

WARRANTY HANDBOOK

EXTEND YOUR WORLD



ABOVE & BEYOND





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INTRODUCTION

Welcome. This Land Rover Warranty handbook has been compiled to simplify as far as possible, the benefits, terms and conditions of the extended cover now available for your vehicle.

The following pages set out what is and is not covered by your Land Rover Warranty which is applicable after 3 years or 100,000KM from your vehicles original retail registration date with Land Rover. It is very important that you read each page carefully so you fully understand these terms and conditions, in particular the vehicle servicing requirements and the exclusions relevant to your Land Rover Warranty.

The terms in this handbook apply after 3 years or 100,000KM, whichever comes soonest.

LAND ROVER WARRANTY PROMISE

Land Rover Warranty is designed to protect your investment, reduce your cost of ownership and offer all the reassurance you expect from a premium brand, including:

- Protection against sudden and unforeseen failure of mechanical and electrical components
- Access to the expertise of our Land Rover Approved technicians and genuine Land Rover parts
- Generous claim limits – up to the purchase price of the vehicle in total
- Extensive travel cover which allows you to repair your Land Rover in all African Countries with an Approved Land Rover Dealership.

IMPORTANT

The type of warranty and duration of cover applicable to your vehicle is shown on the Warranty Schedule Letter that accompanies this handbook.

If anything is unclear, or if you have any questions, please contact your local Land Rover Dealership.





CONTENTS

Definitions	4
Coverage and exclusions	6
Additional benefits	7
Warranty claim procedure	8
Servicing requirements	9
Terms and conditions	10
Data protection and making a complaint	14
Land Rover Extended Warranty details	15
Change of ownership	16

DEFINITIONS

The following words and phrases in this handbook are defined as follows:

Home Market

Cross Border Markets

Any authorized Land Rover Dealer/Repairer outside of the Home Market but within the African Continent.

Servicing Schedule

Land Rover's maintenance requirements for periodic servicing of your vehicle on page 9 of this handbook. Please note that if you do not follow the Servicing Schedule or you are unable to produce proof of such servicing when we request it, your claim may be rejected.

Vehicle

The vehicle covered under your Land Rover Warranty, as stated on your Warranty Schedule Letter.

Warranty Schedule Letter

This is your confirmation of warranty cover for your vehicle. When you receive the Warranty Schedule Letter, please check that it contains the correct details. If any details are incorrect, please contact your Land Rover Dealer whose details are in the Warranty Schedule Letter.





LAND ROVER WARRANTY COVERAGE

Subject to the terms and conditions and the exclusions listed below, your Land Rover Warranty covers the cost of repair work within the Home Market and Cross Border Markets required due to the sudden and unforeseen failure of any mechanical or electrical component.

GENERAL EXCLUSIONS FOR WARRANTY

Land Rover's obligations under this warranty are limited to the cost of diagnosis and repair work for a covered failure only.

Cover is subject to the following limitations:

- Total claim limit
- Duration of the warranty
- Mileage limit and
- Geographical limit

Please refer to your Warranty Schedule Letter and the relevant section of this Warranty Handbook for further details.

This warranty does not cover damage, failure, loss, injury, discoloration or deterioration caused by or arising from the following:

- Normal wear and tear
- Corrosion
- Water ingress
- Fire, flood, frost, hail, snow, salt, lightning or airborne fallout
- Continuing to drive the Vehicle after a fault has become apparent
- Impact, accident, misuse, neglect, overloading or abnormal use

- Any failure directly or indirectly caused by or resulting from not maintaining the vehicle in accordance with the manufacturer's Servicing Schedule
- The use of improper or contaminated fuel, fluids, lubricants or additives
- Use of the vehicle for track days, competitions or racing of any kind
- Any act or omission which is willful, unlawful or negligent
- Disconnection or alteration of the odometer
- Improper adjustment or improper repair
- Modifications to the original Vehicle specification

SPECIFIC EXCLUSIONS FOR WARRANTY

Your Land Rover Warranty does not cover the items listed below¹:

- Non factory-fitted components, unless parts are both genuine and fitted by a Land Rover Dealer
- Investigative or diagnostic work where the fault is not covered under the terms of this warranty
- Consumable items²
- Routine maintenance operations and adjustments
- Internal and external glass (including mirror glass)³
- Exhaust system and diesel particulate filter⁴
- Wheels and tyres, wheel balancing, wheel alignment and wheel adjustment

- Upholstery, trim, mats, carpets, cosmetic finishers, sound insulation and heat insulation
- Paintwork, bodywork, bright metal parts, bumpers, grilles and name plates
- Brake shoes, pads and discs
- Lost keys and remote controls
- Vehicle tool kit, fire extinguisher and first aid kit
- Any consequential losses over and above the repair of the vehicle
- Multiple battery claims⁵.

