

## Citroen Subsidised Service Plan Terms and Conditions

### Clause 1: Key Information

**Contract Parties:** This Contract is between You and Us being Citroen U.K. Limited.

**Vehicle:** the services apply only to the original Vehicle qualifying for the service plan and are not transferrable to any other vehicle.

**Duration:** the services apply for the duration set out in clause 3.3 below.

**Restrictions to services:** the Services will apply to certain types of vehicles, there are restrictions on the types of vehicles and the way that they are used. The Services only apply if performed by an Authorised Repairer.

**Geographic considerations:** the Services apply in the jurisdictions set out in clause 8.6. You should check carefully before travelling.

**Defined terms:** We use defined terms in this Contract, these are set out in clause 8.8 below.

### Clause 2: Services

Roadside Assistance (clause 4)	✓
Routine Servicing (clause 5)	✓

### Clause 3: Conditions and Restrictions to the Services

#### 3.1 Eligible Vehicles:

The Vehicle qualifying for the free service plan provided (i) it is still owned by its first registered keeper or (in the case vehicles first registered in the name of the supplying dealer) the second registered keeper, (ii) it is not ineligible as detailed in clause 3.2 below.

#### 3.2 Ineligible vehicles:

- taxis, chauffeur-driven private passenger cars, ambulances, vehicles intended for the transportation of passengers in return for a charge for any Service;
- driving school vehicles;
- motor homes;
- light commercial vehicles used for medical or emergency services; and
- vehicles which have been modified or used in competitions or rallies for any Service Level.

#### 3.3 Duration and mileage

The Services start from the date of first registration of the Vehicle. The Services will end on the earlier of:

- the duration of 24 months from date of first registration of the Vehicle;
- the Vehicle exceeding the total mileage limit, depending on the model of vehicle as set out below;

Passenger vehicles	
Model	Mileage limit
C1	20,000 miles
C3	20,000 miles
C3 AIRCROSS	20,000 miles
C4 CACTUS	20,000 miles
BERLINGO	20,000 miles
GRAND C4 SPACETOURER	20,000 miles
C5 AIRCROSS	20,000 miles
C5 AIRCROSS HYBRID	20,000 miles
SPACETOURER	20,000 miles

Commercial vehicles	
Model	Mileage limit
Berlingo Van	30,000 miles
Dispatch Van	30,000 miles
Relay Van	32,500 miles
Relay Ready To Run	32,500 miles

You or We terminate the Contract as set out in clause 6;

#### 3.5 General conditions to the Services

The Services including the costs associated (which are parts and labour including tax) are included if they are performed by an Authorised Repairer (or Our approved breakdown provider) but are subject to the following:

- the Vehicle must remain registered in the UK, Channel Islands and Isle of Man;
- the Vehicle must have been used and maintained in accordance with the Manufacturer's instructions; these are indicated in the Manufacturer's handbook;
- the servicing operations and checks specified in the

Manufacturer's servicing schedule must be recorded in the Vehicle's warranty and maintenance guide. If You don't have this, You must be able to provide supporting documentary evidence (such as servicing monitoring forms, invoices, etc.); and

- the fluid and lubricant levels must have been kept topped up at all times.

### Clause 4: Roadside Assistance

**4.1** Roadside Assistance applies to mechanical, electrical or electronic incidents and covers roadside repair and/or recovery (as more particularly described in Our assistance terms of service found on Our Website).

If Roadside Assistance requires the recovery of the Vehicle, the number of people transported is limited to the driver and no more passengers than the legal seating capacity of Your Vehicle.

The Roadside Assistance services can be obtained by calling the telephone number printed in the Warranty and Maintenance guide. The Roadside Assistance number is:

Citroen Assistance 0800 197 2046

Service is available every day of the year, including Saturdays, Sundays and Bank Holidays, 24 hours a day.

**4.2** You or the driver of the Vehicle and the Vehicle's passengers are entitled to benefit from roadside repair and/or recovery services.

**4.3** Roadside Assistance covers attendance of the recovery vehicle at the site of the breakdown. As far as possible, the Vehicle will be repaired at the roadside. Otherwise, it will be recovered to the workshop of Our Authorised Repairer nearest to the site of the breakdown.

**4.4** You or the driver of the Vehicle and the Vehicle's passengers are entitled to benefit from additional transportation, courtesy car, accommodation and assistance in medical emergency services if the Vehicle cannot be repaired on the day on which the breakdown occurs.

**4.5** If Roadside Assistance attend a breakdown, either roadside or at home, and the vehicle cannot be fixed on the same day, Roadside Assistance will help you by making arrangements to allow the continuation of your journey. You can choose one of the following options, based on your circumstances and subject to availability:

1. Hire Car;
2. Alternative transport; or
3. Overnight accommodation.

1. Hire car service provided.

Roadside Assistance will arrange a hire car for up to 48 hours or until your vehicle has been fixed, if sooner.

If you arrange your own hire car, Roadside Assistance will reimburse you up to £35 per day.

Hire cars must be arranged within 24 hours of the time of the breakdown.

## 2. Alternative transport service provided.

If you would prefer to continue the journey by air, rail, taxi or public transport, Roadside Assistance will reimburse you for a standard class ticket up to £150 per person or £500 for the whole party, whichever is less.

## 3. Overnight accommodation service provided.

You may decide that waiting for your vehicle to be fixed is best. Roadside Assistance will arrange one night's bed and breakfast accommodation, up to a value of £150 per person or £500 for the whole party, whichever is less.

