

EXTENDED WARRANTY PLAN CERTIFICATE



Ford Solutions Extended Warranty Plan

Dear Customer,

We trust your Ford car meets your expectations and will provide you with many years of trouble free motoring. From the moment you buy your Ford car you can relax in the knowledge that it will be protected by Ford Service. Wherever you go, this protection will be with you giving you worry free, pleasurable motoring for years to come.

Under this Extended Warranty Plan, we undertake to carry out the necessary repair / replacement of parts as a result of any mechanical and / or electrical breakdown which may occur as defined under the terms and conditions of this certificate.

Extended Warranty Plan has been specially devised to offer you "PEACE OF MIND MOTORING". This Extended Warranty commences at the expiry of your Ford New Vehicle Warranty* or Extended Warranty for the Term/Kms, whichever occurs earlier, as stated in this Extended Warranty Certificate.

Quite simply the extended warranty means that for any failure of a mechanical or electrical part for a reason other than wear and tear, normal deterioration or negligence, the defect will be addressed by repair/replacement of part free of cost under the extended warranty,

PRECONDITION

To qualify for this warranty, the Ford Vehicle must have undergone the Pre Delivery Inspection and services as per guidelines in the Owner's Manual at an authorized Ford dealer with a proper record in the Service History Log.

PERIOD OF COVER

The term of the extended warranty period shall commence on expiry of the Ford New Vehicle Warranty* or current Extended Warranty.

VEHICLE SERVICE REQUIREMENTS

In order to maintain the validity of this extended warranty, the vehicle must be serviced by an Authorized Ford Dealer in accordance to the service schedules mentioned in the Owner's Manual. Service effected following more than 500 kms or 10 days from the recommended service interval shall invalidate this Extended Warranty. This allowance is to facilitate the vehicle owner to make sure services are completed at correct intervals.

WARRANTY OBLIGATION

If any defect confirmed by your Ford dealer as mechanical and /or Electrical breakdown as defined in this warranty, is found in your Ford vehicle within the stipulated terms, your Ford dealer will repair or replace any part found to be defective with a new part or an equivalent at no cost to the owner for parts or labour.

CANCELLATION

Once the plan price has been paid by you for this plan, you can not cancel this plan. We may cancel this Plan where you have not fully complied with the conditions of the Plan.

TRANSFER OF WARRANTY

This warranty is specific to the VIN number stated in the Extended Warranty Plan Certificate. Selling your car with this warranty will obviously increase the value of the car. To request a transfer of the warranty, contact your Ford dealer and furnish the details of the person to whom you will be selling your vehicle. This warranty will not be transferred if the vehicle is sold to a motor vehicle dealer or trader or to anyone excluded under the terms and condition of this warranty and it will be cancelled automatically on such a sale.

TERMS AND CONDITIONS

This contract certificate is the basis of, and forms part of the contract between Ford and you for the Extended Warranty of the vehicle shown on the Extended Warranty Certificate. This certificate is to be read as one document and any word or expression used with a specific meaning has the same meaning wherever it appears:

- This Extended Warranty covers only the failure of a Mechanical and / or Electrical part for a reason other than wear and tear, normal deterioration including without limitation to ageing or negligence.
- You should strictly follow the recommendations of Ford to ensure that your car is maintained in a perfect condition in which it has left the factory and specifically ensure that you adhere strictly to the service schedules and have the car serviced by your Ford dealer only.
- The extended Warranty Plan has no surrender value, no refund of warranty premium is available and it cannot be transferred to another vehicle.

A. THIS PLAN DOES NOT COVER:

- Any replacement of routine service items and items subject to normal wear and tear. These items include, but are not limited to, **oil filters, oils and fluids, fuel filters, air filters, spark plugs, wiper blades, clutch lining, brake discs, shock absorbers, brake pads and linings, drive belts, tie rod ends, ball joints, hoses, weather strips, bulbs, tyres, batteries^ and emission valves, steering column & steering shaft.**
- Any maintenance or adjustments required to any covered component.
- Normal maintenance service required including without limitation, oil and fluid changes, headlights, alignments, fastener re-tightening, wheel balancing, wheel alignment, ignition timing and valve clearance.
- Any repairs required as a result of continued operation of the vehicle once a defect or fault has occurred (including loss of lubricants and coolant)
- Damage attributable to impact or road traffic accident.
- Any vehicle which has been altered including, without limitation, the installation of performance accessories.
- Any vehicle which has not been operated in accordance with the operating instructions in the Ford Owner's Manual.
- Any vehicle on which parts or accessories not approved by Ford have been used.
- Any vehicle which has been, serviced, assembled, disassembled, adjusted or repaired other than by a Ford dealer.

