



NISSAN CUSTOMER SERVICE PROMISE

Terms & Conditions

Nissan Motor (GB) Limited (Nissan) will use all reasonable efforts to fulfil these commitments but Nissan reserves the right to amend, modify or withdraw at any time any or all of its commitments at its discretion.

1. MOBILITY SOLUTIONS

We'll arrange transport for you while your car is with us. Whether you require a courtesy car, a lift home, or dropping off at your place of work, we'll do our best to keep you mobile. Charges and restrictions may apply, please ask for details.

Courtesy Car: A courtesy car may be made available whilst your vehicle is having a service or mechanical repair at participating Nissan Dealerships and Nissan Authorised Repairers, subject to availability and following the vehicle diagnosis. Vehicles over 10 years of age from the registration date may be excluded. Excludes repairs for collision damage and bodywork repairs carried out (for example, following an accident).

A maximum charge of £30 per day (including VAT) will apply, which will include insurance cover and a collision damage insurance waiver to reduce any applicable excess according to your specific requirements and circumstances. Additional fuel costs and all other costs incidental to providing you with a courtesy car such as congestion charges, parking fines, tolls etc. are at your own cost. Please discuss courtesy car charges and insurance excess details directly with your Nissan Dealership or Nissan Authorised Repairer upon collection of the courtesy car.

Unless otherwise stated by your Nissan Dealership or Nissan Authorised Repairer, the provision of a courtesy car is subject to a maximum mileage limit of 100 miles per day. Any excess mileage over 100 miles will be charged at 10p per mile. The vehicle must not be taken outside of the UK. Courtesy cars will only be provided if you:

- Are aged between 18 and 80 (or between 25 and 80 in respect of the provision of a courtesy "sports" car).
- Are a permanent UK resident.
- Have held a valid full UK driving licence for a minimum of twelve months.
- Have no more than 7 penalty points in the last three years and have no prosecutions or police enquiries pending.
- Have no more than 2 fault claims in the last three years; and
- Have not been convicted of driving without due care and attention, drink driving, and have not been disqualified from driving in the last five years.

You may be required to provide a DVLA Code upon request.

Additional courtesy car provisions and eligibility criteria may also apply and will be outlined by your Nissan Dealership or Nissan Authorised Repairer prior to collection. Courtesy vehicles must be collected by the customer from the Nissan Dealership or Nissan Authorised Repairer at which the service or mechanical repair is carried out.

Whilst every effort will be made to meet your needs, Nissan cannot guarantee the availability of a courtesy car or that any courtesy car will be a like-for-like model of your vehicle. Nissan reserves the right to offer alternative methods of keeping you mobile if available and appropriate.

Courtesy Lift / Collection & Delivery Service: Charges may apply, participating dealers only, subject to availability. Maximum distance and/or maximum drive time from your Nissan Dealership or Nissan Authorised Repairer restrictions apply and may vary by dealership. Speak to your Nissan Dealership or Nissan Authorised Repairer for more information.

2. CONTINUOUS ROADSIDE ASSISTANCE

In the case of a breakdown or accident, every time you service your vehicle at a Nissan Dealership or Authorised Repairer, you'll benefit from RAC European Roadside Assistance cover right up until your next service is due.

Terms and conditions: All new Nissan vehicles (excluding LCVs) will be provided with three-year Nissan Roadside Assistance cover from date of first registration. At the end of the initial three years, twelve months Nissan Roadside Assistance cover will be provided following a major or minor service at a franchised Nissan Dealer or Nissan Authorised Repairer in accordance with your vehicle's Warranty Booklet and/or Owner's Manual.

Light Commercial Vehicles will be provided with five-year Nissan Roadside Assistance cover from date of first registration. At the end of the initial five years, 24 months Nissan Roadside Assistance cover will be provided following a major or minor service at a franchised Nissan Dealer or Nissan Authorised Repairer in accordance with your vehicle's Warranty Booklet and/or Owner's Manual.

Any cover granted as a result of a routine service will be evidenced by a confirmation document provided by the Nissan Dealership or Nissan Authorised Repairer. Whilst Nissan will be responsible for registering Roadside Assistance cover with the service provider (currently RAC) it reserves the right to change at its discretion the service provider and scope of cover.

