

The background of the image is a detailed, close-up view of a wood grain, showing various patterns and textures in shades of yellow, orange, and brown. In the center, there is a white rectangular box with a thin, dark red border. Inside this box, the text "HANWELLS of LONDON" is written in a bold, dark red, serif font. The word "HANWELLS" is on the top line, and "of LONDON" is on the bottom line, with "of" in a smaller font size and lowercase. The text is centered within the box.

**HANWELLS**  
**of LONDON**

**W7 3ST**

# warranty record

Warranty Number

## THE VEHICLE

Date first registered

Date of Purchase

Purchase Price (£)

Make/Model

Reg No

Recorded mileage\*

\* The recorded mileage entered above cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.

## THE CUSTOMER

Name

Address

Town

County

Postcode

Telephone Number

VAT Registration No (if applicable)

## THE WARRANTY

 months or  miles

which ever is sooner

£  Claims Limit

DRIVER

DRIVER PLUS

DRIVER BREAKDOWN

RECOVERY

DEALER STAMP

Dealer signature:

I have read and accept the terms and conditions of this warranty. I understand that this warranty is an agreement between myself and the Supplying Dealer and Lawgistics Ltd is not a party to that agreement. I understand Lawgistics only role is to attempt to conciliate if there is disagreement between myself and the Supplying Dealer. I am aware that my statutory rights are not affected.

Date \_\_\_\_\_ Customer Signature \_\_\_\_\_

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**Driver Breakdown Recovery is only available if the additional payment has been received and cleared**  
(see page 7 for full terms and conditions)

## the warranty promise

To give you peace of mind the Supplying Dealer promises to repair or replace any covered component which suffers mechanical or electrical failure. As a customer you have legal rights under statute when a problem arises and this warranty does not limit those rights. Guidance and further information on your statutory rights may be obtained from your local Trading Standards Office or CAB.

You will have chosen or agreed certain parameters for your warranty and the limits are specifically listed or covered by the general terms, definitions and exclusions all within this warranty booklet. Please read and digest them carefully along with the Claims Procedure and enjoy your new purchase.

1. This warranty does not affect the customers statutory rights.
2. The Supplying Dealer is entitled to choose whether to repair or replace a component covered by this warranty.
3. Mechanical or electrical failure is defined in the Definitions section of this warranty booklet.
4. Where the cost of repair exceeds the claim limit stipulated on the Warranty Record the extent of contribution by the Supplying Dealer under the terms of this warranty is the stipulated Claims Limit.
5. The period for which this warranty is valid is from the date of purchase for the period/mileage (whichever is sooner) as stipulated on the Warranty Record.
6. To maintain the validity of this warranty the vehicle must be maintained and serviced as recommended by the vehicle manufacturer or to an alternative service content authorised by the Supplying Dealer and evidenced by completion and stamping of the Service Record in the back of this warranty booklet. The relevant invoices must also be retained and may be required in the event of a claim. A maximum allowance of 500 miles or one calendar month is permitted (if unavoidable) in excess of the manufacturers recommended servicing intervals.
7. The Supplying Dealer shall be used for all servicing requirements although alternative servicing arrangements may be agreed with the Supplying Dealer.
8. In the event of a repair being carried out under the terms of this warranty any parts replaced shall become the property of the Supplying Dealer.
9. This warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain, or commercial travelling without the express written consent of the Supplying Dealer.
10. This warranty is only transferable to another owner if the Supplying Dealer expressly consents to it in writing.
11. This warranty is invalidated if it is discovered that the odometer has been disconnected for a material mileage or tampered with.
12. The Supplying Dealer is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this warranty.
13. There is no limit on the number of claims made under this warranty save that the total value of claims shall not exceed the claims limit set out in the warranty record.
14. This warranty is only valid for mechanical and electrical failure in the United Kingdom (Parts and labour).
15. This warranty operates as a parts only warranty outside the United Kingdom.

