



**WARRANTY
SUBARU CERTIFIED**

Subaru Certified Warranty

Thank you for purchasing your vehicle.

By selecting a Subaru you've chosen adventure, combined with safety, from a brand you can trust. Whilst we hope enjoying your new Subaru will be trouble free during your ownership, should any issues arise, your Subaru Certified Mechanical Breakdown Warranty Agreement is available for extra peace of mind.

Exclusively created for our customers - and supported by a trusted repair network and warranty Administrator Opteven - it's designed to get you back on the road as quickly and smoothly as possible.

A Subaru Certified warranty covers for wear and tear up to 80,000 miles and provides comprehensive cover for components in the instance of sudden mechanical and electrical failure, in addition to MOT cover and Roadside Assistance for the duration of the Agreement.

To make the most of your warranty, we recommend taking a moment to familiarise yourself with what's included, as well as your responsibilities - particularly ensuring your vehicle is well-maintained and serviced regularly.

If you have any questions or need assistance, please don't hesitate to get in touch. We're always happy to help!



We suggest you familiarise yourself with this document, particularly 'How to make a claim' in addition to Exclusions and your Schedule, to ensure you are familiar with the depth of cover this product provides.

Contents

| | |
|--------------------------------------|----|
| Obligations | 1 |
| Definitions | 2 |
| Agreement Terms and Conditions | 3 |
| General Exclusions | 4 |
| Your Obligations | 6 |
| Our Obligations | 6 |
| Coverage and Exclusions | 7 |
| Additional Benefits | 7 |
| Transferability | 8 |
| How to make a claim | 9 |
| Payment | 11 |
| Data Protection..... | 11 |
| Enquiries | 12 |
| MOT Guarantee | 13 |
| Roadside Assistance | 27 |

Obligations

During the lifetime of the warranty there are obligations on both Your side and Ours. To keep Your warranty valid, You must:



Stop driving the Vehicle if it shows signs of imminent failure. Failure to stop may cause further damage for which **You** will be responsible. Please contact either **Your** local Subaru dealer or the **Administrator** for assistance.



Have Your Vehicle serviced as per the manufacturer guidelines by a VAT registered garage. Your Vehicle must be kept in a roadworthy, legal condition and be taxed and hold a current MOT certificate if over 3 years old.



Follow the claims process as stated on page 9. Failure to follow this procedure will invalidate **Your** claim.



Carry out routine maintenance in a timely manner, such as topping up of oils or coolant.



Stop driving immediately in the event of a red warning light displaying on **Your** dashboard stop driving immediately and call for assistance. Failure to stop driving can cause further damage which **You** will be responsible for.



Make sure Your timing belt is in good condition and is checked and changed in line with the manufacturers' recommendations. If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience.

No responsibility will be accepted for damage caused by the failure of a worn out timing belt.

Definitions

Certain words have specific meanings wherever they appear in this document. To help You identify these, they are printed in bold throughout.

Administrator

Opteven Services UK Ltd, Oxford House, Oxford Road, Thame, Oxfordshire OX9 2AH, who have been appointed to deal with all administrative matters relating to claims handling, including payment of claims, arising under this Agreement.

Dealer/We/Us/Our

The Driveline Approved **Dealer** who supplied the **Vehicle** which is the subject of this Agreement.

Mechanical Breakdown

Is the failure of an item included under the 'Parts Listed' causing a sudden stoppage of function, for a reason other than negligence. Damage caused by the effect of overheating or abuse is not regarded as a **Mechanical Breakdown** under the terms of this Agreement.

Mechanical Breakdown Warranty

The warranty provided in relation to the **Vehicle** specified in the **Schedule** and subject to the General Conditions and Exclusions and the other terms of this Agreement.

Owner/You/Your

The registered **Owner** of the **Vehicle** who is referred to on the 'Agreement **Schedule**' (any subsequent registered **Owner** to whom the benefit of this Agreement may be transferred).

Schedule

The **Schedule** attached to this Agreement.

Vehicle

The **Vehicle** specified in the **Schedule**.

Warranty Period

The period this Agreement is in force as indicated on the **Schedule**.

Wear and Tear

Is the gradual reduction in operating performance commensurate with age and mileage covered by the **Vehicle**.

Agreement Terms and Conditions

The following conditions apply to all sections of Your Agreement. The terms of this Agreement cannot be changed under any circumstances.

1. This Agreement is only valid in the United Kingdom.
2. Before selling **You** the **Vehicle**, the **Dealer** will have checked the **Vehicle** to make sure that the parts included under this Agreement are in good condition.
3. The mileage shown on the **Schedule** is based on available information and is not guaranteed to be accurate.
4. In the event of a **Mechanical Breakdown** **You** must follow the repair procedure detailed on page 9. If **You** do not follow the correct procedure, it will invalidate **Your** claim.
5. **You** have a duty of care to look after **Your Vehicle**. The **Vehicle** must be serviced in accordance with the manufacturer's service **Schedule**. The only acceptable proof of servicing will be the fully detailed VAT invoice(s) indicating date(s) and mileage readings. **You** must keep these invoices for **Our** inspection in the event of a claim.
6. **We** will not make or pay for repairs costing more than the limits shown on the **Schedule** form or as otherwise restricted in this Agreement.
7. **We** will not make or pay for repairs on any one claim above the current **Vehicle** valuation as listed in Glass's guide.
8. The **Administrator** is not responsible for any errors or incorrect information the **Dealer** may have given **You** about the nature or value of this Agreement.
9. If this Agreement is cancelled or becomes invalid for any reason, payments made in connection with it are non-refundable.
10. This Agreement gives **You** specific rights in addition to **Your** legal rights under UK law. It is governed by English Law.
11. **You** can transfer this Agreement to a new **Owner** if **You** sell **Your Vehicle**. To do so, **You** must contact the **Administrator** within 7 days of the sale and include a £25 fee. This fee will be refunded if **Your** transfer can't be accepted.
12. If **You** sell the **Vehicle** to a dealer or trader, this Agreement will be cancelled automatically and **You** will not receive a refund
13. The terms of this Agreement cannot be changed under any circumstances.