The RAC Breakdown cover includes Roadside, Recovery, At Home, Rescue & Onward Travel and European breakdown as per RAC.co.uk/Nissan, Nissan reserves the right to amend or withdraw this offer at any time without notice, including in the case of any events or circumstances beyond Nissan's reasonable control. RAC cover details, terms and conditions are available at www.RAC.co.uk/Nissan. Nissan full terms and conditions are here: www.nissan.co.uk/content/dam/Nissan/gb/legal/Nissan_Assistance_Terms_and_Conditions.pdf

3. 0% FINANCE ON VEHICLE REPAIRS

Swerve the financial worries with 0% APR, spreading the cost of repairs over 1 to 9 months interest free.

Terms and conditions: Full details and process are available at www.nissan.co.uk/owners/nissan-services/0-percent-finance. Retail customers only. 4, 5, 6, 7, 8 and 9 month payment plan options are available. All payments are interest-free and split equally. The first payment may be required on the day it is signed, dependent on the terms selected at the dealership. To be eligible, there is a

minimum spend of £150 and maximum spend of £3,000. Participating dealers only, please contact your Nissan Dealership to confirm.

Finance provided by Bumper International Limited, subject to status. 18+, UK residents only. No fees, interest, or other charges, however a one-off missed payment fee (£12) may be charged. Missed payments may impact your credit score and your ability to borrow in the future. Recovering missed payments may involve using a debt collection agency, or legal action. Bumper isn't regulated by the FCA. See full T&Cs at bumper.co

4. FREE £200 INSURANCE EXCESS RETURN VOUCHER

Get £200 off your insurance excess costs if you are involved in a future vehicle accident, no matter who you're insured with. We'll look after your repair claim and guarantee to use only genuine parts. Just activate your voucher online prior to any accident and it is valid for the period shown.

Terms and conditions: Excess Return Voucher is provided by Car Care Plan Limited which is registered in England, Company No. 850195 at Jubilee House, 5 Midpoint Business Park, Thornbury, West Yorkshire, BD3 7AG. To understand how we may process your information read our Fair Use Notice at www.nissancarinsurance.co.uk/fairusenotice

Offer available with a Nissan Service, MOT or Repair costing over £35. Excess Return Voucher valid for one year. The voucher must be activated before an incident occurs and the incident must take place between the validity dates shown on the voucher to be valid. To redeem the voucher, you must call the dedicated Nissan Excess Return hotline first on 0330 8180 499 after a vehicle accident. The claim must be accepted and managed by Nissan Excess Return and the accident repair carried out at a Nissan Approved Bodyshop. Retail customers only (excluding LCV). Exclusions apply. See full terms and conditions at: www.nissancarinsurance.co.uk/service-excess

5. GENUINE PARTS & EXPERT TECHNICIANS

Made to the same standards as our vehicles, Nissan Genuine parts have been designed specifically for your model, offering you greater levels of safety and longevity. They also come with a 1-year parts warranty for added peace of mind.

Your Nissan will be in great hands. Our expert-trained technicians have attended specialist training courses, so they know everything there is to know about servicing, repairing & maintaining Nissan vehicles.

Terms and conditions: All Nissan Genuine parts are covered with a 1-year (unlimited mileage) Warranty. Nissan Dealerships or Nissan Authorised Repairers will always recommend Nissan Genuine or approved quality parts whilst your vehicle is in our workshop.

6. FREE VIDEO HEALTH CHECK

If our trained Nissan technicians identify an issue, they'll film it and email you a personalised video, so that you can make an informed decision on any work that's required.

7. VEHICLE SOFTWARE UPDATES

Be assured that every time you bring your Nissan in for a service, your vehicle software will be refreshed with the latest standard updates free of charge.

Terms and conditions: Standard software updates relate to issues that have been identified with your vehicle (and which may be the subject of a service campaign). Such software updates are free

of charge and will be applied automatically during a service carried out at a Nissan Dealership or Nissan Authorised Repairer if required. Any chargeable updates will be highlighted by your dealer prior to any updates being carried out.

8. PAY MONTHLY SERVICE PLANS & WARRANTIES

Nissan Service Plans offer the ability to spread the cost of servicing with fixed, manageable monthly instalments over 2, 3 or 4 years.

If your vehicle is out of the standard warranty period, our “Good-to-Go” package allows you to spread your servicing costs, extend your warranty for another year, and cover the price of your next MOT with affordable monthly payments.

As well as securing inflation-proof prices, you can also upgrade your Service Plan or Good-to-Go package with Service Plan Flex and add Wiper Blade, Key Fob Battery, MOT and if required, Brake Pad & Disc replacement cover to your monthly payment.

