



Claim form

Notice:

This form must be completed and then sent into the Claims Department, Warranty Direct Limited, Floor 4, Fountain House, 2 Queens Walk, Reading, Berkshire, RG1 7QF. You must attach the repair invoice, proof of last service and MOT. The Claims Department only return original documents upon request, therefore please provide reasonable copies of these documents.

Policy holder:

Name:

Address:

Vehicle details:

Failure detail(s):

Please explain the problem(s):

When were the symptoms first noticed?

When were they first reported to the repairer?

Did the vehicle breakdown?

YES NO

Was the vehicle towed in?

YES NO

Approximate recovery miles

Mileage at failure

Date of failure

When was the vehicle ready for collection?

Car Hire £ .

Repair £ .

Recovery £ . Accommodation £ .

Authorisation of claim(s):

Repairing Garage:

Claims Authorisation Number

Policy holder declaration:

I hereby confirm all the above statements are correct and my vehicle has been regularly serviced in accordance with the manufacturer's recommendations. I understand that the Claims Department has the right to arrange an independent expert assessment of the vehicle if required. I understand no repairs are to be commenced without the prior agreement of the Warranty Direct Claims Department.

Policy Holder Signature

Date



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If you have a breakdown:

Please call our helpline to find the nearest approved repairer 0330 123 3960

If you do not already have a breakdown recovery policy and you breakdown on the road in the UK, you may call AXA Assistance on: 01737 815387. You will be charged for what they do. They will recover you to the nearest garage. If the breakdown is covered under this policy you will be repaid this charge up to the policy limits. If it is not covered by the policy (e.g., flat battery, no petrol, locked keys in car, broken fanbelt etc.) you will have to pay the charge yourself.

Your claim(s):

The Claims Department may have the vehicle examined by an independent expert engineer before commencement of any repairs. In the event of any dispute arising as to the extent of liability, the decision of the independent engineer shall be final and binding on both the Underwriters and Insured.

The garage will proceed with the agreed repairs on your instructions. You will need to pay the garage for the repairs. Please take your car to an approved repairer. You will be subject to a charge if you opt to use a franchised garage unless you selected the relevant option when taking the policy out.

We will repay you the agreed amount as soon as we receive:

- The receipted invoice from the garage
- This claim form fully completed
- Proof of servicing and a copy of the MOT certificate
- Receipted invoices for recovery, car hire and hotel accommodation (if applicable)

Important Note: each individual claim will be subject to the applicable policy excess.

When your car is in the garage:

The garage will need to establish the cause of the breakdown and check that the parts directly causing the failure are covered by this policy. They will need to see the following documents:-

- The Policy Handbook and Schedule
- Proof of Servicing/MOT
- This Claim Form with the failure details completed as far as possible

The garage will be responsible for agreeing the cost of repair by telephoning the Claims Department on 0330 123 3960.

Mechanical/Electrical failure:

Wear and tear deterioration as well as mechanical and electrical breakdown arising, for example, through usage or age of the vehicle is covered by this policy (see terms and conditions). Approved claims will be settled as per the payment table below.

Structured Claim Payment Table

Claim Mileage	Labour	Parts
Under 60,000 or 6 years	100%	100%
Over 60,000 or 6 years	100%	80%
Over 70,000 or 7 years	100%	70%
Over 80,000 or 8 years	100%	60%
Over 90,000 or 9 years	100%	50%
Over 100,000 or 10 years	100%	50%




Betterment:

Where the Policy holder requires or the repairing Dealer feels it desirable to replace parts of complete units, e.g., exchange gearboxes, engines, differential units which in the opinion of the Administrator are in excess of what is necessary to rectify the fault then the difference in cost must be met by the Policy holder.

Claims department and technical helpline 0330 123 3960

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