Repairs must not be carried out under this Agreement until You've received a claims authority number from the Administrator.
Please note that We can't accept liability for any parts, repairs, or other claims unless they follow the procedures outlined in this Agreement and have been specifically approved in advance by the Administrator.

General Exclusions

1. The Dealer shall not be liable under the Mechanical Breakdown Warranty Agreement:

- a. for any breakdown which is reported to the **Dealer** or the **Administrator** more than 14 days after the relevant fault is discovered, or after the expiry of the Agreement;
- b. for any breakdown where the repair has not commenced within 14 days of the fault being reported to the **Dealer** or the **Administrator**;
- c. if the **Vehicle** is used for any kind of timed competition or race;
- d. if the **Vehicle** is customised or modified after commencement of this Agreement;
- e. if the **Vehicle** is used for hire or reward (for example, taxis, self drive hire or driving schools).

2. No liability will be accepted for damage caused by:

- a. neglect;
- b. corrosion;
- c. any foreign matter getting into or onto a part;
- d. failure to maintain the **Vehicle** in a roadworthy condition including maintenance of proper levels of oil and coolant;
- e. failing to service the **Vehicle** as per the service schedule;
- f. the effects of over heating, whether caused by an included part or not;
- g. freezing;
- h. abuse;
- i. damage to parts not included by this Agreement or consequential damage following therefrom;
- j. damage to parts **We** include caused by parts not included by this Agreement;
- k. the use of a grade of fuel not recommended by the manufacturers of the **Vehicle** or from the use of inadequate or improper antifreeze protection;
- l. negligence or wilful damage (including continuing to drive the **Vehicle** when it is not mechanically sound);
- m. subjecting of the **Vehicle** to a load greater than that permitted by law or the manufacturer's recommendations;
- n. fire, self ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped therefrom or any extreme cause.

General Exclusions

3. No liability will be accepted for:

- a. the effects of poor repairs carried out prior to the commencement of this Agreement, including repairs carried out under this Agreement which are subject to a parts warranty;
- b. parts which have been fitted incorrectly;
- c. parts subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design fault or defect;
- d. parts not fitted as standard or optional extra by the manufacturer, unless inclusion for such items is agreed beforehand;
- e. any ancillary components or equipment not included under parts listed nor for fuel, chemicals and hydraulic fluids;
- f. routine servicing or repair save to the extent a repair is within any entitlement under this Agreement;
- g. any parts which have not failed but have been reported and advised or recommended to be replaced during routine servicing and/or repair or at the time a repair is in progress;
- h. loss of use or any consequential loss of whatsoever nature;
- i. the replacement of a covered component where such covered component has not suffered **Mechanical Breakdown**;
- j. any damage caused by road traffic accident or collision or any road hazard whether or not insured under any motor insurance or accidental damage policy.

Your Obligations



It is a condition of this Agreement that the Vehicle must be serviced in accordance with the manufacturer's recommended service schedule by a VAT registered Dealer.

Failure to maintain and provide proof that the service schedule has been completed will invalidate this Mechanical Breakdown Warranty Agreement.

To help keep **Your** warranty valid, it's important to have proof that **Your Vehicle** has been serviced. Evidence of a service can be either a correctly completed entry in the service book or a previous service invoice, which includes the date and mileage of when the last service was carried out, **You** may service the **Vehicle** at the manufacturer's recommended interval from that service. Please make sure to keep a copy of the service record, which **We** may need to see if **You** wish to make a claim under this Agreement.

If for any reason, **You're** unable to get the service done on time the **Administrator** must be informed as soon as **You** can in writing by sending an email to ukenquiries@opteven.com. If they agree, **You** will be able to resume servicing the **Vehicle** based on the manufacturer's schedule, including stipulated maximum excess time or mileage allowance, from that point forward.

Our Obligations

- **We** will not make or pay for repairs costing more than the limits shown on the **Schedule** form or as otherwise restricted in this Agreement.
- **We** will not make or pay for repairs on any one claim above the current, **Vehicle** valuation as listed in Glass's guide.
- **Your** rights as set out in this Agreement are in addition to **Your** legal rights. This Agreement is subject to English Law.

Coverage and Exclusions

All mechanical and electrical components are included against any Mechanical Breakdown occurring during the Warranty Period, provided that the terms and conditions of this Agreement are fully complied with.

Excluding:

Cracked or porous cylinder heads or blocks and/or failure to valves as a result of carbon build up and any skimming/pressure testing. Body, paint, glass, interior/exterior trim, in car entertainment /communication systems and connected equipment including satellite navigation. Catalytic converters, wheels, airbag and system, electrical wiring and wiring looms, hybrid/EV high voltage batteries.

Service items and other components subject to routine maintenance or periodic repair or replacement such as plugs, HT leads, brake frictional material, clutch facings, cables, wiper blades/rubbers, V belts, hoses, pipes, light bulbs/units, tyres, batteries, exhaust systems (this is not a complete list).

Additional Benefits

The following limits apply:

- **Oil seals:** Crankshaft front seal, camshaft oil seal, auxiliary shaft oil seal, gearbox rear seal, drive shaft(s) seals and differential pinion seal and where an engine or gearbox repair requires oil seals or gaskets.
- **Working materials:** Where an authorised repair requires the replacement or topping up of oils, coolants or other fluids, or replacement of the oil filter.
- **Diagnosis:** In the event of a claim the cost of diagnosis or testing up to one (1) hour at the maximum labour rate will be covered. The amount of time allowed for labour will be in line with the Manufacturer's standard repair times.
- **Air Conditioning System:** In the event of a valid claim maximum contribution to system re-gas is £80.00 inc. VAT.
- **Wear and Tear:** Up to 80,000 miles.