# Hanwells

The following mechanical or electrical items specifically listed will be covered if the terms and conditions of this warranty are fully complied with and subject to the maximum claims limit

## **Engine**

The rocker assembly, including hydraulic followers, inlet and exhaust valves [not burnt valves], springs and guides, cylinder head [not cracks and de-coking], cylinder head gasket [except skim], push rods, camshaft and followers, timing gears and chains, oil pump, pistons and rings, cylinder bores, con rods, gudgeon pins and bearings, crankshaft and bearings, inlet manifold, flywheel and ring gear.

## **Automatic gearbox**

Internal shafts, gears, clutches, brake bands, valve block, governor, oil pump, bearings and bushes, servo, drive plate and transfer gears.

## **Torque converter**

Failure of any internal mechanical parts.

## **Differential**

Internal crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.

## **Rear-wheel drive**

Half shafts.



# 5 star warranty



## **Engine cooling system**

Radiator & water pump.

## **Electrical system**

Starter motor, alternator, electric seat motor, heater fan motor, wiper motor, washer motor

## **Propshaft**

Universal joints [excluding rubber couplings].

## **Fuel system**

Failure of fuel pumps [does not include noisy pumps].

## **Fuel injection system**

Failure of injectors.

## **Steering**

Failure of power steering rack [excluding leaks].

## general exclusions

1. Any claim arising as a result of gradual deterioration through wear and tear.
2. Any claim arising from foreign material introduced into the fuel/cooling system.
3. Failure wholly or partly due to negligence, abuse or accidental damage.
4. Vehicle recovery, unless covered by driver breakdown recovery.
5. Any consequential or subsequential loss or damage arising from the failure of the component.
6. The failure of any part not originally fitted to the vehicle and not fitted by the Supplying Dealer or the failure of another part arising as a result thereof.
7. Any claim reported to the Supplying Dealer more than 14 days after the occurrence of the failure.
8. The failure of any part arising as a result of repairs carried out by a person not authorised by the Supplying Dealer.
9. The failure of any part disclosed as defective to the customer by the Supplying Dealer prior to the sale or for which a claim could be made under the manufacturers warranty or as a result of a recall by the manufacturer.
10. The failure of any part arising from defective design or manufacturing.

## definitions

Failure (whether mechanical or electrical) means for the purposes of this warranty the actual breaking or burning out of any of the components listed.

## **DRIVER** *support* CLUB HOME START, ROADSIDE ASSISTANCE AND NATIONAL RECOVERY\*

We will attend your vehicle at the roadside whilst away from home, and if we cannot repair it we will recover you and up to 5 passengers to your home, preferred garage (this may be your supplying dealer), or choice of UK destination. If your vehicle has to be attended at home and we cannot get you going, we will recover the vehicle to your local garage. If your car breaks down **Driver Support Club** breakdown service will come to your aid:

- **24 hour, one number Control Centre arranges call out from our network of garages throughout the UK**
- **Minor mechanical or electrical faults repaired on the spot, whether at home or on the road (excludes the cost of parts)**
- **If we cannot get you started at home, we will recover you to a local garage**
- **Special rates for towing and continental cover**

Call  on **0870 555 0990**

### \*Terms and Conditions

Vehicles must be under 10 years old on enrolment.

Membership is available for a period not exceeding one year in respect of a privately registered motor car up to 2.5 tonnes.

No vehicle is to exceed 17 feet in length, 6 feet 3 inches in width and 8 feet in height.

Vehicles must be in normal use and in a roadworthy condition upon enrolment and so maintained throughout the membership period.

Vehicles used for self drive or taxi service are excluded from membership.

Non-standard production cars are not accepted.

Rallying or competitive use is not covered.

Service will only be available for the vehicle registered with Driver Support Club, therefore any change of vehicle details must be notified at once in order to avoid lapse of cover.

Breakdown services are available throughout the United Kingdom.

Breakdown service is not available if your vehicle is stranded by snow, mud, sand or flood.