Terms and conditions:

Service Plans: Available on Ariya, Micra, Juke, Qashqai, X-Trail, LEAF, Note, Pulsar and e-NV200. New cars are eligible for plans up to 4 years / 4 services and cars older than 2 months from the date of first registration are eligible for 2 years / 2 services. Available at participating dealers only. Nissan reserves the right to amend or withdraw the offer at any time without notice. Full details are available at www.nissan.co.uk/owners/nissan-services/service-contract and full terms and conditions here:

www.nissan.co.uk/content/dam/Nissan/gb/Ownership/services/12015_Nissan_Service_Plan_Flex_Terms_and_Conditions.pdf

Service Plan Flex: Used Cars (6 months from registration or older): Key Fob and Wiper Blades cover £4 per month; MOT £4; Brake Pads and Disc cover £12, replaced only when required. New Cars: Key Fob, Wiper Blades, Brake Pads and Disc cover (replaced when required) and MOT £8 per month. Full menu of pricing is available at <https://nissan-serviceportal.motor-admin.com/multiproduct/vehicle-details-1> or speak to your dealer.

Good-to-Go: Package is available on Nissan MICRA, NOTE, PULSAR, JUKE, QASHQAI, X-TRAIL, and LEAF models that are 3-10 years old from first registration and with less than 100,000 miles on the odometer at the commencement date of the Good-To-Go package (Nissan vehicles that are not European specification are specifically excluded). Standard warranty period is 3 year/60,000 miles, whichever is sooner.

Note for all X-TRAIL models a monthly supplement of £10 or annual charge of £120 is applied to the package.

Full details of the Nissan Good-to-Go package are available at:

<https://www.nissan.co.uk/owners/nissan-services/good-to-go.html>

Extended Warranty: to find out more on extending your standard manufacturer warranty, please visit: <https://www.nissan.co.uk/owners/nissan-ownership/nissan-car-warranties/extended-warranty.html>

9. ELECTRIC COURTESY CARS

Join the electric revolution by choosing a fully electric courtesy vehicle, subject to availability on the day.

Terms and conditions: Nissan LEAF Courtesy Cars are available at all dealers, subject to availability. An alternative vehicle will be offered if a LEAF is unavailable, which may not be an electric vehicle. A maximum charge of £30 per day will apply, which includes insurance cover and a collision damage insurance waiver to reduce any applicable excess. Please discuss this direct with your Nissan Dealership or Nissan Authorised Repairer upon collection of the Courtesy car.

All standard Courtesy Car terms and conditions apply, as per "1. Mobility Solutions".

10. HAZARDOUS WASTE DISPOSAL

Our dealers are committed to responsible management of hazardous waste for a more sustainable future.

Terms and conditions: All Nissan dealers actively engage in the safe and responsible management of hazardous waste and comply with UK legal obligations regarding non-hazardous waste disposal.

11. DEALER WASTE RECYCLING PROGRAMMES

At Nissan we are taking steps to help build a sustainable future with our dealers via non-hazardous waste and recycling programmes.

Terms and conditions: All Nissan dealers comply with UK legal obligations regarding non-hazardous waste and recycling programmes.

12. NISSAN GREEN PARTS

Nissan are contributing to building a more sustainable future by using Genuine Nissan parts, where possible remanufactured and reused.

Terms and conditions: Nissan's remanufactured and recycled components reduce waste and promote a circular economy, with our rebuilt Genuine Nissan parts contributing to a more sustainable future.

Contact Us

If you have any queries, call us on 0330 123 1231. If you need to call us from abroad, or prefer not to use our published number, call 0044 191 335 2879. Speak to us between 8 am - 8 pm, Monday to Friday, and 8am – 2pm on Saturdays (excluding bank holidays). Outside of these times please leave a message and we'll call you back the next working day. Roadside assistance is available 24 hours, 7 days a week.

General

Any purchase or other transaction in relation to any products or services provided by Nissan will be subject to contractual terms. These terms and conditions are not intended to be an offer for sale or supply of any goods or services which is capable of acceptance. These terms and conditions shall not form a condition, warranty or other term of any agreement which you may enter into with Nissan for the supply or sale of goods or services.

You are solely responsible for deciding whether any of our products or services are suitable for your purposes. Nissan does not by these terms and conditions give or enter into any conditions, warranties or other terms or representations as to the fitness for purpose, satisfactory quality or compliance with description of any Nissan vehicles or other Nissan products.

All data and terms correct as of January 2024.