

INTRODUCTION

Your Blade Motorcycles Warranty, provided by Blade (referred to as “Us” and “We” in this warranty document) who sold you your motorcycle, has been designed to make sure that you get the most from your riding experience with minimum inconvenience.

This warranty is not an insurance product but a guarantee provided directly by Blade Motorcycles. Your Blade Motorcycles Warranty is administered by Car Care Plan Limited.

Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG

Car Care Plan Limited is one of the UK’s leading warranty administration specialists and you will receive a first-class administration service that is always reliable and handles claims quickly and efficiently.

This document explains how your warranty works and the many benefits you now enjoy as a Blade Motorcycles warranty holder. Always keep this document in a safe place, as you will need it to make a claim.

Please ensure that you fully understand the terms and conditions relating to the warranty and in particular the motorcycle servicing requirements and claims procedure. Please also note the information provided in the “How to Claim” section.

When you receive the warranty validation certificate, please check that it contains the correct details and tell Us immediately if there are any mistakes. We wish you many miles of trouble-free riding.

SUMMARY OF TERMS

The Blade Motorcycles Warranty is provided on the terms, exceptions and conditions within this warranty document and validation certificate.

Motorcycle

The term motorcycle(s) wherever used in relation to this warranty also includes mopeds and scooters.

Geographical Limit

The United Kingdom (which includes England, Scotland, Wales and Northern Ireland), the Channel Islands and the Isle of Man.

A Claim

If more than one part has failed at the time you contact the Administrator, it will be dealt with as one claim.

Mechanical Breakdown

Mechanical or electrical failure means the inability of a covered component to operate in accordance with the manufacturer’s specifications as a result of mechanical or electrical failure.

Important information

We will pay up to the purchase price of the motorcycle for each individual claim or for the aggregate of several claims.

You will not be covered by this warranty until:

- the Administrator has received your completed application;
- where applicable the correct fee has been received by Us;
- you are in receipt of your validation certificate.

WARRANTY PARTS COVERED

New and used motorcycles up to 12 years old at time of sale. Blade Motorcycles warranty is a high value protection package covering you for the cost of repairing mechanical and electrical components in the event of a failure on your motorcycle. Items in the following component areas are covered:

Braking system	All parts are covered except: brake hand lever, brake discs, friction materials, pipes and hoses.
Casings	Are covered provided they have been damaged by the failure of one of the other parts listed as being covered.
Clutch	All parts are covered except: clutch hand lever, pipes, hoses and worn out frictional components
Consumables	Consumables such as oils and filters are covered provided their replacement is necessary due to a repair being made under this warranty and the motorcycle is not within 500 miles of its next due service.
Cooling system	All parts are covered except: pipes and hoses.
Electrics	All parts are covered except: wiring and connectors, bulbs, fuses, ignition leads, on-board communication/audio/navigation systems, batteries.
Engine	All parts are covered except: mountings, brackets, pipes and hoses.
Exhaust & Emission Control System	The emission control system including the catalytic converter is covered except: any exhaust pipes, silencers and other components which do not have an emissions control function.
Fuel system	All parts are covered except: fuel tank, fuel pipes, fuel lines and fuel hoses.
Gearbox & Transmission	All parts are covered except: mountings, final drive chain and sprockets, final drive belt, gaiters, pipes and hoses.
Shaft drive	All parts are covered except: mountings and gaiters.
Suspension & Wheel Bearings	All parts are covered except: frame mountings and swinging arm structures.

SIGNIFICANT EXCLUSIONS OR LIMITATIONS OF THE WARRANTY

The following are not covered by the Blade Motorcycles warranty:

- Body components, saddles, panniers, glass, paintwork.
- Components not specifically listed as covered.
- Servicing or items normally replaced during routine servicing including any damage caused by failure of the timing chain or belt which has not been replaced as recommended by the motorcycle’s manufacturer.
- Mechanical breakdown or electrical failure due to wear and tear, incorrect adjustment or misuse.
- Damage caused to covered components by the use of incorrect or contaminated fuel.
- Burnt out, sticking or pitted valves and two stroke valve assemblies.

