

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

FREE COURTESY CAR

Free courtesy car may be available whilst your vehicle is having a service or mechanical repair at participating Nissan authorised dealers and repairers. Excludes repairs for collision damage and bodywork repairs carried out (for example, following an accident).

Courtesy vehicles must be collected by the customer from the Nissan authorised dealer or repairs 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.

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. Unless agreed otherwise in advance by Nissan, you will be responsible for all fuel costs and all other costs incidental to providing you with a courtesy car such as the congestion charge, parking fines, tolls etc.

Courtesy cars will be provided with insurance cover subject to an excess of £250 (£500 for young drivers and GT-R). Options are available to increase the insurance cover available including collision damage waiver for the cost of £5 to reduce applicable excess to zero. Please discuss this direct with our Nissan Dealership or Nissan Authorised Repairer upon collection of the Courtesy car.

Additional eligibility criteria:

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.

SERVICE PRICE MATCH

Terms and conditions: Fixed Price Servicing is available to the UK Nissan retail customers only, business customers excluded. Excludes GT-R, 370Z, 350Z, LCVs, Pathfinder, Patrol, Navara, E-NV200 and non UK specification vehicles. Mileage and other restrictions apply to Mobility. Price based on minor petrol service. Servicing must be by a Nissan Dealer or Nissan Authorised Repairer at the intervals specified by Nissan. Includes labour and certain parts only, other parts may be required at certain mileage and age intervals. Software updates are available free of charge. Not all cars will require re-programming at time of their service. Participating Dealers and Nissan Authorised Repairers only, eligibility criteria apply.

If you can provide a genuine written quote cheaper than Nissan Dealership's or Nissan Authorised Repairer quote for servicing and mechanical repair work to your vehicle, subject always to such competing quote being (i) inclusive only of Nissan genuine parts and accessories; (ii) from a recognised vehicle repair outlet within 10 miles of your local Nissan Dealership or Nissan Authorised Repairer, we will carry out the servicing and mechanical repair work for the cost of the lower quote; and (iii) the quote is not older than 6 months.

All competing quotes will need to be genuine, provided in good faith by a qualified person on behalf of a recognised vehicle repair outlet (on its headed paper). Nissan reserves the right at its discretion to accept or reject any competing quote if in the Dealers or Nissan Authorised Repairer's opinion such quote has been provided in bad faith, or has not been provided from a recognised vehicle repair outlet.

CONTINUOUS ROADSIDE ASSISTANCE

Terms and conditions: All new Nissan vehicles registered from 1st October 2010 will be provided with three year Nissan Roadside Assistance cover from date of first registration. At the end of the initial three years, twelve or twenty four months Nissan Roadside Assistance cover as appropriate will be provided following each service in accordance with your vehicle's Warranty Booklet and/or Owner's Manual by a Nissan Dealership or Nissan Authorised Repairer.

For all Nissan vehicles registered prior to 1st October 2010, twelve or twenty four months Nissan Roadside Assistance cover (depending on the model) will be provided following each service of your vehicle (such service being in accordance with your vehicle's Warranty Booklet and/or Owner's Manual) by a Nissan Dealership or Nissan Authorised Repairer.

Any cover granted as a result of an 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.

Full terms of the Roadside Assistance can be found here: www.nissanaftersales.co.uk/assistance/roadside-assistance

HERE FOR YOU

Terms and conditions. In the unlikely event that you experience a problem with your Nissan vehicle or the service you have received from one of our Nissan Dealerships or Nissan Authorised Repairer will provide a proposed action plan to resolve your question, concern or query within a maximum of 2 working days.

The action plan will hopefully be the steps to resolve your problem but in a small number of cases it will form the first stage of a process that needs to be completed. For example, stage 1 could be to arrange for your vehicle's concern to be investigated whilst ensuring your continuing mobility. In the event that an investigation is required, once the results of the investigation are known a full plan of action can be made to resolve the issue.

Our commitment is not a guarantee that the issue will be resolved within 2 working days but it is a commitment to ensure that your question, concern or query is being addressed in a timely fashion. For the avoidance of doubt, our commitment is not an agreement to provide financial support.

TEST DRIVE

Terms and conditions: Nissan will endeavour to make available for a test drive the model, engine and transmission which are booked via www.nissan.co.uk or by telephoning Nissan Customer Services. However, due to the wide variety of trim levels, bodystyles and other options available, Nissan reserves the right to supply demonstrator vehicles which do not match the precise bodystyle or trim-level of interest.

Test drive promise only applies to newly released models (i.e. models launched and released in the UK less than 90 days before the date of the test drive), and test drives are available from participating dealers. Test Drives will only be available if you:

- Are aged between 18 and 80 (or between 25 and 80 in respect of the provision of a test drive "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. Additional terms and conditions may be applied by specific Dealerships. Please refer to your Dealership for details.

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. Nor shall these terms and conditions 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.

The laws of England and Wales applies. All data used to populate the site www.nissan.co.uk/promise sourced June 2015.