Transferability



This Agreement can be transferred to another private Owner of the Vehicle.

This Agreement may not be transferred if the Vehicle is sold to a motor dealer or trader and it will be cancelled automatically on such a sale.

To make an application to transfer the Agreement to a new private **Owner** complete the 'Transfer Request' form and return it to the **Administrator** for processing.

1



The application to transfer the Agreement must be submitted within 7 days from the sale of the **Vehicle** with the 'Transfer Request' form and payment of £25.00*

2



All documentation relevant to this Agreement must be passed over to the new **Owner**.

3



Ensure that the **Vehicle** has been serviced and maintained according to Subaru's recommendation and the terms of this Agreement.

* Send to the **Administrator** at Opteven Services UK Ltd, Oxford House, Oxford Road, Thame, Oxfordshire OX9 2AH

How to Make a Claim



If the **Vehicle** shows signs of imminent failure, **DO NOT** continue to use it. This may cause further damage for which **You** will be responsible. Please contact us.

If **You** suffer a **Mechanical Breakdown** and the **Vehicle** is not at the **Dealership** **You** should contact **Your** local franchise Subaru **Dealer** to get the fault assessed and request that they contact the **Administrator** for authority to carry out the repairs.

Alternatively, **You** can call the **Administrator** on: 0345 222 4539.

DO NOT proceed with repairs until the claim is authorised by the Administrator.

You may be asked to give the following information at the point a claim is submitted:

- Agreement number
- **Your Vehicle** registration number
- **Your** name
- Accurate current mileage of the **Vehicle**
- Nature of the claim
- Total costs
- Service history



If a person other than the Dealer is to repair or replace any part included against Mechanical Breakdown under this Agreement, they must first telephone the Administrator to obtain approval for the work and to agree the costs for which the Dealer will be responsible.

Please note that should **You** choose to use **Your** local repairer they will only be paid at the same parts and hourly labour rate as the Administrator's network repairers charge.

How to Make a Claim

The **Administrator** reserves the right to request other estimates; examine the **Vehicle** and/or subject the claim to expert assessment and/or to nominate the repairer.

The **Administrator** cannot agree to any claim without providing a claims authority number. The repairer must not start any repairs without this number. Please quote this claims authority number each time **You** contact the **Administrator** about **Your** claim and make sure the repairer includes this number on their invoice.

The **Administrator** is available to assist during the following hours:

Monday to Friday: 9am - 5pm

Saturday: 9am – 1pm.

Please remember, final approval and any liability will depend on the terms and conditions of **Your** Agreement. Any false or fraudulent Claims will invalidate this warranty.

Payments

When the repairs have been completed the invoice should be sent to the **Administrator** quoting the authority number prior to the commencement of the repairs. The invoice must give full details of the repair including all parts used in the authorised repair, labour and VAT. Invoices should be made out to the **Dealer** who issued this Agreement and sent to: Opteven Services UK Ltd, Oxford House, Oxford Road, Thame, Oxfordshire OX9 2AH

NOTE

- a. Only the components listed in this Agreement will be considered for repair in the event of sudden mechanical and or electrical failure.
- b. Authorised repairs will only be made up to the limits shown on the **Schedule** or any lower limits that may be specified within this Agreement.

It is expressly agreed and declared that the **Dealer** shall be released from all liability and obligation should the conditions of the Agreement not be complied with fully by the **Owner**.

If the Agreement is cancelled for whatever reason, there will be no refund due to the **Owner**.

Data Protection

Your data has been shared with the **Administrator** and **We** would like to keep **You** informed on how **Your** personal information is used. For the purposes of GDPR the Data Controller in relation to any personal data **You** supply is the supplying **Dealer** and the Data Processor is the **Administrator**. The **Administrator** hold and use **Your** information to set up the products and services presented to **You** by **Your** supplying **Dealer** and may share **Your** information with affiliated companies for the same purpose. For a copy of **Our** complete Privacy Statement, please refer to the **Administrator's** website uk.opteven.com/privacy-policy.

Enquiries

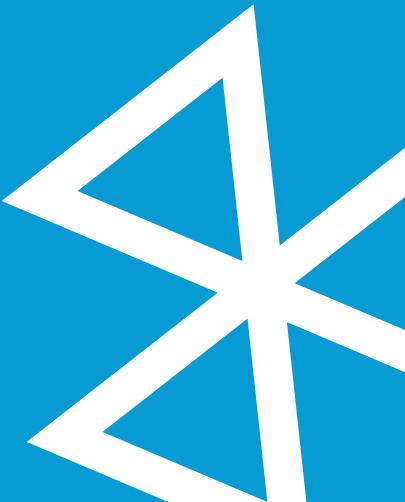
Any enquiry or complaints that **You** may have regarding this Agreement should in the first instance be addressed to the **Dealer**, and if it relates to the **Administrator** to the **Administrator**. Providing feedback allows **Us** not only to put things right and make improvements to the service **We** provide, but also share feedback with the team who make **Your** Subaru experience a positive one.

Please quote the details of this Agreement and in particular **Your** Agreement number to help **Your** enquiry to be dealt with promptly.

Opteven Services UK Ltd,
Oxford House, Oxford Road,
Thame,
Oxfordshire,
OX9 2AH

 ukcomplaints@opteven.com

SUBARU MOT GUARANTEE



MOT Guarantee

Included with your Subaru Warranty is a MOT Guarantee, designed to give you additional peace of mind when you need it most. If your vehicle fails its next MOT due to a fault of a MOT covered component then we'll cover the cost of its repair, including labour, and make sure you're back on the road as soon as possible.

Please ensure you read this section carefully and keep it in a safe place as any use of your Subaru MOT Guarantee is subject to these Terms and Conditions.



We suggest You familiarise yourself with this document, particularly 'How to make a claim' in addition to Exclusions and your Schedule, to ensure you are familiar with the depth of cover this product provides.

