Warranty Solutions Group

Motorhome warranty

Warranty Solutions Group

0800 060 8610

hello@wsgwarranties.co.uk

Opening hours: 8.30am - 5.30pm Monday - Friday
9.00am - 12.30pm Saturday

Your motorhome warranty

Hello and welcome!

This is your warranty booklet - please keep it in a safe place together with your schedule in case you need to make a claim. Inside you'll find details on how to keep your warranty valid, what you are and are not covered for, the claims process and terms & conditions.

This is an agreement with your dealer, designed to protect you from unexpected repair bills. Your dealer has appointed us to fulfil their obligations. Please note this is not an insurance product and therefore falls outside the scope of the Financial Conduct Authority.

Our team are on hand to help and give you a brilliant experience, so please reach out if you need us. Just make sure any repairs are authorised by us before work is carried out as we won't be able to pay for it afterwards.

Finally, if you feel that you haven't received a great service or there's something you want to tell us - good or bad - you can email me at customercare@wsgwarranties.co.uk.

Happy motoring from all of us at Warranty Solutions Group.

Kindest regards

Steph Newbery
Customer Care Director

WSG MH V2.0 16.7.2025

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PAGES AND NUMBERS TO BE CONFIRMED

Definitions

Warranty schedule
The schedule provided by your dealership containing your personal and vehicle information, and the details of your coverage.

Claim limit
The maximum amount we will pay out per claim, as shown in your schedule. There is no limit on the number of claims. The claim limit selected will determine the amount payable on each and every claim, up to the aggregate current market value of the vehicle.

Dealer or dealership
The motor dealership from where you purchased your vehicle.

Europe or European cover
Any country which is a member of the EU.

Labour rate
We have a national labour rate of **£60 plus VAT** across the UK and a higher rate inside the M25 of **£65 plus VAT**. Any labour rates above this will be your responsibility.

Labour times
The time for the work to be completed in accordance with the published manufacturer's repair time guidelines or at our reasonable discretion if no such data exists.

Listed components
The components listed as covered.

Mechanical breakdown and electrical / electronic failure
Mechanical breakdown is the sudden and unexpected breakage or complete failure of a mechanical part that causes the part to stop working. Electrical or electronic failure is the total failure of a covered electrical or electronic component which causes the component to stop working completely.

Period of cover
The date range in which you are covered, as shown in your schedule.

Repairer or garage
The repairer completing the work on your vehicle unless otherwise stated.

Territorial limits
You are covered in the United Kingdom (England, Scotland, Northern Ireland and Wales) unless we agree otherwise in writing.

Vehicle
The vehicle detailed in your schedule.

We, us, our and Administrator
Warranty Solutions Group Ltd, The Gatehouse, Gatehouse Way, Aylesbury, Bucks, HP19 8DB. Registered number: 13261880.

Wear & tear
Damage or deterioration of a component(s) that naturally and inevitably occurs as a result of normal wear or ageing; or when the component(s) reaches the end of its working life.

You, your
The person or company detailed in your schedule.

Warranty overview

Without a warranty in place, you could be facing hefty garage bills should something unexpectedly go wrong. With thousands of parts covered, a fantastic range of benefits and our friendly, helpful team on hand to assist whenever you need us, you can relax knowing your vehicle is in safe hands.

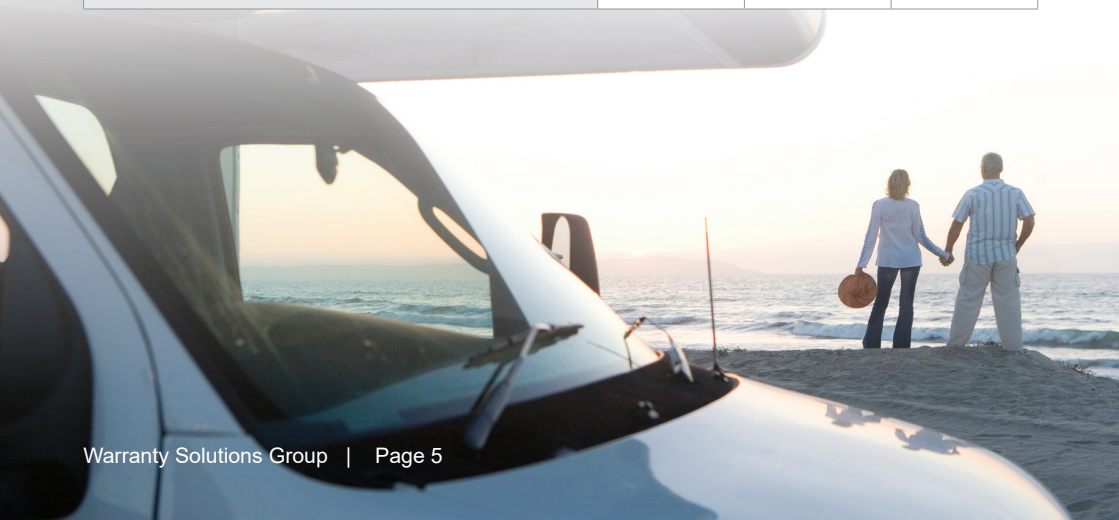
We'll pay towards the cost of repairs including parts, labour and VAT up to your individual claim limit. Below is a short overview of Freedom - please see the relevant pages for all details and the exclusions.

