

**LIKE
4LIKE**

PROVIDED BY RAMP

TERMS AND CONDITIONS

AA

You can trust our
Approved Dealer

GRANGE

CONTENTS

1. Useful contact telephone numbers
2. Introduction to the Grange Like 4 Like
3. Defined terms
4. Eligibility
5. Benefits:
 - a. Maintenance Inspections and Repairs
 - b. Breakdown Assistance
 - c. Additional Assistance
6. Commencement
7. Customer Requirements
8. Period of Cover
9. Termination
10. Exclusions
11. Reporting a failure of a covered component
12. General:
 - Transfers
 - Telephone calls
 - Misinformation
 - Governing Law
 - Cancellation and refunds
13. Complaints

1. Useful telephone numbers

| | |
|-----------------------------|---------------|
| Breakdown assistance | 0800 008 3001 |
| Maintenance/Repair requests | 0330 094 7223 |

Important: Do not proceed with completing any repairs without obtaining authority from the Administrator first

2. Introduction to the Grange Like 4 Like

This document sets out the full terms and conditions of Your Grange Like 4 Like maintenance and repair plan. Please read it very carefully as it gives You

important information about the benefits provided, the limits, when and how You can request repairs and when You cannot. If having read the terms You feel it is not suitable for You then please refer to Section 12. General Cancellation and Refunds for Your options.

Grange Like 4 Like is not an insurance policy. It is an agreement to provide ongoing periodic maintenance, repairs and assistance.

This document and all our literature is available in large print, audio or Braille. We will be happy to provide You with a copy on written request, or You can call us on 0330 0947 225 to request a copy.

3. Defined Terms

Agreement

We base this Grange Like 4 Like on the information You have provided to the dealer where You purchased Your vehicle. The information is used to produce the Plan Schedule, which together with these terms and conditions constitute our agreement with You ('Agreement').

Approved Dealer

The dealer detailed in the Plan Schedule under Approved Dealer. This is an agent of the Provider and has been approved to sell the Grange Like 4 Like and carry out authorised repairs on the Providers behalf.

The Provider/We/Our/Us

This Agreement is a contract between You and the provider. The provider is Repair and Maintenance Plans Limited (RAMP), Ground Floor, 21 Commerce Road, Lynch Wood, Peterborough, PE2 6LR, registered number 10911886.

The Administrator

The Administrator of this Agreement is Repair and Maintenance Plans Limited (RAMP), Ground Floor, 21 Commerce Road, Lynch Wood, Peterborough, PE2 6LR, registered number 10911886.

The Administrator has been appointed by the Provider to be Your first point of contact.

The Provider reserves the right to change the appointed Administrator at any time and will write to inform You prior to such a change.

You, Your

The legal owner or registered keeper of the vehicle as named on the Plan Schedule ('Schedule') that has been provided to you by the Approved Dealer.

4. Eligibility

Your vehicle must:

- Be built to and not be modified outside of UK manufacturer's specifications;
- Not be one of the following: Ascari KZ1, AC, Audi S Models, Aston Martin, Bentley, BMW M Series, Bristol, Bugatti, Caterham, Daimler, De Tomaso, Dodge SRT10, Ford GT, Ferrari, Gumpert Apollo, Honda NSX, Invicta, Jensen, Lamborghini, Lister, Lotus, Mazda RX7 & RX8, Marcos, Maserati, Maybach, McLaren, Mercedes Benz (S Class), Mitsubishi Evo Series, Morgan, Nissan 350Z & Skyline Models, Noble, Pagani Zonda, Porsche, Rolls Royce, Subaru Turbo Models, TVR, Toyota Supra, VW Phaeton, Volvo XC90, T and R Models, Westfield, all American, Australian and Canadian cars (unless built for the UK) a kit car;
- Not be used for hire or reward, commercial use, professional instruction, competition or off-road use, motor rally, motor racing, speed or duration tests, track days or any practice for these events whether they are timed or untimed;
- Not be a vehicle used in public service capacity, for example within police force, military service or fire service;
- Not be beneficially owned by a company or person involved in the business of vehicle repair, servicing, motor dealership or by an employee of such a company or person;
- Not be a vehicle with gross weight of more than 3.5 tonnes

5. Benefits

Grange Like 4 Like includes the following:

- A. Maintenance Inspection and Repair
- B. 12 month Breakdown Assistance (attended by the AA) which includes; Roadside, Recovery and Home Start
- C. Additional Assistance

These benefits are detailed below.