Contents

| | |
|---|----|
| Definitions | 16 |
| Service Descriptions and Inclusions | 17 |
| General Conditions | 21 |
| How to make a claim | 23 |
| Data Protection | 25 |
| Enquiries and Customer Service | 26 |

Definitions

Certain words have specific meanings wherever they appear in this document. To help You identify these, they are printed in bold throughout.

Administrator

Opteven Services UK Ltd, Oxford House, Oxford Road, Thame, Oxfordshire OX9 2AH, who have been appointed to deal with all administrative matters relating to claims handling, including payment of claims, arising under this Agreement.

Dealer/We/Us/Our

Subaru who supplied which is the subject of this Agreement.

Failure, Fails and Failed

Means only those Covered Components listed on the VT30 MOT test certificate as having **Failed** and requiring immediate repair or replacement before passing a MOT re-test.

Geographical Limit

UK only.

Owner/You/Your

The registered **Owner** of the **Vehicle** forming the subject matter of this Agreement as specified in the **Schedule** (and any subsequent registered **Owner** to whom the benefit of this Agreement may be transferred).

Period of Cover

Duration of Agreement.

Repair Cost

Means the reasonable cost of repair materials, limited by manufacturers retail price, and the reasonable labour cost of repairing the **Failed** Covered Component, using Autodata published times.

Replacement Cost

Means the reasonable cost of a like for like part of similar make, quality, wear and condition, limited by manufacturers retail price, and the reasonable labour cost of fitting, using Autodata published times.

Schedule

The **Schedule** attached to this Agreement.

Servicing Handbook

Means the handbook which was issued with the **Vehicle** when new by the manufacturer and which details the servicing and maintenance requirements for the **Vehicle**.

Vehicle

Means the Subaru **Vehicle** which is specified in the **Schedule**.

Service Descriptions and Exclusions

What is covered?

We will pay the reasonable cost of repairing or replacing Covered Components that are cited on an official 'Refusal of an MOT Certificate' (Form VT30) as a reason for **Your Vehicle** failing to pass the MOT test in the United Kingdom, during the **Period of Cover**.

This is subject to the cover limit, terms, conditions, and exclusions detailed in this Agreement.

| INTERIOR CHECKS | SPECIFIC EXCLUSIONS |
|---|---|
| Seats and seat belts | Fabric /leather and damage to the seat pad |
| Warning lamps | Airbag faults relating to any airbag or seat belt pretension and related deployment components that have reached the end of their serviceable life. Any electronic unit identified faulty as part of a service. |
| Switches (position lamp, headlamp, hazards) | Impact damage |
| View to front, wipers and washers | Glass including plastics and mirrors |
| Brake controls, servo operations | |
| Steering wheel and column | |
| Doors, mirrors, horn | Impact damage |
| Speedometer, driver controls (Class 5 only) | |
| EXTERIOR CHECKS | SPECIFIC EXCLUSIONS |
| Registration plates | Excluded |
| Lamps, registration plate lamps | Impact damage |
| Indicators, hazards | Impact damage |
| Headlamps and aim | Impact damage |

Service Descriptions and Exclusions

| EXTERIOR CHECKS cont'd | SPECIFIC EXCLUSIONS |
|--|---|
| Stop lamps, fog lamps, reflectors | Impact damage |
| Wheels, tyres | Excluded |
| Shock absorbers | Oil leaks and the second shock absorber when replaced as a pair, when only one has Failed and been cited on the VT30 |
| Mirrors, wiper blades, fuel tank cap | Impact damage. Wiper blades excluded |
| Glass, lenses and plastics | Excluded |
| Doors, boot lid, loading doors, bonnet | Excluded |
| Towbars | Impact damage and corrosion |
| General condition of body | Excluded |
| UNDER BONNET CHECKS | SPECIFIC EXCLUSIONS |
| Vehicle structure | Excluded |
| Braking systems | Frictional material and corrosion |
| Exhaust systems, fuel system | Fuel leakage from tanks or pipes. Catalytic converters, exhaust system and exhaust emissions |
| Speed limiter (if applicable) | |
| Steering and power steering components | Oil leaks and valve Failure |
| Suspension components | Wheel alignment |

Service Descriptions and Exclusions

| UNDER VEHICLE CHECKS | SPECIFIC EXCLUSIONS |
|---|--|
| Steering including power steering | Oil leaks and valve Failure |
| Drive shafts (if applicable) | |
| Suspension, shock absorbers | Oil leaks and valve Failure |
| Wheel bearings | |
| Wheels and tyres | Excluded |
| Brake systems and mechanical components | Corrosion and frictional material |
| Exhaust system | Excluded |
| Fuel system and fuel tank | Emissions , fuel leakage from tanks or pipes |
| Structure, general vehicle condition | Excluded |

What is not covered?

1. More than one claim per **Period of Cover**.
2. Claims made:
 - Within three months of purchasing this Agreement, or
 - More than 30 days before or after the MOT test due date stated in **Your Agreement Schedule**.
3. The cost of the MOT test itself, any re-test fees, or parts/labour required due to a **Failed** re-test.

Service Descriptions and Exclusions

4. Repairs required due to:

- Faults existing prior to the expiry of the manufacturer's warranty
- Manufacturer recall campaigns
- Inherent design faults
- Pre-existing issues before the MOT Test Cover Agreement was purchased
- Items listed as 'advisory' only

5. Vehicles that are:

- Modified from the manufacturer's original specification or fitted with experimental equipment
- Temporarily or permanently owned by a lease company or motor trade business
- Used for commercial purposes, hire or reward, tuition, racing, rallying, speed testing, or competitions (excluding treasure hunts).