MAXIMUM CLAIM LIMITS

Land Rover will pay all valid claims on this warranty for the vehicle up to the purchase price of the Vehicle in total.

ADDITIONAL BENEFITS OF YOUR WARRANTY

Cross Border Cover

This warranty will cover your vehicle while it is outside the Home Market in all countries defined as Cross Border Markets for sub-Saharan Africa. See Definitions on page 4 for the list of participating markets. Please visit www.landrover.com to see all countries with approved Land Rover Dealerships.

Warranty Transfer

If you sell your vehicle privately you can transfer all the benefits of this warranty to the new owner of the vehicle. Please refer to the Change of Ownership section on page 16 of this handbook for further information.

Notes:

1. Except where required as part of an authorised repair
2. Wiper blades, filters, fluids, lubricants, refrigerants, anti-freeze, friction materials, spark plugs, bulbs and fuses are excluded – xenon bulbs are included
3. Electrical elements in windscreens are covered for electrical failure
4. Catalytic converters are covered
5. One battery change per vehicle is covered within the Warranty period

WARRANTY CLAIM PROCEDURE

If your vehicle develops a covered failure while in the Home Market or Cross Border Market, you will be entitled to a repair within the limits defined in this warranty handbook and in accordance with the claims procedures below. In many countries this repair will be carried out free of charge by the nearest Land Rover Dealer.

REPAIRS IN HOME MARKET

To claim under the terms of this warranty, simply book your vehicle into an Approved Land Rover Dealer. They will confirm whether the claim is covered under your warranty and will administer the claim on your behalf.

REPAIRS IN CROSS BORDER MARKETS

If it is necessary for a repair on your vehicle to be carried out in a Cross Border Market, it is strongly recommended that, before booking your vehicle into a Land Rover Dealer, you first obtain authorisation, by calling your local Land Rover Dealership.

In most Cross Border Markets this repair will be carried out free of charge by the nearest Approved Land Rover Dealer. In Cross Border Markets or circumstances where this is not possible, you will be required to pay the cost of repair and submit a claim for reimbursement upon your return to the Home Market. In this event, please ensure you retain all invoices and (where practicable) any replaced parts so that, on returning home, your local Land Rover Dealer can arrange for prompt reimbursement as appropriate.





SERVICING REQUIREMENTS

It is a condition of this warranty that your vehicle is serviced in accordance with the manufacturer's Servicing Schedule (below). To ensure the best possible service using only genuine Land Rover parts, it is strongly recommended that you visit a Land Rover Dealer. To find your nearest Land Rover Dealer please visit www.landrover.com

To find your vehicle's required Servicing Schedule please consult the table below. Further information can be found in your original manufacturer's handbook or by consulting your local Land Rover Dealer.

SERVICING SCHEDULE

MODEL YEAR	MODEL VARIANT	SERVICING INTERVAL (*)
From 13MY	FREELANDER 2	6 months or 13 000kms
From 13MY	DISCOVERY SPORT	6 months or 13 000kms
From 13MY	DISCOVERY	6 months or 13 000kms
From 13MY	RANGE ROVER EVOQUE*	6 months or 13 000kms
From 13MY	RANGE ROVER SPORT	6 months or 13 000kms
From 13MY	RANGE ROVER	6 months or 13 000kms

* Range Rover Evoque petrol 6 months or 8 000kms

* Defender 6 months or 8 000kms

* All models from 16MY to be serviced at 12 months or 13 000kms

LAND ROVER WARRANTY TERMS AND CONDITIONS

Please take time to read the following terms and conditions which, in conjunction with the exclusions and requirements detailed above, form an essential part of your Land Rover Warranty.

1. Vehicle

Any claim under this warranty must relate to the vehicle described in the Warranty Schedule Letter.