A. Maintenance Inspection and Repair

What is Provided

Maintenance Inspection and Repair

One maintenance inspection prior to the initial collection of your vehicle from the Approved Dealer and annually thereafter. The content of the inspections is detailed below:

Maintenance Inspection Content

- **General Maintenance**

- Service history and next service due date
- MOT due date

- **Engine compartment**

- Check oil, fluids and coolant levels and identify any leaks
- Check the condition of the alternator, belts and battery

- **Wheels/Tyres**

- Check condition of all tyres (including spare)
- Check inflation kit (if applicable)
- Check wheel alignment

- **Brakes**

- Check condition of the front and rear brake pads and discs (measured in millimetres)
- Check condition of the parking brake
- Check the brake fluid condition and levels

- **Coolant**

- Check condition and levels of antifreeze

- **Lights, electrics and heating**

- Check condition of:
 - Internal and external lights
 - Wipers and washers
 - Horn
 - Warning lights
 - Control messages
 - Heating systems
 - Air conditioning operation
 - Interior electrics, safety and seatbelts

- **External**

- Check the engine for any smoke and noise
- Check the brake operation
- Check the clutch and transmission operation
- Check the condition of all mirrors and glass
- Check the locking system

- **Underside**

- Check the exhaust system and catalytic converter
- Check steering and suspension
- Check for visible fluid leaks
- Check the condition of the driveshaft; joints, gaitors and mountings
- Check the condition of the wheel bearing; hub, wear and noise
- Check the condition of the hoses, pipes and cables

Maintenance and Repair

Labour and parts costs for repairs to maintain your vehicle if an included part suffers a failure to perform its function, up to the Repair Limit detailed on Your Plan Schedule.

The Agreement covers all mechanical and electrical parts and/or components other than those specifically listed as excluded under Section 10. The Provider is not liable for parts that have reached the end of their normal working lives because of age, usage or have failed due to negligence.

Additional components included:

- a. Turbo (Factory Fitted)
- b. Casing - Cylinder block, gearbox, transfer box, differentials and axle if they have been damaged by a failure of one of the included parts.
- c. In car entertainment (Factory Fitted)
- d. Key Remote Fobs and Key Cards

What we will do:

In the event that a component(s) of Your vehicle suffers a failure to perform its normal function, the Provider will pay for replacement parts and labour, up to the Repair Limit specified in the Schedule. Repair or replacement of defective parts under this Agreement is to be carried out through the Provider's Approved dealers or repairers to whom Your vehicle should be returned. Repairs can only be made on presentation of the Plan Schedule to this Agreement, Your service booklet and confirmation that Your vehicle has been serviced in accordance with the servicing requirements detailed in Section 7.

Please note: replacement of drive belts, filters, lubricants, antifreeze and fluids required because of the failure of an included part, is included in this Agreement. If a covered component failure causes damage to another covered component, we will repair or replace that part, but this excludes any damage which is cosmetic in nature.

The Administrator has the right to appoint an independent engineer to inspect Your vehicle prior to any repair or replacement of part(s). The Administrator may, at its discretion, elect to agree with You a value for Your vehicle where the parts and labour cost of the repair exceeds the market value of Your vehicle at the time of failure. The same will apply where the parts needed for repair are no longer available.

B. 12 month Breakdown Assistance (attended by the AA), which includes; Roadside, Recovery and At Home

The Provider has an agreement with the AA to administer the services detailed in Section 5.B. All arrangements for Breakdown Assistance and relevant telephone calls will be handled by the AA. The AA or one of its contractors will attend the Your Vehicle in the event of a valid request. The provider reserves the right to change the administrator of the services detailed within Section 5.B. and will provide You with written notification within 30 days prior to such a change.

How to Obtain Assistance

If Your vehicle has a Breakdown, please follow these simple steps:

- Telephone the AA on the following number: 0800 008 3001 (calls from mobiles may be charged at network operator's premium rate, telephone calls will be handled by the AA and may be recorded and/or monitored)
- Advise the operator of the location of the Vehicle, the nature of any fault, and provide any other information requested by the operator; and the number of the phone You are using

Ring the AA back (on the free number) if You get going before the Patrol arrives. Only accept help from the Patrol or contractor that has been sent to assist You by the AA.