Component	Freedom 1 Over 7,500kg	Freedom 2 3,501 - 7,500kg	Freedom 3 Under 3,500kg
Air conditioning	✓	✓	✓
Braking system (excl. callipers)	✓	✓	✓
Camshaft timing belt / chains	✓	✓	✓
Casings	✓	✓	✓
Clutch (excl. friction material)	✓	✓	✓
Coil springs and shock absorbers (replaced in pairs)	✓	✓	✓
Cooling system (excl. hoses, pipes & tubes)	✓	✓	✓
Diagnosis costs as part of a valid claim	✓	✓	✓
DPF / catalytic converter	✓	✓	✓
Drive system	✓	✓	✓
Electrical and electronic parts	✓	✓	✓
Engine	✓	✓	✓
Flywheel	✓	✓	✓
Fuel system	✓	✓	✓
Gearbox and transmission	✓	✓	✓
Ignition system	✓	✓	✓
Oil seals and gaskets	✓	✓	✓
Original in-car entertainment / telephone (up to **£250 incl. VAT**)	✓	✓	✓
Remote key fobs or key cards (up to **£250 incl. VAT**)	✓	✓	✓
Steering system	✓	✓	✓
Supercharger / turbocharger	✓	✓	✓
Suspension	✓	✓	✓
Wear and tear up to 85,000 miles	✓	✓	✓

Warranty overview

Continued...

Component	Freedom 1 Over 7,500kg	Freedom 2 3,501 - 7,500kg	Freedom 3 Under 3,500kg
Wheel hubs and bearings	✓	✓	✓
Working materials (up to **£200 incl. VAT**)	✓	✓	✓
Air suspension seats	✓	✓	✓
Alde heat exchanger	✓	✓	✓
Rear view cameras	✓	✓	✓
Digital speedo unit	✓	✓	✓
Steering wheel with multifunctional buttons	✓	✓	✓
Tracker system	✓	✓	×
Reversing camera system	✓	✓	×
Anti theft / alarm system	✓	✓	×
Active lane departure assist system	✓	✓	×
Gas BBQ point	✓	✓	×
Electric awning	✓	✓	×
Electric sidestep motor assembly	✓	×	×
Roof satellite dish (excluding damage)	✓	×	×
Electric pull down bed assembly	✓	×	×
Electric rear supports	✓	×	×
Drop down bed mechanical system	✓	×	×
Outdoor shower cold water	✓	×	×



Additional benefits

On top of the excellent coverage your warranty provides, you also get the following features. Please note: these must be authorised by us in advance.

Car hire

Providing the fault is covered and repair time is over 8 hours, we'll pay for up to 7 days of car hire (starting from when the repairs commence) up to **£50 including VAT** per day as part of your claim limit. Excludes fuel and insurance.

Vehicle recovery

We'll pay for the cost of recovering the vehicle to the nearest garage up to **£75 including VAT** on covered repairs, as part of your claim limit. You will need to arrange the recovery.

European cover

Your plan includes 90 days of European cover. The claims process remains the same. Reimbursement will be based on the currency exchange rates on the date that the claim is agreed. Dates of travel may be required to support your claim.

Overnight accommodation

If your vehicle is rendered immobile, we'll also pay for overnight accommodation or rail fare, up to **£60 including VAT**, as part of your claim limit. Receipts will be required. Drinks and meals are specifically excluded.

Your obligations

To keep your warranty valid, there are a few things you must do:

Have your vehicle serviced regularly as per the manufacturer's guidelines by a VAT registered garage. You've got 30 days or 1,000 miles (whichever is sooner) from the service due date to have it completed. Your vehicle must also be kept in a roadworthy, legal condition and be taxed, insured and hold a current MOT certificate.

Keep hold of the service invoices as we may require them if you need to make a claim. There's also a page at the end of this booklet for the service stamps.

Carry out any routine maintenance as required i.e. topping up or changing of oils, coolants and antifreeze. We won't pay for any repairs if your vehicle isn't maintained properly.