- Balancing Wheels, tyres, water ingress and damage caused by water ingress.
- Oil leaks.
- Damage caused by frost; lack of anti-freeze, impact, accident or negligence.
- Mechanical failures caused by faults that existed before the warranty began.
- Motorcycles used for hire or reward, public service, competition (including track days), rallying or racing.
- Any failures caused by lack of maintenance.
- Any motorcycle used for commercial purposes such as but not restricted to couriers, riding school, professional delivery, hire or reward including short or long term rental etc., patrol or any public or professional usage.
- If you don't follow the manufacturer's service schedules or maintain the motorcycle as recommended by the manufacturer, this warranty will not apply to the extent that the fault was the result of failure to comply with either the service or maintenance recommendations.
- Any damage caused as a result of an accident.

ADDITIONAL BENEFITS

What is covered?

Using your motorcycle abroad

Your Blade Motorcycles warranty is valid anywhere in the UK, (which includes Great Britain and Northern Ireland), the Channel Islands and the Isle of Man. The warranty is also valid whilst your motorcycle is outside the United Kingdom for up to a total of 60 days per annum as long as you accept the following:

1. The repair must be carried out in Europe which means countries who are members of the European Union or EFTA (European Free Trade Association).
2. We will not pay more than the equivalent United Kingdom rate for labour charges and manufacturer's list prices for parts at the date of your claim.
3. In Europe, you can authorise repair work yourself. Our liability is up to the maximum claim limit (including VAT or the local equivalent).
4. Car Care Plan Limited will pay you in pounds sterling at the rate of exchange prevailing for the relevant currency at the time of the repair, on receipt of a *bona fide* invoice (subject to the claim being validated).

WARRANTY CONDITIONS

The conditions of this warranty are set out below. This warranty is only valid if you agree to these conditions. Please take time to read them.

1. It is your responsibility to decide whether to authorise the dismantling of your motorcycle. Car Care Plan Limited will only pay for dismantling if it is part of a valid claim. Car Care Plan Limited has the right to examine the motorcycle and also have the damaged parts expertly assessed.
2. Car Care Plan Limited reserves the right to take over and conduct the defence or settlement of any claim. After payment is made we may undertake proceedings to get back any payment made under this warranty.
3. Car Care Plan Limited reserves the right to provide replacement parts and to carry out repairs under this guarantee or to arrange for their provision by other persons.
4. If your claim is also covered by any other warranty, Car Care Plan Limited will only pay its share of the claim.
5. If a false or fraudulent claim is made, this warranty will be

void. No refund of fees will be made in such cases.

