

MANUFACTURERS PARTS WARRANTY TERMS AND CONDITIONS

This document sets out the terms and conditions on which we will provide a manufacturers parts warranty (the "Terms"). These Terms are between you and Stellantis UK Limited, a registered company in England and Wales with company number 00201514. Our registered office is at Pinley House, Sunbeam Way, Coventry, CV3 1ND ("Stellantis", "we", "us", "our").

KEY INFORMATION AND TERMS

Services: The Services provided under these Terms relates to the replacement or refund of Faulty Parts.

Part(s): Parts will consist of any part, component or accessory supplied under these Terms as detailed:

- all genuine, original, remanufactured or approved parts; and
- supplied via an Approved Retailer; and
- supplied on a non-fitted basis.

Approved Retailer: will be a Stellantis Authorised Retailer or a Stellantis online marketplace store.

High Value Part: purchase price at the time of supply is above £500 inclusive of the VAT.

Duration: It is possible to benefit from these Terms within the maximum limits of 2 years (24 months) from the original date of purchase.

Warranty Start Date: The original date of purchase as identified on your purchase invoice.

Administration: The supporting Services are administered by an Approved Retailer.

Restrictions: Restrictions may be in force, such as and not limited to clause 1.3, 1.5.2, 1.5.4, 1.5.5, and 2.5 of these Terms.

Faulty: The inability of a part to operate under the manufacturer's specification. This does not include wear and tear, normal deterioration, or negligence in fitting the part or caring for the vehicle in accordance with manufacturers recommended schedules.

CLAUSE 1 – CONDITIONS

1.1 Duration

These Terms will begin from the Warranty Start Date and will apply as follows:

- for 2 years from the date of purchase; or
- you or we end these Terms as set out in clause 4 of these Terms.

1.2 Eligibility

- the qualifying Part is purchased with some cost to the customer (i.e. not provided free of charge or as goodwill);
- a valid invoice is presented at the time of the claim under the warranty;
- the Part is clearly visible on the invoice and matches the Parts returned or replaced;
- any fitment of the Part and/or repair completed when using the Part must be in line with technical instructions or guidance provided from the manufacturer;
- for any serviceable Part purchased, evidence must be provided to demonstrate that the required maintenance of the vehicle has been completed in line with manufacturer servicing schedules.

1.3 Territoriality

So long as you still have cover under these Terms, you can take advantage of the Services in the United Kingdom (including the Channel Islands and the Isle of Man).

1.4 Parts

If we replace any Parts under these Terms, we may offer new, approved or reconditioned alternatives that are manufacturer approved. Any Parts replaced under these Terms will be disposed of by us and not be returned to you.

1.5 General Conditions to the Manufacturers Parts Warranty

1.5.1 All serviceable Parts provided under these Terms are subject to the following:

- for all serviceable Parts purchased your vehicle must be serviced at the correct time and mileage intervals otherwise you may invalidate these Terms;
- 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. This evidence should contain servicing checklists, servicing schedules and invoices. Any invoices should support minimum standards such as the 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;

1.5.2 Any Parts replaced under these Terms does not extend the duration of your manufacturer's parts warranty.

1.5.3 These Terms will transfer to any subsequent owner of the vehicle within the relevant duration as defined in clause 1.1 of these Terms, so long as the purchase invoice can be presented.

1.5.4 Failure to comply with technical recommendations or fitting instructions as provided when purchasing Parts or guidance provided by our Stellantis Authorised network of repairers will invalidate these Terms.

1.5.5 In assessing the validity of any claim under these Terms, Stellantis reserves the right to request the return of the Parts to conduct further technical or engineering inspections. If necessary, these inspections may take up to 30 working days to

complete. Upon completion, if no manufacturing defect is found the claim will be rejected and the Parts may be returned to you at your expense.

CLAUSE 2 – PARTS WARRANTY COVER

2.1 Parts warranty cover is the replacement or refund of Faulty Parts.

2.2 Any assessment required to establish a claim under these Terms is at the reasonable discretion of our approved partners.

2.3 The Services provided under these Terms only apply to the Parts purchase price and applicable tax. There is no provision under these Terms for labour or fitment costs.

2.4 For any mechanical, safety, electronic or drivetrain Parts, professional installation will need to be confirmed to validate these Terms. Professional installation must be supported with documentary evidence on request. This evidence should be a VAT-registered professional installation invoice (not handwritten). Any invoice should support minimum standards such as, and not limited to, the name and address of installation business; registration details of the vehicle; date and description of the services and/or repairs; mileage at the time; oil quantity, grade/viscosity, parts fitted/part numbers; diagnostic report (where relevant); and proof of service history (where relevant).