- Insignificant defects which do not affect the functions of the vehicle including without limitation sound, vibration and fluid seepage.
- Body, paint, glass, interior / exterior trim, exhaust systems.
- Normal wear and tear, catalytic converters, suspension bushes / joints, wheel bearing, service items and other components subject to routine maintenance or period repair or replacement.
- Any towing or other expenses incurred in taking the vehicle to, and collecting it from, and authorized Ford dealer's premises, loss of time inconvenience, commercial or other direct or indirect loss, including consequential loss, penalties for delay or detention or in connection with guarantees of performance or efficiency, damage of liability incurred as a result of a failure (including personal liability). Any claims where Ford has not been contacted prior to the commencement of repairs or repairs where we have not issued a work authorization no.; any claims where the damage to a covered component was caused by a non-covered component.
- Any claim where the failure has been caused by abuse / misuse of the vehicle.
- Any claim arising from the failure of covered component which has prior to the failure been repaired by any person other than a Ford Authorized Dealer.
- Any failure that can be attributed to the vehicle being fitted with an alternative fuel unit other than a unit supplied, fitted or endorsed by the vehicle manufacturer.
- Any vehicle purchased as a taxi under the special excise concessions or/ and registered as a Tourist Taxi with the Transport authorities.
- Any vehicle that has been neglected, misused, modified from the manufacturer's original specification or used for any form of motor sport.
- Any defects caused by negligence, abnormal use or insufficient care or the use of spurious parts.
- Any vehicle which has not received during the warranty term, the services prescribed in the Ford Warranty and Service guide.
- Any vehicle which has been used for purposes other than what it was designed for.

B. THIS PLAN WILL CEASE TO OPERATE AND NO CLAIMS WILL BE ACCEPTED WHERE THE VEHICLE:

- Is being used for a purpose for which it was not designed such as competitions, racing, pace making, off-road use unless specifically designed for the purpose, the provision of short term self drive contract, as a taxi or by driving school, a dispatch of delivery courier or for any form of hire or reward.
- Used for public services (such as, but not limited to police, fire brigade, ambulance, rescue, military purposes).
- Has been damaged due to natural calamities like earthquakes, volcanic eruptions, floods, tidal waves; external causes such as accidents, bad weather, fire, theft or attempted theft, collision, freezing or heat and pressure waves created by some supersonic aircraft.
- Is being used outside India
- Was not manufactured by Ford
- Has not been serviced by Ford Authorized Dealers in accordance with the service requirements as mentioned in Owner's Manual.
- Odometer reading cannot be determined as accurate by virtue of its having been inoperative or removed from the vehicle or is un-road worthy or unregistered.
- Has been damaged due to neglect, intrusion of foreign or harmful or injurious matter, lack of servicing, fitting of unauthorized replacement of parts and/ or any modifications not approved by Ford, overheating, freezing or abuse to the continued use of the vehicle after a fault has become evident or for consequential loss on the failure of parts not covered by this plan.
- Has been damaged due to Revolution or Mutiny, any intentional or malafide act of owner or a driver, negligence.
- No liability will be accepted for any losses covered under an accidental damage or road risk policy or for any road hazard/fire or accident damage. No liability of any kind exists in respect of their part.
- No liability will be accepted for any failure due to wear and tear, components incorrectly fitted or any effect of an inaccurate previous repair or faults or parts of faulty manufacture/design and alterations/modification from the Ford specification.
- No liability will be accepted for any losses covered under an accidental damage or road risk policy or for any road hazard/fire or accident damage. No liability of any kind exists in respect of their part.

IMPORTANT NOTE

There will be some instances where repairs cannot be authorized until the vehicle has been dismantled. In these cases, we will need your authorization to dismantle the vehicle for proper diagnosis prior to commencing any repairs.

Provided that the problem is covered by this plan, repairs will be authorized. In instances where the problem is not covered by this plan, you will be responsible for all costs associated with dismantling and / or repairing the vehicle.

DEFINITIONS:

Authorized Ford Dealer	means a dealer appointed by Ford to sell for and on behalf of Ford, vehicles of the kind marketed from time to time by Ford
Ford	means Ford India Private Limited
Ford New vehicle warranty	for details, please refer to your vehicle Owner's Manual
Failure	means the failure of a covered component, excluding failure due to normal wear & tear, normal deterioration or negligence.
Normal wear	means the gradual reduction in operating performance of a covered component, having regard to the age of the vehicle and the total distance the vehicle has travelled (this includes corrosion and rest)
Plan Certificate	means the Certificate contained this contract which contains details specific to you, the vehicle and this Plan
Plan Price	means the amount paid for this plan.

* Please refer to your vehicle Owner's Manual for details

^ Conditions apply

* On pro-rata basis