

Warranty Information Customer Booklet



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Introduction

Welcome to your Denis Mahony Premium Used Car Warranty Information Customer Booklet. The Denis Mahony Premium Used Car Warranty has been carefully designed to give you protection and peace of mind. All Denis Mahony premium used cars have been serviced to the highest standard by our trained and experienced technicians.

This Warranty Agreement covers you in the event of your car experiencing mechanical or electrical failure or breakdown.

The Denis Mahony Premium Used Car Warranty is provided to you, as a motorist, by the Denis Mahony Ltd dealer from whom you purchased the vehicle. Therefore, in the event of any details being incorrect, you should immediately notify your Denis Mahony Ltd dealer, so that the necessary correction can be made.

This document outlines the terms, conditions and exclusions of your warranty agreement and we recommend that you read it carefully.



WARRANTY STATEMENTS

This is to certify that the vehicle as set out on the accompanying registration form is covered by warranty for a period of 12 months or 15,000 kms (Kilometers) mileage as per service schedule valid from the date shown on the registration form covering all parts listed herein.

What is not covered by this Warranty:

Please refer to the components not covered and general exclusions sections of this document.

WARRANTY BENEFITS

Denis Mahony Ltd will make good any mechanical or electrical breakdown of a wide range of components (subject to the exclusions as outlined herein) that occurs during the period of this Warranty.

Consumer Rights:

Your attention is drawn to the fact that nothing contained in this Warranty in any way prejudices, restricts, or excludes the contracted rights under the Sale of Goods Act, 1893 and 1980.

ELIGIBLE VEHICLES

The following vehicles are covered under this Warranty Agreement:

- Passenger Cars

This Warranty also includes vehicles which have less than 12 months manufacturer's warranty remaining in which case this Warranty will come into effect at the expiry of manufacturer's warranty subject to mileage conditions.

Please refer to your Denis Mahony Ltd dealer for more information.

Denis Mahony Ltd M50 Exit 5
(Tel: (01) 864 7500)

Denis Mahony Ltd Kilbarrack
(Tel: (01) 832 2701)

SERVICING SCHEDULE

In order to maintain the validity of the Warranty, it is mandatory to service your vehicle in the Denis Mahony Ltd branch you purchased the car from.



PARTS COVERED BY WARRANTY

Warranty Coverage

All mechanical and electrical components of the vehicle that were manufacturer's original fitments are covered against mechanical or electrical failure due to sudden and unexpected circumstances with the exception of items listed below.

Components not covered:

- Wheels and tyres.
- Exhaust systems (Catalytic Converter covered, one repair per vehicle).
- Bodywork, paintwork, all weather strip and seals, water ingress.
- Door barrels and keys.
- Door handles, hinges, check straps.
- Glass including heater elements.
- Trim, upholstery including seat runners and adjustment mechanisms, cosmetic finishers.
- Oil leaks (except front crankshaft seal, rear main oil seal and gearbox input shaft seal failure).
- Auxiliary drive belts.
- Wiring connection and looms, flexi pipes and hoses.
- Lamps, bulbs, resistors, fuses and relays.
- AV equipment (Audio Visual Equipment) satellite navigation, radio, radio aerial masts and motors.

- The adjustment of any component including software updates.
- Rubber suspension components, rubber mountings and leaf springs.
- Excessive oil consumption and/or damage resulting from excessive oil consumption. (See the General Exclusions section, point 1).
- Damage resulting from the use of biofuel, incorrect fuel or contaminated fuel.
- Serviceable items as outlined by the Manufacturer and items requiring periodic replacement for example clutch kit (disc, bearing, cover and release fork) brake discs, brake shoes and pads, spark plugs, glow plugs, wiper blades and arms, cables and CV boots.

The replacements of oil filters, lubricants, antifreeze and fluids is included provided the replacement is necessitated by the failure of an insured component and the vehicle is not within 1,000 miles (1,600km) of its next due service.

Timing belts are covered providing that the last due change of belt has taken place as specified by the manufacturer's schedule (proof required). Damage subsequently caused if timing belt has not been changed as specified by the manufacturer is specifically excluded.

TERMS & CONDITIONS

1. These Terms and Conditions shall also incorporate as express terms and conditions all the contents of this Agreement which the Warranty Holder will be deemed to have read.
2. It is expressly agreed and declared that Denis Mahony Ltd will be released from all liability and obligations under the Agreement if the Terms and Conditions of the Agreement are not fully complied with.
3. The vehicle must be serviced in accordance with the frequency and content stipulated by the Manufacturer and carried out by Denis Mahony Ltd. A maximum allowance of 4 weeks or 1,000 miles (1,600km) whichever is the sooner, in excess of the recommended intervals is permitted. The service record in this agreement must be completed by the servicing dealer, and receipts retained, for proof of servicing.
4. This Warranty applies only to registered owner of the Warranted Vehicle and is not transferable.
5. Any dispute or difference of any kind whatsoever which arises or occurs between any of the parties hereto in relation to anything or matter arising under, out of or in connection with this Agreement or Warranty shall be referred to arbitration under the Arbitration Rules of the Chartered Institute of Arbitrators – Irish Branch.
6. Mechanical or electrical breakdown shall mean for the purposes of this Agreement, the breaking or in the case of electrical components burning-out of any of the components covered by the warranty arising from mechanical or electrical defect, causing sudden stoppage of their functions, necessitating repair or replacement.
7. Territorial Limitations: This Warranty only applies in the Republic of Ireland.
8. Repairs arising under this warranty will only be accepted through Denis Mahony Ltd.
9. This Warranty only applies to vehicles which were originally sourced and registered by the Irish Distributor in the Republic of Ireland.
10. The total value of claims per vehicle cannot exceed the purchase price of the vehicle (Denis Mahony Ltd Invoice).