2.5 Parts warranty cover does not include or apply to:

- incorrect installation or fitment of the purchased Parts;
- incorrect installation or fitment to an incompatible vehicle;
- deterioration or failure due to wear and tear or usage that is commensurate with age and mileage since purchase;
- 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 Stellantis;
- a vehicle which has been driven in a competitive motoring event;
- a vehicle used in abnormal circumstances, or which has been overloaded, even for a short time;
- failure or damage is due to negligence or failure to observe instructions as detailed in the new vehicle warranty terms, the owners operating handbook and/or maintenance records;
- a vehicle where the odometer has been modified, or the actual mileage cannot be verified with certainty (unless the replacement of the odometer has met the conditions in the warranty and maintenance records and followed the procedure as detailed in the odometer replacement form);
- any Parts which have been invalidated under these Terms.
- the repair or replacement of parts through wear and tear, if these parts cannot fulfil the function for which they have been designed. This decision will be taken at the partner's reasonable discretion on inspection of the part and/or using any wear indicator available. The following parts are 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, tyres, fuses, bulbs (except discharge bulbs and LEDs).

- 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;
- any related consequences of the replacement, fitting, maintenance or repair of parts, equipment or accessories not approved by the manufacturer;
- the consequences of poor workmanship for repairs, conversions or modifications to the vehicle;
- damage caused using fluids, parts or accessories which are not genuine or of equal quality;
- 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);
- failure to follow 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) for any serviceable Parts;
- failures and/or discharging of your vehicle's 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;
- breaking of or damage because of cleaning, and repairs of door trims, upholstery, and carpet in case of wear;
- deterioration such as and not limited to discolouration, alteration, or distortion of parts due to normal ageing linked with the use of your vehicle, its mileage, or its geographic and climatic environment;
- servicing and maintenance that doesn't follow the manufacturer's recommendations or is optional between two periodic services;
- the wheels, tyres, and their balancing;
- loss of keys, covers or remote controls;
- cosmetic damages, unless where relevant this is reported as delivery damage;
- towing the vehicle;
- water inlets and their consequences;
- 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; or
 - the use of public charging stations that are not certified or do not meet the standards and regulations in force;
- the direct or indirect consequences of a failure to report a Faulty Parts as soon as you become aware of it; or
- all other costs because of your vehicle being off the road, such as and not limited to recovery costs, alternative mobility costs, loss of earnings, business disruption, consequential or indirect losses, loss of enjoyment or use.

CLAUSE 3 – HIGH VALUE PARTS

3.1 For any claim under these Terms, a High Value Part will require pre-authorisation before removal from the vehicle.

3.2 In some instances, a detailed diagnostic report and/or photos may be required prior to removal. When requested diagnostic reporting will need to be provided, authorised at your cost and discretion. Where a valid claim under these Terms is accepted, any costs incurred for diagnostic reporting will be refunded when supported by professional invoices and confirmation of payment.

3.3 Failure to obtain pre-authorisation and approval for High Value Parts will invalidate these Terms.

CLAUSE 4 - TERMINATION OF TERMS

4.1 We honour our legal duty to provide you with the manufacturers parts warranty services that are as described in these Terms and that meet all the requirements imposed by law. As such, if you believe the manufacturers parts warranty services are not performed with reasonable care and skill or delivered within a reasonable time, you should report this to us as soon as possible and we will discuss the rights and remedies available to you. Please note that, any delay in reporting any issues may impact the remedies available to you.

4.2 If the vehicle is damaged in an incident and declared beyond technical or economical repair by your insurer, these Terms shall automatically end at the date of the incident. If your vehicle is stolen and hasn't been found within 30 days, these Terms will automatically end on the date of the theft.

4.3 These Terms will end once the limits have been reached in clause 1.1 or, once, you or we end these Terms as set out in clause 4.2 or 4.4 of these Terms.

4.4 In the event that there is a material breach of any clause within these Terms, this may invalidate these Terms in full.

CLAUSE 5 – GENERAL TERMS

5.1 For any parts warranty queries or complaints, you can contact your place of purchase, all contacts details being available on your sales invoice.

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 if 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.

5.2 These Terms are 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 these Terms if you live in England or Wales. If you live in Scotland or Northern Ireland, the governing law and applicable court will be of the country in which you live at the date of enforcing these Terms.

5.3 We can transfer our Terms with you, so that a different organisation is responsible for supplying your manufacturers parts Warranty services.

5.4 These Terms are 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.

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

5.6 Even if we delay enforcing these Terms, we retain the right to enforce it later. Our decision to not immediately pursue non-compliance with these Terms (such as engaging in activities prohibited under these Terms), does not waive our ability to enforce these later.

5.7 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 the manufacturers parts warranty services.

5.8 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.

5.9 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.