2. Warranty Start Date

The Warranty Start Date is shown on the Warranty Schedule Letter that accompanies this handbook. Please note that the Warranty coverage that this handbook refers to, will commence after 3 years or 100,000KM, whichever comes soonest, from your vehicles original retail registration date with Land Rover.

3. Warranty Period

The warranty will stay in force from the Warranty Start Date for the duration shown on the Warranty Schedule Letter or until your vehicle reaches the expiry mileage shown on the Warranty Schedule Letter, whichever is sooner.

4. Vehicle Ownership

The vehicle will not be covered by this warranty from the time that the vehicle is registered by the Dealer in Home Market.

5. Qualification

Cover under this warranty may only be granted to vehicles sold or registered by a Land Rover Dealer located within the Home Market.



6. Payment for Repairs

For most repairs carried out by a Land Rover Dealer, you will not be required to pay for the cost of repairs covered under this warranty. However, in the event that you are required to pay for repairs that are covered under this warranty (e.g. when outside of the Home Market), it is strongly recommended that you obtain authorisation from your normal servicing dealer prior to commencing repair work. This will enable the subsequent reimbursement of costs to proceed without delay or risk of rejection.

7. Inspection of Vehicle and Parts

Land Rover reserves the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a claims assessor. Any parts displaced during a repair become the property of Land Rover and you may be asked to ensure that a faulty part is retained for our inspection following a repair.

8. Reimbursement of The Cost of Repair (For repairs performed in Cross Border Markets with Approved Land Rover Dealerships)

If you need to seek reimbursement from Land Rover for repair costs you have paid yourself, there are a number of important points to note:

- The reimbursement process will be made easier if your claim was pre-authorised by Land Rover (see Payment for Repairs at paragraph 6 above).
- Valid claims will be reimbursed in local currency at the prevailing rate of exchange on the date the repair was completed.
- In the event of a claim occurring outside of the Home Market and within a Cross Border Market, you will need to pay the foreign Land Rover Dealer for the repairs. Upon return to the Home Market you must register the claim with a Land Rover Dealer within the Home Market as soon as possible, where validation of the claim will result in full reimbursement of the repair. Reimbursement costs will be based on the Home Market costs or invoiced amount paid, whichever is the lower, providing the claim is valid and supporting invoices are presented.

- Claim invoices supported by a valid VAT receipt must be received by your local Land Rover dealership within 30 days of completion of repairs.

Claim invoices received beyond this date will be rejected. Please note if you are VAT registered you will remain responsible for settling the VAT content of any claim separately.

9. Vehicle Dismantling

It is your responsibility to authorise the stripping of your vehicle. Land Rover will only pay for stripping if it is required as part of a valid claim.

10. Servicing And Service Records

It is a condition of this warranty that your vehicle is serviced properly in accordance with the manufacturer's Servicing Schedule. If you do not follow the manufacturer's Servicing Schedule, your claim may be rejected. Receipts for services must be retained as Land Rover is entitled to check the service record in the event of a claim.

11. Modifications

This warranty only covers vehicles built to the manufacturer's original specification. Land Rover reserve the right to decline any claim that occurs due to a modification to the manufacturer's original specification for your vehicle.

12. Accessories

Accessories are permitted under this warranty provided that the parts are both genuine Land Rover parts and fitted by a Land Rover Dealer. Land Rover reserve the right to decline any claim due to the fitment or failure of an accessory which does not meet these conditions.

13. False Claims

If you make a false or dishonest claim, all parts of this warranty will be cancelled and you will forfeit all benefits under it. No refund or reimbursement will be made in such cases and we may recover any payments made and the recovery costs.

14. Other Warranties And Insurance

If your claim is also covered by another warranty or insurance policy, Land Rover will only pay its share of the claim.

15. Legal Proceedings

Following the acceptance of a claim under this warranty, Land Rover will have the right to conduct legal proceedings or enter into formal arbitration on your behalf. In doing so, Land Rover will be entitled to take action in your name. The cost of the action will be Land Rover's responsibility unless you have agreed in writing to an alternative arrangement. Land Rover will be entitled to any compensation and/or indemnity benefit obtained through these proceedings to the extent that these relate to costs or potential liabilities covered by the warranty.

16. Territorial Limits

Cover under this warranty is provided while your vehicle is in the Home Market. Cover under this warranty in Cross Border Markets is limited to 30 consecutive days per trip or 91 days in total per calendar year.