Do not go ahead and make Your own arrangements, as the AA cannot arrange reimbursement of costs incurred without prior authorisation.

Roadside

Roadside is available for the vehicle detailed in Your Plan Schedule. Roadside operates in the United Kingdom only.

If You are stranded on a public highway (or other accessible road or area to which the public has the right of access) because the vehicle has a breakdown, We will arrange for a contractor to assist You who will try to repair the vehicle at the roadside.

Roadside includes labour at the scene of the breakdown but not labour at any garage to which the vehicle is taken.

If the Vehicle cannot be repaired at the roadside, or if repairs are unwise, the AA will arrange for the vehicle and up to 8 people to be taken to a destination of Your choice within ten miles. If You have no preferred destination, the AA will arrange for the vehicle to be taken to a nearby garage. If You wish the vehicle to be taken to any other destination, the AA will use reasonable endeavours to assist if You pay for the towage costs for the whole distance.

If You cannot readily get to the Vehicle, the AA will arrange, if practicable, to have it towed to a place of safety and stored until You can collect it.

Please note: The AA will not arrange to tow or transport any vehicle, which, in their reasonable opinion, is loaded beyond its legal limit. If the Vehicle is in a position where the AA cannot arrange for work to be undertaken on it or tow it, or wheels have been removed, they can arrange to rectify this but You will have to pay the costs involved.

Roadside does not cover:

- a. Routine servicing of Your vehicle
- b. The cost of parts, fuel or other supplies
- c. Replacing tyres or windows
- d. Missing or broken keys. The AA will try to arrange the services of a locksmith if You pay them direct.
- e. The cost of ferry crossings, road tolls and congestion charges.
- f. Vehicles being demonstrated or delivered by motor traders, or used under trade plates.
- g. Vehicles within 1/4 mile of Your home or where You normally keep the vehicle.
- h. Contaminated fuel. However, the AA will arrange for the vehicle to be taken to a local garage for You to arrange and pay for any work carried out.
- i. Any vehicle storage charges before, during or after any assistance provided by the AA.
- j. Assistance following an accident, fire, theft or vandalism or other incident normally covered by a motor insurance policy. The AA can arrange assistance if You pay for the cost of assistance. (You may be able to recover these costs under the terms of Your motor insurance policy).
- k. If there are animals in the vehicle, their onward transportation is at the sole discretion of the AA and is carried out solely at Your risk. The AA will not insure any animal or livestock in transit, during any onward transportation.

Recovery

Recovery has the same features and limitations as Roadside but with the following variations:

If the AA cannot arrange for the vehicle to be repaired locally within a reasonable time, they will arrange for the vehicle and up to 8 people to be taken home or to any other single address. If there are more than 5 people, this may require two separate vehicles. An adult must accompany any persons under the age of 16.

Recovery does not cover:

- a. Use of the services having the object or effect of avoiding repair costs. For example, if a vehicle can be repaired in a reasonable time, the AA may not arrange recovery but arrange for repair instead.
- b. Recovery, which is required because the AA have previously arranged a temporary repair, which has not subsequently been properly repaired by You.

At Home

At Home has the same features and limitations as Roadside but with the following variations:

At Home allows You to use Roadside services within 1/4 mile of home or the place where You normally keep the Vehicle.

At Home does not cover rectifying failed repairs attempted by You or someone on Your behalf.

General

- i. Roadside, Recovery and At Home covers United Kingdom registered vehicles only.
- ii. The AA cannot procure services for Your vehicle if it is unattended.
- iii. The AA do not guarantee to procure services in whole, or in part, if the AA or its contractors are prevented from doing so due to any circumstances beyond their reasonable control.
- iv. The AA and its contractors reserve the right to refuse to give service if anyone in Your party behaves in a threatening or abusive way to their staff or contractors.
- v. Your telephone calls to and from the AA and its contractors may be monitored and recorded for the purposes of staff training and quality assessment. This complies with Ofcom regulations.
- vi. If the service You require is not included within Roadside, Recovery and At Home, the AA will try, if You wish, to arrange it at Your expense. The terms of, and any payment for, any such services are a matter for You and the supplier and the AA will not act as an agent for You or the supplier.
- vii. Vehicles, which have broken down as a result of taking part in a motor sport event, which takes place off the road and/or is not subject to the normal rules of the road, are not covered.

