

Mobile _____

Email address: _____

FLEXCARE Agreement Number: _____

Vehicle make and model _____

Registration Number _____

Claim Details

Date of Incident

Details of the repairing CITROËN Authorised

Partner _____

Receipt Date	Details of the claim and why you are claiming	Amount	Receipt Attached	Preferred Payment Method	Citroën use only

Make sure you have enclosed the following:

Claim form: ☐

Receipts (or copies of receipts): ☐

Declaration:

I declare the above information is true and complete to the best of my knowledge. I understand that my details will be used by Citroën U.K. Limited and Citroën Authorised partners in order to process my claim. For further details, please refer to our [Privacy Policy](#). I have enclosed documents as required in support of my claim. Failure to provide all the relevant information with this claim form may delay the processing of your claim.

Signature _____

Date ____/____/____