17. Cancellation Rights

For any Warranty that comes standard on the vehicle, you may only cancel by cancelling the main vehicle purchase. The Warranty may not be cancelled separate to this. Should it be optional, you have a right to cancel it within 30 days of purchase provided that no claim has been made.

18. Refunds

If you have not paid for this warranty policy or have not cancelled in accordance with the cancellation rights detailed above, no refund will be made.

19. Changes To Terms And Conditions

We may revise the terms and conditions in this handbook from time to time to reflect changes in relevant laws and regulatory requirements or changes in our services, giving you one month's written notice before they take effect. You can choose to cancel the warranty in accordance with paragraph 17 Cancellation Rights above.

20. Governing Law And Jurisdiction

This warranty shall be governed by and construed in accordance with UK Law and the parties irrevocably submit to the non-exclusive jurisdiction of the UK courts to settle any disputes which may arise out of or in connection with this warranty.

21. Legal Rights

Nothing in these terms and conditions will affect your legal rights as a consumer.

DATA PROTECTION STATEMENT

Land Rover respects the privacy of all of its customers. Information collected about you will be used to satisfy requests made by you, to fulfil contracts you have entered into, to inform you about new products and services, or to improve how Land Rover may serve you as a valued customer. Your information will be treated in accordance with applicable data protection laws and the European Union Directive 95/46/EC. It may be shared with Land Rover and its affiliated or associated companies, its authorised dealers and repairers, agencies and other companies providing services for your benefit. For the above purposes, we and our partners may process data outside of your country of origin. In such circumstances, we would put appropriate safeguards in place to keep your data secure and comply with our legal obligations.

We will not disclose your information to third parties except as described above and as may be required by law. Should this happen, we will take steps to ensure that any third party companies who handle your information comply with the relevant data protection laws. We may share generalised information about customer behaviour patterns with our partners or other parties on an anonymous basis and in such a way that neither you nor any individual customer can be identified.

Any personal information that you supply to Land Rover or its authorised dealers or repairers will be held in electronic format on a secure computer server. We aim to ensure that the personal data stored will be up to date, relevant and not excessive and that information is not retained longer than is necessary.

Please ensure you let us know of any changes in your contact details or circumstances so we can update our records accordingly. You have the right at any time to see what is held about you and to correct any

inaccuracies or to withdraw from receiving any further communications from Land Rover and its affiliated or associated companies. Should you wish to do this please contact us using the details provided below:

insert local text here

insert local text here

insert local text here

Email: insert local text here

MAKING A COMPLAINT

We aim to provide you with a first-class service at all times. In the unlikely event that you feel we have not met your expectations, please either go to your local Land Rover Dealer or contact:

JLRSSA CALL CENTRE

Tel: +2712 450 4007

E-mail: crcza@jaguarlandrover.com

To enable us to investigate your claim in the shortest possible time, please supply us with your name, warranty number, vehicle registration and copies of relevant correspondence.

YOUR LAND ROVER EXTENDED WARRANTY DETAILS

(DEALER TO FILL IN)

Vehicle details

Contract Date:

VIN:

Reg: _____

Model: _____

Original Warranty Start Date:

Mileage at Contract Date: _____

Warranty details

Warranty Number: _____

Warranty Start:

Warranty Expiry*:

Expiry Mileage*: _____ *Whichever occurs first

Please note that your Extended Warranty may commence and subsequently terminate on an earlier date in the event that the period of manufacturer's warranty is subject to a mileage limitation

DEALER STAMP AND SIGNATURE



CHANGE OF OWNERSHIP

All the benefits of your Land Rover Warranty are transferable between private vehicle owners during the life of the warranty (subject to Warranty terms and conditions as detailed in this handbook).

If you are not the original recipient of this Land Rover Warranty, please inform us of this change of ownership by notifying your local Land Rover Dealer.

If you have purchased this Vehicle privately (not from a Land Rover Dealer), you should check the warranty coverage with your local Land Rover Dealer. If the vehicle has not been maintained in accordance with the manufacturer's Servicing Schedule, the Vehicle may not be eligible for some or all of its Warranty coverage and benefits.

It is the responsibility of the new owner to check the Vehicle is covered by this Land Rover Warranty. If in any doubt please notify your local dealer who will be able to clarify.







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