6. Repairs required to pass an MOT due to:

- Corrosion
- Fire
- Frost
- Impact or accidents (including road traffic accidents)
- Issues covered under another insurance, warranty, or guarantee
- Misuse or damage resulting from deliberate, illegal, or negligent actions
- Adjustments, tuning or cleaning

7. Any costs beyond this Agreement's liability, including:

- Consequential losses
- Depreciation or loss of value
- Poor workmanship or faulty materials (even if repairs were paid for by **Us**)
- **Dealer** charges not accepted under **Our** liability

8. Routine service items, such as (but not limited to):

- Spark plugs, leads, points, belts, wiper blades, batteries, antifreeze, fluids, grease, fuel, or oils.

General Conditions

To benefit fully from this Agreement, **You** must comply with the following conditions. Failure to do so may result in cancellation of the Agreement, refusal of a claim, or a reduced claim payment.

1. Valid MOT Certificate

If required by the Department for Transport, **Your Vehicle** must have a valid MOT certificate at all times during the **Period of Cover**. Vehicles under 3 years old are exempt. Additionally, the next MOT test date must be no earlier than three (3) months after the date this Agreement was purchased.

2. Duty of Care

Your Vehicle must be serviced in accordance with the manufacturer's recommended schedule, as detailed in the **Vehicle's Servicing Handbook**. Servicing must be completed within 30 days or 1,000 miles (whichever comes first) of the scheduled interval. It is **Your** responsibility to know and follow these intervals, whether by time or mileage—whichever occurs sooner.

3. Approved MOT Test Station and Repairs

You may take **Your Vehicle** to any Department for Transport-approved MOT test station. If **Your Vehicle Fails** the MOT, repairs must be carried out by Subaru.

4. Eligibility for Cover

At the start of the Agreement, **Your Vehicle** must meet all of the following criteria:

- Be under 7 years old
- Have covered less than 80,000 miles
- Hold a valid MOT certificate or be exempt (vehicles under 3 years old)

5. Duty of Disclosure

This Agreement is based on the information **You** provided about **Yourself** and **Your Vehicle**. **You** must notify **Us** immediately of any changes, including (but not limited to):

- A change of address
- Sale of the **Vehicle**
- Change in the **Vehicle's** use (e.g. used for private hire)

General Conditions

Failure to disclose changes may invalidate **Your** cover. **We** will advise **You** of any resulting changes to **Your** Agreement terms.

6. Fraud

You must not act fraudulently. If **You** or anyone acting on **Your** behalf:

- Make a false or fraudulently exaggerated claim
- Provide false or forged statements/documents in support of a claim
- Claim for damage or loss caused deliberately or with **Your** knowledge

Then:

- **We** will not pay the claim
- All current and future claims under the Agreement will be refused
- The Agreement may be declared void
- **We** may recover any claim payments already made
- No refund of premium will be given
- **We** may inform the police.

7. Cancellation

- By **Us**: **We** may cancel this Agreement by giving **You** 14 days' written notice via recorded delivery to **Your** last known address. If no claims have been made (or are pending), **We** will provide a pro-rata refund for the unused portion of the cover. If a claim has been made, no refund will be issued.
- By **You**: **You** may cancel the Agreement by giving 14 days' written notice to the **Administrator** via recorded delivery. A refund will only be provided if no claims have been made and **Your Vehicle** has been written off by **Your** insurer.

How to Make a Claim



In the event of Your Vehicle failing its MOT keep the VT30 test certificate which lists the items which have Failed and check the table on pages 17 -19 before making a claim.

1. Making a claim

You must start **Your** claim within thirty (30) days of the **Vehicle** being issued with a VT30 MOT **Failure** certificate.

2. Duty of Care

Before any work is undertaken contact **Your** local Subaru Dealer or the **Administrator**.

For claims authorisation, **We** will require:

- **Your** Agreement Number
- The exact mileage of **Your Vehicle**
- An itemised repair estimate
- Confirmation that **Your** VT30 certificate is available

If the claim is covered by the Agreement, **You** will receive:

- A Claims Authority Number and an Authorised **Repair Cost**, which is the most **We** will pay for the repair, based on **Your** cover
- Authorisation to proceed with repairs

3. Repairs Without Approval

Do not proceed with repairs until the claim is authorised by the **Administrator**. If **You** let repairs take place without **Our** prior approval, **We** may refuse **Your** claim as **You** will be denying **Us** of **Our** right to inspect **Your Vehicle** prior to its repair. **We** reserve the right to specify the use of guaranteed, reconditioned exchange units or quality factor parts.

4. Salvage

We accept no liability for the responsible disposal of **Your Vehicle** or salvage under any circumstances.

How to Make a Claim

5. Contribution and Indemnity

This is an Agreement of indemnity. In certain circumstances replacement parts are fitted to replace items which have **Failed**. If repairs leave **Your Vehicle** in better condition than before, **You** may need to contribute towards the cost of repair. **We** reserve the right to specify the use of parts that match **Your Vehicle's** age and condition.

6. Independent Inspection

We may appoint an independent engineer to:

- Inspect **Your Vehicle** before authorising any claim
- Inspect **Your Vehicle** and any covered components that have **Failed** the MOT test and been removed, together with any original documentation after any repair or replacement has been carried out or authorised

When this right is exercised **We** shall have no liability for any loss to **You** arising from any possible delay.

7. When **You** collect **Your Vehicle**

After repair, check that all work has been properly completed. If **You** are aware the repair is not satisfactory do not sign any satisfaction note and contact the **Administrator** as soon as possible

8. Payment

To ensure payment to the repairer they will need to supply to the **Administrator**:

- an itemised repair invoice stating the Claim Authority Number
- a copy of the VT30 test certificate
- a copy of the previous valid MOT certificate
- proof of service history

They will be reimbursed up to the Authorised **Repair Cost**. If **You** have paid Subaru, **We** will reimburse **You** up to the Authorised **Repair Cost**, if **You** send the following items to the **Administrator**:

- an itemised repair invoice stating the Claim Authority Number
- a copy of the VT30 test certificate
- a copy of the previous valid MOT certificate
- proof of service history

Data Protection

Personal Details

You must notify Subaru immediately of any changes to **Your** name or address in writing at:

Subaru Warranty Department

The Gate
International Drive
Solihull
B90 4WA

Data Protection

Your information may be shared within the Subaru group, its agents, administrators, regulatory bodies, and anti-fraud organizations, including international data transfers where necessary. Subaru has implemented security measures to protect **Your** data.

