



**Nissan Motor [GB] Limited**

Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire WD3 9YS

Registered in England Number 2514418 VAT No. GB605587038

Administered by Nissan Extended Warranty Administration

Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG Tel: 0344 573 8022

# Nissan Service Plan Flex

## Customer Terms and Conditions

This document contains the details about your Nissan Enhanced Service Plan (please keep in a safe place).

- ▼ What's included in your Service Plan
- ▼ Nissan Servicing General Terms.

### WHAT'S INCLUDED IN YOUR SERVICE PLAN?

Your Nissan Service plan Flex is valid from the plan start date for two, three or four years or two, three or four services whichever comes first, dependent on the period of plan agreed at point of sale. Service Plan on used cars is valid up to two years from the plan start date or two services, whichever comes first.

### Your Service Plan covers the following:

- ▼ The servicing schedule is based on Minor - Major - Minor - Major dependent on the agreed plan duration, as specified in the official Nissan service schedule in your vehicle handbook. This includes labour, as well as the parts, oils and fluids as detailed in Table 1. (Nissan Value Advantage (VA) parts may be used where required.)

Table 1

	Petrol		Diesel		Electric	
	Minor	Major	Minor	Major	Minor	Major
Screenwash	✓	✓	✓	✓	✓	✓
Oil	✓	✓	✓	✓		
Oil Filter	✓	✓	✓	✓		
Washer/Drain	✓	✓	✓	✓		
Brake Fluid		✓		✓		✓
Air Filter		✓		✓		
Pollen Filter	✓	✓	✓	✓	✓	✓
Fuel Filter				✓		
Key Fob Battery	If Selected	If Selected	If Selected	If Selected	If Selected	If Selected
Front Wiper Blades	If Selected	If Selected	If Selected	If Selected	If Selected	If Selected
Rear Wiper Blade		If Selected		If Selected		If Selected
* Brake Discs and Pads	If Selected	If Selected	If Selected	If Selected	If Selected	If Selected
MOT Test Fee	If Selected	If Selected	If Selected	If Selected	If Selected	If Selected

\* Brake pads and discs will be replaced when sufficiently worn. Your dealer will inspect and advise. Replacements will be fitted when discs are 80%+ worn.

Your Service Plan excludes claims for (a) any item or repair not specified in this agreement letter, including the replacement of drive belts/cambelts/timing belts/tensioners (b) loss of time, loss of use of the vehicle or any other loss or damage of whatsoever nature, and (c) loss or damage recoverable under any other service or maintenance plan, warranty or insurance cover.

### How to Claim

Please contact your chosen Nissan dealer to make an appointment for the service to be completed, making them aware that you wish to claim under your Nissan Service Plan and quoting your product number.

The first service may be claimed at any time if the plan has been purchased with one single payment. For all other service, MOT and repair claims six payment months must have elapsed from the plan start date.

### NISSAN SERVICING GENERAL TERMS

Claims are subject to audit by Nissan Motor (GB) Limited, The Rivers Office Park, Denham Way, Rickmansworth, Hertfordshire WD3 9YS.

For the MOT test fee element, two months of cover needs to have elapsed otherwise the claim will be automatically rejected.

### Payment methods

Your Service Plan can be funded using two payment methods:

- ▼ single payment;
- ▼ or monthly instalments (the number of which depends on the Service Plan duration chosen - new cars 23, 35 or 47 instalments, used cars 23 instalments only).

### Transferability

This Service Plan is not transferable.

### Cancellation

Should you decide you no longer require this Service Plan, you can cancel and receive a full refund within 14 days of receiving this letter, providing no Service Plan claims have been made.

Requests for cancellation within 14 days should be made by contacting the dealer who sold you your Service Plan. If you wish to cancel your Service Plan after this 14-day period, you may cancel and receive a full refund of any monies you have paid subject to a deduction of £20 cancellation fee.

Once a claim has been made no refund will be applicable. Requests for cancellation outside 14 days should be made by contacting the administrator of your Service Plan.

### Your Responsibilities

It is a condition of the Service Plan that your vehicle is serviced by a franchised Nissan dealer at the intervals recommended by Nissan Motor (GB) Limited throughout the period of the Service Plan. Services must be carried out within one month and 1,000 miles of the periods specified by Nissan Motor (GB) Limited, whichever comes first. Failure to do so may invalidate your Service Plan.

### Complaints

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the Administrator on 0344 573 8022, or in writing to: The Complaints Team, Nissan Warranty/Service Plan Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. You can also email the administrator at [complaints@motor-admin.com](mailto:complaints@motor-admin.com).

For further questions about your Service Plan, please contact: Nissan Warranty/Service Plan Administration, Car Care Plan Ltd., Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG. Tel: 0344 573 8022.

### NISSAN WARRANTY/SERVICE PLAN ADMINISTRATION PRIVACY AND DATA PROTECTION NOTICE

#### 1. Data Protection

Nissan Warranty/Service Plan Administration (the 'Data Controller') are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ('Legislation'). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information please visit [www.view-privacy-policy.co.uk](http://www.view-privacy-policy.co.uk).

#### 2. Use of your Personal Data

The Data Controller may use the personal data it holds about you for the purposes of providing products, services and insurance, administering memberships, handling claims and any other related purposes (this may include underwriting decisions made via automated means), for offering renewal, research or statistical purposes and to provide you with information, products or services that you request from the Data Controller or which the Data Controller feels may interest you. The Data Controller will also use your data to safeguard against fraud and money laundering and to meet the Data Controller's general legal or regulatory obligations.

#### 3. Disclosure of your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing it with products or services, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external auditors and accountants, regulatory authorities, and as may be required by law.

#### 4. International Transfers of Data

The personal data the Data Controller collects from you may be transferred to, processed and stored at, a destination outside the European Economic Area ('EEA'). Where the Data Controller transfers your personal data outside of the EEA, the Data Controller will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation.

#### 5. Your Rights

You have the right to ask the Data Controller not to process your data for marketing purposes, to see a copy of the personal information held about you, to have your data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to ask for a copy of your data to be provided to any controller and to lodge a complaint with the local data protection authority.

#### 6. Retention

Your data will not be retained for longer than is necessary, and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements.

If you have any questions concerning the Data Controller's use of your personal data, please contact:

**The Data Protection Officer, Nissan Warranty/Service Plan Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**