Accident damaged vehicles must be in an easily accessible position for transporter to load. No responsibility can be accepted for, or preclude any insurance from, initial recovery liability

'Local garage' is defined as a garage within the vicinity of the member's residence or intended destination (up to approximately 10 miles radius in the case of breakdowns).

In remote areas, where the nearest suitable garage significantly exceeds this distance, an additional charge may be made although this will be quoted to the member in advance.

Membership is valid within 4 days of receipt of a properly completed form, the correct remittance paid in full and upon issue of our confirmation of membership.

Membership is conditional upon the member being the holder of a recognised credit or debit card. No transactions or debits will occur without the express authorisation of the cardholder.

All requests for service must be directed through Driver Support Club's control centre on the number provided.

Members will be responsible for all parts, fuel, ferry and toll fees (breakdown cover only).

Driver Support Club reserves the right, under certain circumstances, to repair rather than recover a member's vehicle.

Additional vehicles, towing or continental cover may be added to the Driver Support Club by completing a separate Membership Application.

No refund will be made upon early termination of membership.

The full Rules and Bye-Laws of Driver Support Club are available on request

Driver Support Club reserves the right to decline membership without explanation.

Driver Breakdown Recovery is only available if the additional payment has been received and cleared (see above for full terms and conditions)

# service record

Stamp or sign confirming service in accordance with Manufacturers/Supplying Dealers recommendations

<p><b>1st</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>2nd</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>3rd</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>4th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>
<p><b>5th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>6th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>7th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>	<p><b>8th</b></p> <p>Signature:</p> <p>Date:</p> <p>Mileage:</p>

# proposal form for driver breakdown recovery

## THE CUSTOMER

First Name

Surname

Address

Town

County

Postcode

Telephone Number

Work/Mobile Number

## THE VEHICLE

Date first registered

Make and Model

Engine cc/Petrol/Diesel

Type/Description

Reg No

Colour

MOT Renewal Date

Tax Renewal Date

Recorded Mileage

DEALER STAMP

Dealer signature:

\* The recorded mileage entered above cannot be guaranteed.  
It will assist in calculating due dates for servicing but must be  
disregarded and considered incorrect for any other purposes.

Driver Breakdown Recovery is only available if the additional payment has been received and cleared (see page 7 for full terms and conditions)

1. Ensure you have satisfied all the requirements of the warranty.
2. Contact the Supplying Dealer, explain the problem and follow any instructions given.
3. The Supplying Dealer may request you get a written quotation for the repair cost. Forward the quotation to the Supplying Dealer, as soon as it is presented to you. **DO NOT** authorise repairs until the Supplying Dealer authorises you to do so.
4. The Supplying Dealer accepts no liability for the cost of any dismantling save that if, and only if, a valid claim is established the cost of the dismantling will form part of the claim for the failed part and the total cost of dismantling and part will be subject to any claim limit.
5. Where the cost of repair/dismantling exceeds any claim limit then the customer is liable to pay the excess.
6. If the Supplying Dealer has authorised a third party to carry out the repair the customer may be required to settle the repair cost in full. In such a case you should do so and then forward a full detailed invoice (listing parts, labour, VAT) plus any further validity documentation such as servicing records as requested, to the Supplying Dealer who will reimburse you as appropriate. If the customer is VAT registered the payment will be exclusive of the VAT element.

In the event of a claim being made **ALWAYS** contact the Supplying Dealer in the first instance. If you have any queries concerning any aspect of this warranty a Helpline number is available at your Supplying Dealer for your convenience.

**For Driver Breakdown Recovery**  
**Call**  **on 0870 555 0990**

Hanwell Car Centre  
86 – 91 Uxbridge Road  
Hanwell  
London  
W7 3ST

TEL: 0208 567 9729

FAX: 0208 579 5386

[www.hanwells.com](http://www.hanwells.com)

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*gistics*

[www.lawgistics.co.uk](http://www.lawgistics.co.uk)