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CARVENDER IN-HOUSE WARRANTY

TERMS & CONDITIONS:

(Version: Mar 2025)

(Nothing in this section effects your legal rights)

There is no legal obligation for car dealers to provide any kind of warranty. We offer 90 days or 2500 miles Limited Warranty whichever comes first FREE OF COST for engine & gearbox only (Parts & Labour inclusive) as a gesture of goodwill for extra peace of mind of our customers. Warranty is there to use in genuine and rare unlikely events and not to replace old used parts with brand new parts. Please note its not paid product by you hence must not be treated like a paid extended warranties in the market.

Our Free Limited Warranty main terms and conditions are:

1. To maintain vehicle at recommended service schedules and specifications by manufacturers.
2. Get preapproval from us before carrying out any repairs related to warranty work for engine or gearbox only. We will only pay for repairs where we have issued an authorisation number to the authorised repairer before to the start of the authorised repair.
3. Any jobs carried out without our preapproval will automatically result in claim rejection. You must obtain approval number after submitting a professional diagnostics report containing estimate of repairs with full breakdown of parts & labour and reason for failure of the part.
4. We may authorise jobs in 3rd party VAT registered garages local to you with maximum hourly rate of labour cost cap of £75 per hour.
5. If job estimate is under £500, we will authorise there and then and if its more than that then we may carry out repairs at our approved partner garages or back to base warranty repair.
6. Warranty we offer is limited to Engine & gearbox only. We cover parts and labour both. Single claim only and maximum claim limit is £1,500.00 in rare cases.
7. If claim is in process and we do not hear anything within 7 days, then claim will automatically be closed.
8. If vehicle is required back to base for carry out repairs, we expect car to brought back to us within 7 days otherwise claim will be closed. Its keeper's responsibility to bring the car back to base.
9. We may require main dealer diagnostics in some cases.
10. Exclusions: All other parts except Engine & Gearbox, All wear & tear items, All consumable items such as batteries, tyres, discs & pads, breakdowns, recoveries, transportation etc
11. We will reject such claims where we found an invalid claim, suspicious claim, misuse of vehicle, a relative or a friends garage is being etc's
12. Fraudulent Claims: If you make a fraudulent claim, we: a) will not pay the claim; b) may recover any sums we paid in respect of the claim from you; and c) may by notice to you treat this policy as having been terminated from the time of the first fraudulent act (d) may be notified to police for fraud activities.
13. In rare cases of major issue with engine & gearbox, where cars are being rejected under 30 days under short term right to reject due to an engine & gearbox fault, if its proven to be faulty with pre-existing fault. In used cars we reserve the right to do fair deductions per mileage of usage of the car which will be £1 per mile, any extra damage caused by you while vehicle in your possession, full valeting fee & restocking fee. After 30 days you will have right to repair if offered a limited time free warranty but within warranty period and for engine & gearbox only.
14. When its un-economical to repair, we may take the car back and process the refund except the fair usage deduction e.g £1 per miles, any damage caused during car in your possession, & admin charges etc. If the vehicle is on finance, we will unwind the agreement and return the payment outstanding to Lenders.

I have read and understand warranty terms and conditions.

Customer Signature: _____ Date: _____