## 4. Assistance in a medical emergency service provided.

Roadside Assistance will also help if you or one of your passengers suddenly or unexpectedly falls ill and needs medical help before the end of your journey. Roadside Assistance will help you:

1. Book one night's bed and breakfast accommodation for you and your passengers if the hospital is more than 20 miles from home. Roadside Assistance will reimburse you up to £150 per person or £500 for the whole party, whichever is less; and

2. Arrange to get the patient home or to a local hospital as soon as they are fit to travel.

Service not provided

Roadside Assistance will not assist you where you or one of your passengers is taken ill during a journey to or from a doctor's surgery or hospital, including planned doctor or hospital appointments or emergencies.

Full Terms and Conditions are detailed on Our Website - [www.citroen.co.uk/owner-services/emergency-assistance](http://www.citroen.co.uk/owner-services/emergency-assistance)

## 4.6 Pay and reclaim

Under some circumstances, you may need to pay for the service up front and claim this back from Roadside Assistance (The RAC). To do so, please visit [www.rac.co.uk/europeanclaimform](http://www.rac.co.uk/europeanclaimform) for reimbursements under European Breakdown Cover, or [www.rac.co.uk/reimbursementclaimform](http://www.rac.co.uk/reimbursementclaimform) for all other sections. If you have any queries please contact RAC Customer Care on 0330 159 0339, email [breakdowncustomercare@rac.co.uk](mailto:breakdowncustomercare@rac.co.uk) or in writing to Great Park Road, Bradley Stoke, Bristol, BS32 4QN. Please send your completed claim form with proof of payment (such as a receipt) to RAC Customer Care. We may ask you to supply original documents. Please note: Any costs that are not arranged through or agreed by The RAC will not be reimbursed.

## Clause 5: Routine Servicing

5.1 This service includes the routine vehicle servicing covering labour and replacement of parts as specified in the Manufacturer's servicing requirements for normal conditions of use of the Vehicle. If You lose Your copy of the Manufacturer's servicing requirements, You can ask one of Our dealers for a copy. There is an option to include Arduous Conditions of use servicing for an additional cost with Level 3 contracts (as set out in clause 2) and Free Drive.

5.2 The Contract does not cover:

- arduous conditions of use according to the Manufacturer's servicing requirements.
- the periodic inspections of the anti-perforation warranty;
- the locating of noises;
- navigation updates;
- fragrance refills;
- maintenance;
- replacement of wear parts;
- replacement of failed parts;
- the wheels, tyres and their balancing; and
- all other costs and expenses.

## Clause 6: Termination

6.1 If one of the parties fails to fulfil one of its obligations specified in the Contract, the other party may terminate the

Contract by rights 10 days after sending the party which is in breach of contract formal notification by registered letter with acknowledgement of receipt which has remained without effect.

## 6.2 The Contract ceases:

- if the Vehicle is written off, following an accident;
- if the Vehicle is stolen and is not found within 30 days following the declaration;
- if the Vehicle is registered outside the United Kingdom;

To this end, You undertake to inform Us by registered letter with acknowledgement of receipt. The event must be reported within 60 days maximum of the occurrence of the event. The letter must be accompanied:

- if the 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 the 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.

## Clause 7: General Terms

7.1 You may not assign, novate or transfer any of Your rights or obligations under this Contract.

7.2 You can make a complaint by contacting:

For vehicle related issues contact Customer Care:-  
<http://citroen-uk-en.custhelp.com> or telephone 0800 093 9393  
For Roadside Assistance issues contact:-  
E-mail: [breakdowncustomercare@rac.co.uk](mailto:breakdowncustomercare@rac.co.uk) or  
Telephone: 0345 607 6727

7.3 The Contract is governed by English law and is subject to the Courts of England in respect of any dispute, issue or claim (including contractual, non-contractual, civil and commercial).

7.4 Full details of how we use your personal information are set out in Our privacy policy. If You do not want Us to use Your personal information in the manner described, please email our Data Protection Officer at [dataprotectionuk@mpsa.com](mailto:dataprotectionuk@mpsa.com).

Copies of Our privacy policies are available at

<http://www.citroen.co.uk/privacy>

Alternatively, please contact our Data Protection Co-ordinator in writing by post to:-

Head of Compliance, c/o Citroën Customer Care, Peugeot Citroën Automobiles UK Ltd, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.

7.5 If You are a consumer then Your rights under the Consumer Rights Act 2015 apply to this Contract.

7.6 Territory: The services provided under this Contract are available to You if You are in any of the Countries of the European Union\* and in the following countries or territories: Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Kosovo, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland, Vatican.

\* On the date of printing of the Contract, the European Union consists of the following countries: Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and United Kingdom.

For pay and reclaim arrangements when You are travelling abroad in the Territory, please see clause 4.11 above.

7.7 Any amendment to this Contract shall be made in writing and agreed with You and Us (where applicable).

#### 7.8 Definitions

In this contract (referred to as the "Contract") the terms starting with a capital letter have the following meaning:

- **Authorised Repairer:** means a repairer in Our network authorised by Us to provide the Services as part of an authorised repairer agreement with Us.
- **Services:** means the services to be provided as set out in clause 2
- **Vehicle:** means the motor vehicle benefiting from the Services indicated in clause 2
- **We, Us, Our:** means Citroen U.K. Limited (registered number 191579) with registered office, Pinley House, 2 Sunbeam Way, Coventry CV3 1ND UK.
- **You, Your:** means You, the first registered keeper or (in the case vehicles first registered in the name of the supplying dealer) the second registered keeper or the Vehicle