6. Car Care Plan Limited is not liable for any statement or representation which contradicts the conditions of this warranty unless the statement or representation is supported in writing by Car Care Plan Limited or its agents/representatives.
 7. You have the right to cancel this warranty within 14 days of receiving this document and validation certificate. Should you wish to cancel within this period please contact your supplying dealer who will arrange cancellation and full refund of any fees paid. Unless cancelled in accordance with the cancellation rights detailed above, in normal circumstances no refund will be made and in no circumstances has a claim been made.
 8. The reimbursement this warranty provides will not be more than the manufacturer's list prices for parts. Parts which can only be sourced from outside the UK will be reimbursed at the UK price of an equivalent part. Labour costs that are necessary to repair those parts will be reimbursed as per our warranty labour rate and actual repair times will be limited to the manufacturer's recommended repair times.
 9. With every claim you make, you must provide a VAT receipt from a garage, repairer, *bona fide* vehicle hire company or recovery company (if applicable to your claim).
 10. The motorcycle must be serviced in accordance with the manufacturer's recommended service schedule. We would strongly recommend you use the supplying dealership or another Blade location. The intervals between services must not exceed the manufacturer's stipulated excess time or mileage allowances or four weeks/1000 miles either side of the service interval.
The only acceptable proof of servicing will be the fully detailed VAT service invoice(s) indicating servicing dates and mileages. You must retain these invoices for our inspection in the event of a claim. Failure to maintain and provide proof that the above service schedule has been completed may invalidate the warranty. The period of the warranty is as detailed in the Validation Certificate. It should be noted that in the absence, for whatever reason, of the standard manufacturer's warranty period, the start date and expiry date of this warranty will remain unchanged from that detailed in the Validation Certificate. Additionally, if the warranty starts earlier than the date detailed in the Validation Certificate, because the manufacturer's warranty has expired earlier on mileage, then the expiry date of this warranty shall be earlier and reflect the period of warranty purchased/provided.
- WARNING: TIMING CHAINS OR BELTS**
If your vehicle has a timing chain or belt, please make sure that it is in good condition and that it is checked and changed in line with the manufacturer's recommendations. If the timing chain or belt breaks it can cause serious and unnecessary engine damage and inconvenience. No responsibility will be accepted by Us for damage caused by the failure of a worn out timing chain or belt, unless it has been replaced in accordance with the manufacturer's service schedule.
11. This warranty does not cover the following:
 - a. Any motorcycle which does not conform to the UK Department of Environment (DOE) vehicle type approval standards.
 - b. Mechanical or electrical failure caused by faults which a qualified engineer appointed by Car Care Plan Limited thinks could have reasonably existed before this warranty began.

- c. Any motorcycle where the speedometer or odometer has been interfered with altered or disconnected or has failed.
 - d. Repairs, replacements or alterations not authorised by Car Care Plan Limited or experimental equipment or routine servicing or maintenance or any motorcycle which has been modified from the manufacturer's original specification.
 - e. Any motorcycle used for hire or reward such as taxis or driving school motorcycles.
 - f. Any public service motorcycles such as police motorcycles, paramedic motorcycles and military motorcycles.
 - g. Any motorcycle used for commercial purposes such as but not restricted to couriers, learning school, professional delivery, short or long term rental, etc, patrol or any public or professional usage.
 - h. Any motorcycle used for racing of any description or being used in any contest, competition, rally or trials or any form of off road activity, including track days
 - i. Motorcycles not intended for sale in the UK or Europe or motorcycles without European Whole Vehicle type approval (ECWVTA).
 - j. Any motorcycle owned by a motor trader or garage or associated companies or by proprietor(s) of such motor trader or garage, or by an employee, friend or relative of such proprietor(s).
 - k. The gradual reduction in operating performance (wear and tear) due to the age of the motorcycle and/or the number of miles it has covered.
 - l. Any liability that you may have accepted by agreement unless you would have had that liability anyway.
 - m. Any liability for death, bodily injury or damage to other property or any loss caused directly or indirectly by the claim or event giving rise to a claim under this warranty.
 - n. Anything caused directly or indirectly by war, riot, revolution or any similar event, or by vandalism, theft or attempted theft from the motorcycle.
 - o. Injury, loss or damage that is caused by the following:
 1. Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
 2. The radioactive, toxic, explosive or other dangerous properties of any explosives, nuclear equipment or nuclear part of that equipment.
 - p. Any damage which is due to any type of accident or which is negligent or against the law of the country in which the incident occurred.
 - q. Any damage to parts which are being recalled by the motorcycle's manufacturer or which have design faults.
 - r. Any parts which have not failed but which are replaced or reported during routine servicing.
 - s. Any loss, damage or failure which a qualified engineer appointed by Car Care Plan Limited thinks could have been avoided or was totally or partly caused by a lack of maintenance.
 - t. Any loss, damage, liability or expense directly or indirectly caused by or contributed to, or arising from, the use or operation, as a means for inflicting harm, of any system, software programme malicious code, Virus or process or any other electronic system.
12. This contract shall be governed by and construed in accordance with the laws of England and Wales. Any and all disputes arising in relation to this contract shall be submitted to the exclusive jurisdiction of the English courts.
13. Nothing in these conditions will reduce your statutory rights relating to faulty or miss-described goods. For further information about your statutory rights contact your local authority Trading Standards Department or Citizens Advice Bureau.
- HOW TO CLAIM**
- If you need to make a claim against this warranty, Car Care Plan Limited will administer your claim on our behalf. If you need to make a claim, take your motorcycle to the dealer who supplied it (or any other VAT registered repairer) and they can request approval for repairs by telephoning the Claims Department on 0344 573 8005 and providing the following information:
1. The warranty number (found on the validation certificate).
 2. Your motorcycle registration number.
 3. The date and mileage the component(s) failed.
 4. A detailed estimate of repair costs. Please ensure that the repairing dealer does the following:
 - a. Makes a note of the claim number issued by the Claims Department.
 - b. Carries out the repair and sends the invoice, claim number and service receipts (if requested) to us at: Blade Motorcycles Warranty
Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG
- CLAIMS WHILST ABROAD**
- If a breakdown happens outside the United Kingdom the following process applies:
- The repair must be carried out in countries who are members of the European Union or EFTA (European Free Trade Association).
 - We will not pay more than the equivalent UK rates of labour charges and manufacturer's parts list prices at the date of repair.
 - You should authorise the repair work yourself and contact the Administrator for a refund when you return to the UK. Our liability is up to the claim limit set out in this document and detailed within the validation certificate you were given.
 - We will refund you in pounds sterling at the rate of exchange that applies at the time of the repair, once we receive the original repair invoice.
- IMPORTANT**
1. No repair work should be started before Car Care Plan Limited has approved it and issued a claim number.
 2. Car Care Plan Limited will not pay any claim until we have received a completed claim form, when requested. Proof of service history may also be required.
 3. Make a note of your warranty number (found on the validation certificate).
- This will make it simpler if you have any questions about your claim.
- IMPORTANT TELEPHONE NUMBERS**
Administration & Claims Helpline
Phone: 0344 573 8005
- To make sure that you receive the highest level of service, telephone calls will be recorded.