Nothing in this document gives You any rights against the AA.

C. Additional Assistance benefits:

1. Car Hire

If a repair to Your vehicle has been authorised by the Administrator under this Agreement and the labour time exceeds 8 hours (as determined using Autodata) You may benefit from the costs for car hire for up to 7 days after the repair request has been authorised by the Administrator, at a maximum of £60 per day (inclusive of VAT) subject to the following conditions:

- You accept responsibility for the entire cost of the first 24 hours of car hire;
- The cost of the car hire is within the overall Repair Limit;
- The hired vehicle is of a like kind and quality rented from a bona fide rental operator;
- The hire period is limited to the period Your vehicle is in the workshop undergoing repairs or a maximum of 7 days, whichever is less; and
- The daily amount includes VAT but excludes fuel and insurance.

2. Overnight Accommodation/Onward Travel

If a repair to Your vehicle has been authorised by the Administrator under this Agreement, the labour time exceeds 8 hours (as determined using Autodata), you have not requested the Car Hire benefit detailed above and you are more than 50 miles from your home address, You may benefit from:

- i. Overnight accommodation for you and Your Party up to a maximum of £300 including VAT in total. This does not include the cost of providing meals and drinks.
- ii. Or a refund of the cost of public transport for the driver, and up to four passengers to reach the end of their journey, subject to a maximum of £300 including VAT in total.

Any service provider of the Additional Assistance benefits must be VAT registered. You must obtain authority from the Administrator prior to making any bookings, keep all copies of receipts/invoices and submit them to the Administrator for payment.

3. Continental Use

The Agreement will apply whilst Your vehicle is in any territory of the EU or European Free Trade Association (EFTA) for a period of not more than 60 days in any 12-month period, with the limit of benefits restricted to the equivalent United Kingdom rate for labour charges and parts at manufacturer's list prices as applicable at the date of the repair request.

6. Commencement of the Agreement

This Agreement commences from the start date shown on Your schedule. It will continue for the duration stated on Your Schedule subject to adherence of these terms and conditions and specifically the requirements set out in section 7 below.

7. Customer requirements

If you fail to meet the Customer requirements detailed in this section, Our obligations to You will come to an end. The termination date will be date you breach the 'Manufacturer's Service Requirements' – 30 days or 1,000 miles after the due date, whichever is sooner.

Requirements

In order to maintain coverage under this Agreement You must service Your vehicle in accordance with the manufacturer's recommended service schedule – see the further provisions under 'Manufacturer's Service Requirements

Manufacturer's Service Requirements

The manufacturer of Your vehicle will have stated a recommended service schedule (details of which can be found in Your vehicle's service book). You must follow the manufacturer's recommended service schedule (the services must be carried out within 30 days or 1,000 miles of the due date, whichever occurs first).

You must keep all receipts and invoices. The Provider may request details of the service history at any time during the Agreement.

Maintenance requirements

It is Your responsibility to ensure that the timing belt is changed in accordance with the manufacturer's recommendations.

Engine oil works under extremes to lubricate, cool and protect internal engine components.

For the best protection using the best oil will have a positive effect on engine performance and minimize wear. Using inferior oil or the wrong type of oil can cause damage or wear that ultimately could cause any damage to mechanical and electrical parts and/or components to be excluded. It is Your responsibility to use the Manufacturer's recommended engine oil. If You need any assistance, please contact the Manufacturer.

8. Period of Cover

The services detailed within this Agreement will be provided from the Start Date (as stated on Your Plan Schedule) until the end of the Expiry Date or when any one of the expiry events (detailed in Section 7) occurs.

9. Termination

Your Agreement will expire on the occurrence of any of the following:

- If You do not comply with the Customer Requirements (as detailed in Section 7) or;
- If You sell or transfer Your vehicle to a motor retailer or trader. (Please note a sale to a different owner is allowed as long as they are not a motor retailer or trader. See section 12 for more details.)