Your information:

- Will not be used for third-party marketing
- May be used to process claims and prevent fraud
- Can be accessed by **You** upon request

Enquiries And Customer Service

Any enquiry or complaints that **You** may have regarding this Agreement should in the first instance be addressed to the **Dealer**, and if it relates to the **Administrator** to the **Administrator**. Providing feedback allows **Us** not only to put things right and make improvements to the service **We** provide, but also share feedback with the team who make **Your** Subaru experience a positive one.

Please quote the details of this Agreement and in particular **Your** Agreement number to help **Your** enquiry to be dealt with promptly.

Opteven Services UK Ltd,
Oxford House, Oxford Road,
Thame,
Oxfordshire,
OX9 2AH

 ukcomplaints@opteven.com

 0345 222 4540

SUBARU ASSISTANCE



Subaru Assistance

These Terms and Conditions are valid for UK registered Subaru cars for the duration of their Subaru Warranty. Subaru Assistance applies to Breakdown Incidents occurring in the UK only.

Subaru Assistance is a contract between You, the Vehicle Owner and Subaru. It is not a contract between Subaru and any person driving the Vehicle at the time of the relevant Breakdown Incident.

Please read this section carefully and keep it in a safe place as any use of Your Subaru Assistance is subject to these Terms and Conditions.



We suggest You familiarise Yourself with this document, particularly 'How to make a claim' in addition to Exclusions and Your Schedule, to ensure You are familiar with the depth of cover this product provides.

Contents

| | |
|---|----|
| Useful Contact Information | 30 |
| Definitions | 31 |
| Service Descriptions and Exclusions | 32 |
| Summary of Cover | 33 |
| General Exclusions | 37 |
| Right to Refuse Service | 38 |
| Important Information | 39 |
| Data Protection | 41 |
| Enquiries | 42 |

Useful Contact Information



For help following a Breakdown Incident in the UK:  0800 777 127



For any queries about Your Subaru Assistance Agreement call: 0800 777 127



SMS text messaging is available for use by deaf, hard of hearing or speech impaired. Subaru customers who have suffered a Breakdown Incident by sending an SMS to 07900 444999

Definitions

Certain words have specific meanings wherever they appear in this document. To help You identify these, they are printed in bold throughout.

Breakdown Incident

Means an event: which causes **You** to be unable to start a journey in the **Vehicle** or involuntarily brings the **Vehicle** to a halt on a journey because of some malfunction of the **Vehicle** or failure of it to function and after which the journey cannot reasonably be commenced or continued in the relevant **Vehicle**. Any part or other failure shall not be considered to be a **Breakdown Incident** unless it results in the **Vehicle** not working as a whole.

Duration of Assistance

Your entitlement to Subaru Assistance shall last for the **Term**.

Owner/You/Your

The registered **Owner** of the **Vehicle** forming the subject matter of this Agreement as specified in the **Schedule** (and any subsequent registered **Owner** to whom the benefit of this Agreement may be transferred).

Schedule

The **Schedule** attached to this Agreement.

Term

Means in respect of used cars the period in months from date of purchase as recorded on the dealer's sale documentation

Vehicle

The **Vehicle** specified in the **Schedule**.

Service Descriptions And Exclusions

What is available

1. Roadside assistance
2. Assistance from home ('Home Start')
3. Subaru Recovery

The **Duration of Assistance** will be for the period of **Your** Warranty cover, as both Subaru Assistance and MOT Cover form part of Subaru.

Cover is for cars up to 3.5 tonnes gross vehicle weight, with maximum dimensions of:

- Length: 7m (23ft)
- Width: 2.3m (7ft 6 in)
- Height: 3m (9ft 10 in)

The dimensions detailed are calculated taking into account anything attached to **Your Vehicle** at time of **Breakdown Incident** including but not limited to any trailer or caravan, towing equipment, any carriers or racks (eg bike or luggage) or anything else attached to the **Vehicle** or the carriers/racks

All **Vehicles** must be built to manufacturer's specifications, be road taxed, hold a current MOT (where applicable) and be in a roadworthy condition.



Please note that horses or livestock will not be recovered and the recovery of any animal is generally at Subaru's discretion.
See General Exclusions for further information.

Summary of Cover

You can use Subaru Roadside Assistance if **Your Vehicle** breaks down more than a quarter of a mile from **Your** UK home and is stranded in the road.

If Subaru cannot repair **Your Vehicle** at the roadside within a reasonable time **Your Vehicle** and up to 7 passengers will be taken to:

- A local repairer chosen by Subaru, or
- A place of **Your** choice, as long as it's not farther than the repairer

If **You** need Subaru to help **You** contact someone in the event of a **Vehicle** breakdown they can do this on **Your** behalf.

Please note that any contract for repair, other than repairs carried out by Subaru's contractors or agents at the roadside under Your Subaru Assistance, is between the person requesting the repair and the repairer - it is not Subaru's responsibility to instruct the repairer to undertake any work required or to pay them for it.

Subaru does not guarantee that any recovery to a relevant local repairer will be within the opening hours of the repairer, or that the repairer will be immediately available to undertake any required repair. Whilst Subaru will endeavour to check that the chosen repairer carries out the type of repair work required, this cannot be guaranteed and Subaru, its contractors and agents do not provide any assurance or warranty with respect to any work carried out at **Your** request by any third party repairer.