COMPLAINTS PROCEDURE

We hope you will be pleased with the service we provide. In the unlikely event of a complaint, please contact the administrator on 0344 573 8005 or in writing to:

Customer Service Manager, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

You can also email complaints@motor-admin.com

We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at www.TheMotorOmbudsman.org.

The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern. For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org or call their Information Line on 0345 241 3008.



Motor Industry Code of Practice for

Vehicle Warranties

PRIVACY AND DATA PROTECTION NOTICE

1. DATA PROTECTION

Car Care Plan Limited (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.

2. USE OF YOUR PERSONAL DATA

The Data Controller may use the personal data it holds about you for the purposes of providing insurance, 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 Controllers 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 Controllers 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 Data Controller may transfer your personal data to destinations outside the European Economic Area ("EEA"). Where The Data Controller transfers your personal data outside of the EEA, the Data Controller will ensure that it is treated securely and in accordance with 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 Controllers data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiry of the contract, or the Data Controllers 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 Controllers use of your personal data, please contact **The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England.**

WARRANTY TRANSFER (TO A NEW OWNER)

If you sell your motorcycle during the period of your warranty, you may transfer the benefits of the warranty to the new motorcycle owner, provided that the motorcycle is sold privately and not through a garage, motor trader, auction or similar company. The transfer will be subject to a £25 administration fee. The transfer will be subject to Car Care Plan Limited's approval and the fee will be returned in the event of non-acceptance.

To transfer the warranty, please complete and return the Transfer Form below.

New Owner

Name

Address

.....

Mileage at Transfer

Date of Transfer

Vehicle Registration No.

Warranty No.

Original Warranty Holder's Signature

I/We have read and agree with the terms and conditions of this warranty and request its transfer.

New Owner's Signature

Date

Please check that all due services have been carried out as inadequate servicing may render this warranty void. When completed this form should be sent to:

Blade Motorcycles Warranty,
Car Care Plan Limited, Jubilee House,
5 Mid Point Business Park
Thornbury, West Yorkshire BD3 7AG