10. Exclusions

The following are excluded from this Agreement

- General
 - i. All bodywork, handles and hinges, interior/exterior trim, bright work, paint, glass (including front & rear heated screens & elements), weather-strips, rubber seals, sheet metal, sun roof guides, seats (including all internal electrical/mechanical components) carpets, seat belts, wiper arms/blades/washer jets, wheels and tyres, wheel alignment/tracking/balancing, adjustments.
 - ii. On convertible vehicles, the roof together with pumps, motor mechanisms and any retractable panel/mechanism are not included.
 - iii. Parts subject to manufacturer's servicing requirements or periodic repair including but not limited to plugs/glow plugs, electrical leads and all filters.
 - iv. Any item or accessory not in the manufacturer's original specifications.
- Working materials – Unless working materials and supplies such as oils, filters and anti-freeze are required as a direct result of the failure of a warranted part.
- Turbo (Factory fitted) All failures due to carbonisation are not covered including the Variable Nozzle Turbine (VNT) or Wastegate Actuator or any other part of the Turbo, except when Your vehicle is under 10 years old (beginning from date of first registration with DVLA) and the odometer reading is under 100,000 miles. Foreign object damage is not included on any turbo repair request
- Clutch – Where the failure is due to the clutch having reached the end of its normal working life due to age or mileage, or the clutch is burnt out.
- Brakes – Brake discs, brake pads, brake linings/shoes.
- Contaminated Fuel – The clearing of fuel lines, filters, carburettors and pumps/nozzles.
- Electrical Accessories – Bulbs, LED, High Intensity Discharge (HID) lamps/lenses, batteries, fuses, wiring harness, wiring terminals and remaking of disturbed electrical connections, car telephones and portable satellite navigation systems.
- Miscellaneous Items – Air conditioning recharging, ECU reflashes/upgrades, water ingress, exhaust system, auxiliary drive belts, brackets, mountings, tappings, supports, fixings and fastening devices, fuel tank and fuel lines, corrosion, rubber hoses, metal pipes or plastic pipes and unions, core plugs and air bags.

This Grange Like 4 Like does not cover any repairs in the following circumstances:

- Non-compliance with the conditions detailed in section 7 of this Agreement;
- Any failure of parts or breakdown caused by lack of normal and proper use or care, including the incorrect use of fuel or grade of oil;
- Any act, omission or negligence by You (or any user of the vehicle), which adds to the loss or damage;
- Water ingress, fire, collision, frost, snow, ice, flooding, freezing or corrosion;
- The failure or breakdown of a part which is under any manufacturer's or supplier's warranty;
- Any failure of parts which have reached the end of their normal working lives because of age or mileage (as confirmed by an independent assessment);
- Any parts which have not actually failed to perform their normal function, including but not limited to timing belts that are replaced as part of another job;
- The cost of repair to components not listed under the Agreement;
- Any failures which are the result of carbon build up, except when Your vehicle is under 10 years old (beginning from date of first registration with DVLA) and the odometer reading is under 100,000 miles;
- Losses that occur as a consequence of a failure of an included component (examples are, but not limited to alternative transportation cost, costs associated with a disrupted Journey, prepaid agreement accommodation or transportation, inconvenience or loss of earnings);
- The gradual deterioration of Your vehicle's performance due to age and mileage, including, but not limited to, gradual loss of engine compression requiring the repair of valves or rings and the gradual increase in the oil consumption due to normal operating functions;
- Design or existing faults - parts being subjected to recall by the manufacturer or parts which fail as a result of inherent design faults or parts that require modification or replacement which is or has been recommended by the manufacturer or faults which existed before You entered into the Agreement;
- Dismantling - we will not pay for any stripping down of the parts to determine the cause of the failure of parts or breakdown unless we accept the repair request;
- Accidental damage - the costs relating to losses normally included under a road risks insurance policy or losses resulting from an accident to the vehicle;
- Failure of a covered component that causes damage to another covered component - is not included if it is reasonable for us to conclude that further damage has been caused by Your failure to take preventative steps or to notify us after the initial failure of a component (for example, the vehicle being driven with a defective part) and any loss arising from: excluded parts; incorrectly fitted parts; insufficient servicing; faults present at purchase; and
- Vehicle use - this Agreement is not valid for vehicles which are altered or modified from the manufacturer's original specification, or are raced, rallied, track days (timed or untimed), used in competition, or for hire or reward; are beneficially owned by a company or person involved in the business of vehicle repair, servicing or dealership or by an employee of such a company or person.