GENERAL EXCLUSIONS

This Denis Mahony Premium Used Car Warranty Agreement does NOT cover:

- Wear, tear and gradual deterioration (as opposed to actual mechanical failure) arising, for example, through usage or age of the vehicle.
- Any failure where the speedometer has been tampered with, altered or disconnected.
- Any failure arising from improper maintenance, or non-compliance with the manufacturer's maintenance requirements or Act of God or from the vehicle having been subjected to negligence, misuse, unlawful act of omission, or accident.
- Vehicles used for hire (e.g. self-drive hire, driving schools, etc.) or vehicles used in any sort of competition, rally or racing of any kind.
- Any repair work which is claimable under any other existing warranty, guarantee or insurance or under any recall programme of the manufacturer.
- Vehicles in any way modified or altered from the manufacturer's specification.
- Rectification work not authorised by Denis Mahony Ltd in accordance with this Agreement.
- Any indirect cost (e.g. loss of profit or income) by vehicle owner.
- Any bodily injury or third-party liability of any kind.
- Losses normally covered by a material damage policy of Motor Insurance.
- Failure of a non-covered component causing damage.
- Any costs related to adjustments or diagnostic work.

BETTERMENT

It is not the intention, implied or otherwise, of the Denis Mahony Premium Used Car Warranty to make new vehicles from old. Wear and tear deterioration (as opposed to actual mechanical failure) arising for example, through usage or age of the vehicle is not therefore covered by this Warranty.

Where the Warranty Holder requires or the repairing dealer feels it desirable to replace parts of complete units, e.g. new or exchange gearboxes, engines, differential units, which in the opinion of Denis Mahony Ltd are in excess of what is necessary to make good the repair, then the difference in cost must be met by the Warranty Holder.

If in doubt the Warranty Holder should first consult the Denis Mahony Ltd dealer you purchased the vehicle from.

Denis Mahony Ltd M50 Exit 5
(Tel: (01) 864 7500)

Denis Mahony Ltd Kilbarrack
(Tel: (01) 832 2701)

SERVICING SCHEDULE

Approved Used Vehicles

This vehicle has been prepared to a high standard by Denis Mahony Ltd. Should any query arise please contact the Denis Mahony Ltd dealership you purchased from.

IMPORTANT NOTE

In order to maintain the validity of your Warranty, it is your responsibility to ensure your vehicle is serviced at the correct intervals in accordance with the Manufacturer's Service Schedule, entering the details will enable you to know when the next service is due.

Please Note: The only proof that servicing has been carried out, will be the fully detailed original V.A.T Services Invoices, indicating servicing dates and mileages. It is therefore vital that these documents are retained by you for your protection and inspection in the event of a claim.

A maximum allowance of 4 weeks or 1,000 miles (1,600 km), whichever is sooner, either side of the stipulated mileage or time is permitted.

It is mandatory to use the supplying Denis Mahony Ltd dealer for servicing.

Electric Vehicles

EV components are covered under the vehicle manufacturer guidelines. For further information, please refer to your chosen service department (Denis Mahony Ltd M50/Denis Mahony Ltd Kilbarrack).

HOW TO CLAIM

Should it be necessary to make a claim the following procedure must be adhered to:

1. Take your vehicle to the Denis Mahony Ltd dealership from whom the Warranty was issued. Please be prepared to hand the following documents to the dealer.
 - a) This Warranty Agreement.
 - b) Proof of servicing.
2. Denis Mahony Ltd will establish the cause of the breakdown and check that the parts directly causing the failure are covered by this Warranty.
3. Denis Mahony Ltd will be responsible for the authorisation and will proceed with the repairs if authorised.
4. Denis Mahony Ltd reserves the right to examine the vehicle and subject the damage to independent expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability the decision of the independent assessor shall be final and binding on both the Denis Mahony Ltd dealer and the Warranty Holder.
5. Any additional costs not covered by or in excess of the terms of this Warranty must be settled directly with Denis Mahony Ltd at the time of repair.
6. It is necessary to telephone Denis Mahony Ltd M50 Tel: (01) 864 7500 or Denis Mahony Ltd Kilbarrack Tel: (01) 832 2701 in advance to arrange an appointment to bring in the vehicle.