Subaru Roadside Assistance does not cover:

1. Parts or materials needed to fix **Your** car (e.g. fuel, oil, keys) or delivery/call-out charges for them.
2. Labour costs except for repairs done at the scene by Subaru's roadside team.
3. Extra transport costs for **You** or **Your** passengers, or any other expenses during recovery. Only passengers who travel with the **Vehicle** are covered.
4. Minor issues or routine maintenance, like broken radios, light bulbs, or heated windows.
5. Situations involving the police or emergency services — Subaru can't move the **Vehicle** until they give permission. If they insist on using another recovery service, **You** must cover the cost.
6. A second recovery — Once **Your** car has been recovered, any further recovery related to that same breakdown isn't covered.
7. Anything else listed under General Exclusions.

Subaru 'Home Start'

Summary of cover

Subaru Home Start provides access to the same service as under 'Subaru Roadside Assistance' at or within a quarter of a mile of **Your** UK home address.

What is not available?

Same exclusions as recorded under 'Subaru Roadside Assistance'.

Subaru 'Recovery'

Summary of cover

Subaru Recovery is available when Subaru provides either Roadside Assistance or Home Start service and cannot arrange a prompt local repair within a reasonable time;

Recovery provides recovery of **Your Vehicle**, together with the driver and up to a maximum of seven passengers to the nearest and/or most appropriate Subaru Dealers on UK mainland or in Northern Ireland (see also General Terms and Conditions)

What is not available?

All things excluded under paragraph 'Subaru Roadside Assistance' 'What is not available' above and also General Terms and Conditions.

Non-Vehicle faults

Non-**Vehicle** faults includes events arising as a result of:

- loss or broken keys
- the use of incorrect fuels
- punctures
- road traffic accidents (RTA)
- being locked out of **Your Vehicle**

These faults are within Subaru Assistance under Subaru Roadside Assistance and/or Recovery.

No further benefits detailed in these terms and conditions will apply.

Subaru 'Recovery Plus' - replacement vehicle, overnight accommodation and public transport



Sometimes recovery requires a bit more support. If Your Vehicle is immobilized following a Breakdown Incident which Subaru has attended under Roadside Assistance or Home Start and where we cannot arrange a prompt local repair, we may at our discretion, choose to arrange either a replacement vehicle OR overnight accommodation OR public transport. This service is called 'Recovery Plus'.

Recovery Plus is an additional benefit that may be offered at Subaru's sole discretion when **Your Vehicle** cannot be promptly repaired after a breakdown attended by Subaru under Roadside Assistance or Home Start.

If Subaru decides to provide Recovery Plus, **You** may receive one of the following:

- A replacement vehicle, or
- Overnight accommodation, or
- Reimbursement of public transport costs

See below for full details of each option.

What's not included?

Refer to the General Terms and Conditions – General Exclusions for further information.

Replacement Vehicle

If Subaru chooses to offer a replacement vehicle:

1. **You** will receive a saloon or hatchback car (up to 1.4L engine) for 2 days, subject to availability.
2. Insurance is included (**You** must accept a £500 excess).
3. The vehicle will come from Subaru's approved supplier with delivery arranged around the time and location of the breakdown, unless **You** request a delay (with Subaru's agreement).
4. A collection and delivery service is available, which must be within Mainland UK and a maximum 30 miles delivery radius.
5. If the hire vehicle is not taken at the time it is offered **You** are responsible for arranging delivery direct with the relevant supplier, which Subaru will be able to support **You** with.
6. **You** pay fuel charges for delivery/collection.
7. **You** are responsible for arranging the return of the vehicle.
8. A minimum of two hours notice is required by the suppliers to arrange delivery of the vehicle.

Subaru 'Recovery Plus' – replacement vehicle, overnight accommodation and public transport

What's not included?

- Any other costs related to the hire car (e.g. fuel, excess charges, late return fees).
- Vehicles will not have a tow bar, so trailers or caravans must be recovered with **Your** own **Vehicle** under standard recovery if eligible.



Important Notes:

- The vehicle is provided by a third-party supplier. The hire contract is between **You** and the supplier.
- **You** must comply with the supplier's Terms and Conditions, which typically include:
 - A full, valid driving licence
 - Age minimum: usually 18+
 - Licence held for at least 12 months
 - Certain licence endorsements may not be accepted
 - A deposit (e.g. for fuel or security)
 - Acceptance of a £500 insurance excess

Public transport costs

If Subaru chooses this option:

1. Subaru will reimburse reasonable public transport costs for the driver and up to 7 passengers, to reach one UK mainland destination.
2. **You** must submit a written claim with receipts/proof of purchase to:

Subaru Warranty

The Gate
International Drive
Solihull
B90 4WA

Overnight accommodation

If Subaru elects to provide overnight accommodation instead, the details of the benefit will be outlined at the time of the breakdown. This is also subject to Subaru's discretion and availability.

General Exclusions

Subaru Assistance does **not** cover the following:

1. **Vehicle** servicing or re-assembly due to neglect or failed repairs (e.g., DIY maintenance), unless performed by Subaru, its contractors, or agents.
2. The cost of garage or other labour to repair **Your Vehicle**, except for emergency repairs carried out at the scene by Subaru, its contractors, or agents.
3. Costs for draining or removing incorrect fuel, lubricants, or fluids. Subaru may arrange for **Your Vehicle** to be transported to a garage or location of **Your** choice, but **You** are responsible for all associated costs.
4. Charges resulting from not carrying a legal and serviceable spare wheel or tyre (unless not provided as standard by the manufacturer). Subaru can assist with third-party help, but **You** will be responsible for any costs.
5. Storage or guarding of **Your Vehicle** in **Your** absence.
6. Assistance on private property (e.g. garages) unless **You** can show permission from the owner or occupier.
7. Assistance for more passengers than the **Vehicle** legally seats or for persons not present during the breakdown. Subaru may arrange onward transport at **Your** cost.
8. Ferry, toll, or congestion charges incurred during **Vehicle** recovery.
9. Recovery of vehicles with trade plates or those recently imported or purchased at auction, if suspected by Subaru, its contractors, or agents.
10. Transport of immobilised vehicles involved in commercial activity (e.g., for dealers or delivery companies).
11. The cost (including call-out fees) for locksmiths, glass, or tyre specialists. Subaru may arrange these services, but **You** will be responsible for payment. Any agreement will be between **You** and the specialist. If specialist lifting equipment is required for recovery, Subaru will arrange this at **Your** expense. No further assistance will be provided if such services would have mobilised the **Vehicle**.
12. Costs for specialist lifting equipment not typically carried by Subaru's contractors (e.g., to recover vehicles off-road, in snow, mud, or floodwater). Subaru will arrange recovery at **Your** expense; regular assistance will resume once recovery is complete.
13. Transport of animals. Guide and hearing dogs may be transported with their owners unless health or safety issues prevent this. Horses, livestock, or other animals will not be transported. If Subaru agrees to transport an animal, it is at **Your** own risk and **You** are responsible for securing the animal or making other arrangements.
14. Assistance for vehicles involved in motor sport events (e.g., racing, rallying, trials, or time trials). This does not include Concours d'Elegance or rallies conducted entirely on public roads under standard traffic laws.
15. If **You** request assistance for a **Vehicle** that is off the highway, **You** will be responsible for any costs associated with specialist recovery equipment.

Right to Refuse Service

If Subaru, its contractors, or agents refuse assistance, the driver has the right to request a written explanation.

Subaru, its contractors, or agents reserve the right to refuse to provide or arrange assistance under certain circumstances, if:

1. **You** are not with **Your Vehicle** at the time of the breakdown and cannot be present when help arrives.
2. In Subaru's reasonable opinion, **Your Vehicle** was unroadworthy, dangerous, overloaded, or illegal to operate immediately before the breakdown.
3. Providing service would, in Subaru's or its agents' opinion, involve breaking the law or breaching health and safety obligations (excluding failures solely due to Subaru).
4. There was an unreasonable delay in reporting the breakdown.
5. **You** cannot provide a valid Assistance card (or receipt) and valid ID. If **Your** entitlement cannot be verified, Subaru may still offer service if immediate payment is made by card.
6. Charges paid for such assistance will be refunded if it is later proven to Subaru's satisfaction that valid entitlement existed at the time. Refunds will not be issued if entitlement cannot be proven or simply because roadside repairs were unsuccessful.

Subaru, its contractors, or agents reasonably believe that You or someone with You:

- Acted in a threatening or abusive manner toward their staff;
- Misrepresented **Your** entitlement to assistance;
- Helped someone else access services they were not entitled to
- Owe Subaru or its contractors any outstanding payment for prior services, spare parts, or related charges.

Important Information

Additional Services

Any services offered by Subaru outside these Terms and Conditions are discretionary and may be withdrawn at any time.

Cancellation of Assistance

Subaru may cancel **Your** Subaru Assistance entitlement if it has grounds to refuse service such as shown under Right to Refuse Service.

Changes to Terms and Conditions

Subaru may revise these Terms and Conditions during the Agreement period with reasonable notice if required to comply with laws, regulations, or official guidance.

Force Majeure – Matters Outside Subaru's Control

Subaru and its agents are not liable for service failures due to circumstances beyond their reasonable control, including but not limited to:

- Natural disasters or severe weather
- War, riots, terrorism, or civil unrest
- Government actions or restrictions
- Equipment, system, or fuel shortages
- Telecommunications failures
- Strikes, lockouts, or industrial actions
- Theft or malicious damage

Emergency Repairs

Subaru's agents are trained for emergency roadside repairs only. They cannot confirm **Your Vehicle's** overall roadworthiness after a breakdown. Completion of an emergency repair does not imply the **Vehicle** is safe to drive.

Enforcement of Terms

Any failure by Subaru or its agents to enforce these Terms does not waive their right to do so later.

Only the customer, Subaru, and its agents may enforce these Terms. Rights under the **Contract (Rights of Third Parties) Act 1999** are expressly excluded.

Important information

Exception

This clause does not exclude liability for death or personal injury caused by Subaru's negligence.

Limitation of Liability

Subaru, its contractors, or agents shall not be liable for:

- Increased costs or expenses
- Loss of profit, business, contracts, revenue, or savings
- Any indirect or special losses

Requests for Assistance

All assistance must be requested using Subaru's official contact details. If **You** contact a garage directly, **You** will be responsible for the full cost and Subaru will not reimburse **You**.

Use of Agents

Subaru Assistance services may be delivered by Subaru directly or through its authorised contractors or agents.

Use of Headings

Headings are for reference only and do not affect the interpretation of these Terms and Conditions.

Data Protection

Personal Details

You must notify Subaru immediately of any changes to **Your** name or address in writing at:

Subaru Warranty

The Gate
International Drive
Solihull
B90 4WA

Data Protection

Your information may be shared within the Subaru group, its agents, administrators, regulatory bodies, and anti-fraud organizations, including international data transfers where necessary. Subaru has implemented security measures to protect **Your** data.

Your information:

- Will not be used for third-party marketing
- May be used to process claims and prevent fraud
- Can be accessed by **You** upon request

Enquiries

Any enquiry or complaints that You may have regarding the recovery service provided should be raised with Subaru Assistance. Providing feedback allows Us not only to put things right and make improvements to the service We provide, but also share feedback with the team who make Your Subaru experience a positive one.

Please quote the details of this Agreement and in particular Your Agreement number to help Your enquiry to be dealt with promptly.

Subaru Assistance

The Gate
International Drive
Solihull
B90 4WA

 ukcomplaints@opteven.com

 0345 222 4540



Subaru (UK) Ltd a subsidiary of International Motors Limited. Visit subaru.co.uk or contact Your local Subaru dealership for more information.

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