11. Reporting a failure of a covered component

How to arrange repairs

- DO NOT continue to use Your vehicle. This may aggravate the problem and cause greater damage, for which we will not be liable.
- If you notice a fault within 30 days from the Start Date, please contact the Approved Dealer to arrange for the vehicle to be taken to them. In this instance, the Approved Dealer will administer the repair request in accordance with the terms and conditions.
- If the failure occurs after 30 days from the Start Date, then please contact the Approved Dealer or the Administrator to arrange for the vehicle to be taken to the Approved Dealer or repairer. In this instance, the Administrator will administer the repair request in accordance with the terms and conditions.
- You must report any fault or potential fault to us within 7 days of the incident occurring.
- It is Your responsibility to ensure that the Approved Dealer/repairer CALLS US BEFORE ANY WORK IS STARTED
- DO NOT proceed with repairs until the request has been authorised by the Administrator.
- The repairer must telephone the Administrator on 0330 0947 223 and obtain a repair request authority number.
- At that time (or as soon as possible thereafter) the Administrator will need the:
 - Registration Number
 - Agreement Number
 - Contract holder's name
 - Current mileage
 - Nature of maintenance or repair
 - Total cost
 - Service history
- The authority number must be issued before any repair is completed.

The Administrator may authorise repairs immediately, call for other estimates, nominate another repairer, investigate the repair request further, insist on the use of factor or pattern parts, exchange or re-manufactured units, or appoint an independent assessor to inspect the vehicle. The Administrator will assess repair times in line with Autodata's* latest recommended repair times.

The total value of the repair work completed during this Agreement period is limited to the Repair Limit as detailed on Your Schedule. The Provider may, at its discretion, elect to agree with You a value for Your vehicle where the parts and labour cost of the repair exceeds the market value of Your vehicle at the time of failure.

The cost of investigation work can only be authorised by You, and You will remain responsible for meeting that cost in the event that the repair is not covered by this Agreement.

Repair requests will be handled by the Administrator and we reserve the right to have Your vehicle inspected by an independent engineer prior to any work being carried out.

You may be requested to provide details of the registered keeper and copies of the V5C (often known as the vehicle's "log book") at any time during this Agreement.

- All invoices must be made out to Repair and Maintenance Plans Limited

All replaced parts become the property of the Provider.

*Autodata is Europe's leading publisher and supplier of technical information for automotive professionals through printed and electronic media.

(source www.autodata.ltd.uk Feb 2012.)

12. General

Additional Information

- **Transfer:** This Agreement can be transferred to the next private owner of Your vehicle within 14 days of the date of the sale of the vehicle by calling the Administrator on 0330 0947 224 to request a Transfer of Ownership Form. The transfer fee is £25 including VAT. A transfer can only be made in the event of the vehicle being sold by the registered keeper to another private individual (not to a motor trader or retailer). See Section 7 and 9 for restrictions.
- **Telephone calls:** Any call made in connection with Your Agreement may be monitored as part of training and quality assurance processes.
- **Misinformation:** When applying for this Agreement or submitting a request You or anyone acting on Your behalf must take reasonable care to answer all questions honestly and to the best of Your knowledge. Failure to do so may affect the validity of Your Agreement, the provision of services or the payment of Your Repair.
- **Governing Law:** This Agreement is governed by the law of England and Wales.
- **Cancellation & Refunds**
 - **Within 14 days:**
 - If You have not used any of the benefits detailed under section 5 of this Agreement, You may cancel this Agreement within 14 days from the start date. You will be refunded the Product Price stated in Your Plan Schedule.
 - If You have used any of the benefits detailed under section 5 of this Agreement, You may cancel this Agreement, however You will not be able to claim any refund.
 - **After 14 days:**
 - After 14 days You may cancel this Agreement, however You will not be entitled to a refund.

13. Complaints

If You have a complaint regarding this Agreement You should in the first instance, contact Customer Care using one of the following contact details:

- **Address:** Customer Care Department Team, Repair and Maintenance Plans Limited, Ground Floor, 21 Commerce Road, Lynch Wood, Peterborough, PE2 6LR.
- **Email:** Customer_Care@ramplimited.co.uk
- **Telephone:** 0330 0947 226

If You are not satisfied with the response You may write to the Managing Director at the same address.

None of the above affects any right to legal action.