Follow the claims process on page XX. It's really easy but we cannot stress how important this is for your claim to be considered. If you need assistance, please call us on 0800 0608610.

Don't ignore any warning lights, signals or gauges as you could make the problem worse which may affect our decision. Any faults which might be covered must be reported to us within 7 days.

Your cover may be invalidated if you don't comply with these obligations.

Freedom 1 - motorhomes over 7,500kg

For vehicles up to 7 years old and under 70,000 miles at the start date.

Please note: wear and tear is included on all covered parts until your vehicle reaches 85,000 miles. At this point, the wear and tear element ceases but everything else remains the same.

As one of the UK's best warranties, Freedom includes so many parts - around 6,000 in fact - that it's just impossible to list them all! Almost all of your vehicle's parts are covered against mechanical breakdown, electrical / electronic failure or wear and tear. Please refer to page XX for the exclusions.

Most parts under these sections are included:

- ✓ Air conditioning
- ✓ Braking system (excluding callipers)
- ✓ Camshaft timing belt / chains
- ✓ Casings
- ✓ Clutch (excluding clutch friction materials)
- ✓ Coil springs and shock absorbers (replaced in pairs)
- ✓ Cooling system (excl. hoses, pipes & tubes)
- ✓ Diagnosis costs (as part of a valid claim)
- ✓ DPF / catalytic converter
- ✓ Drive system
- ✓ Electrical and electronic parts
- ✓ Engine
- ✓ Flywheel
- ✓ Fuel system
- ✓ Gearbox and transmission
- ✓ Habitation cover (see separate list)
- ✓ Ignition system
- ✓ Oil seals and gaskets
- ✓ Original in-car entertainment, infotainment and telephone up to **£1,500 incl. VAT**
- ✓ Remote key fobs or key cards up to **£250 inc. VAT**
- ✓ Steering system
- ✓ Supercharger / turbocharger
- ✓ Suspension
- ✓ Wear and tear up to 85,000 miles
- ✓ Wheel hubs and bearings
- ✓ Working materials as part of a valid claim (oils, antifreeze, fluids, oil filter changes, gaskets & seals) up to **£200 inc. VAT**

Freedom 2 - motorhomes between 3,501kg - 7,500kg

For vehicles up to 8 years old and under 80,000 miles at the start date.

As one of the UK's best warranties, Freedom includes so many parts - around 6,000 in fact - that it's just impossible to list them all! Almost all of your vehicle's parts are covered against mechanical breakdown, electrical / electronic failure or wear and tear. Please refer to page XX for the exclusions.

Most parts under these sections are included:

- ✓ Air conditioning
- ✓ Braking system (excluding callipers)
- ✓ Camshaft timing belt / chains
- ✓ Casings
- ✓ Clutch (excluding clutch friction materials)
- ✓ Coil springs and shock absorbers (replaced in pairs)
- ✓ Cooling system (excl. hoses, pipes & tubes)
- ✓ Diagnosis costs (as part of a valid claim)
- ✓ DPF / catalytic converter
- ✓ Drive system
- ✓ Electrical and electronic parts
- ✓ Engine
- ✓ Flywheel
- ✓ Fuel system
- ✓ Gearbox and transmission
- ✓ Habitation cover (see separate list)
- ✓ Ignition system
- ✓ Oil seals and gaskets
- ✓ Original in-car entertainment, infotainment and telephone up to **£1,500 incl. VAT**
- ✓ Remote key fobs or key cards up to **£250 inc. VAT**
- ✓ Steering system
- ✓ Supercharger / turbocharger
- ✓ Suspension
- ✓ Wear and tear up to 85,000 miles
- ✓ Wheel hubs and bearings
- ✓ Working materials as part of a valid claim (oils, antifreeze, fluids, oil filter changes, gaskets & seals) up to **£200 inc. VAT**

Freedom 3 - motorhomes under 3,500kg

For vehicles up to 10 years old and under 100,000 miles at the start date.

As one of the UK's best warranties, Freedom includes so many parts - around 6,000 in fact - that it's just impossible to list them all! Almost all of your vehicle's parts are covered against mechanical breakdown, electrical / electronic failure or wear and tear. Please refer to page XX for the exclusions.

Most parts under these sections are included:

- ✓ Air conditioning
- ✓ Braking system (excluding callipers)
- ✓ Camshaft timing belt / chains
- ✓ Casings
- ✓ Clutch (excluding clutch friction materials)
- ✓ Coil springs and shock absorbers (replaced in pairs)
- ✓ Cooling system (excl. hoses, pipes & tubes)
- ✓ Diagnosis costs (as part of a valid claim)
- ✓ DPF / catalytic converter
- ✓ Drive system
- ✓ Electrical and electronic parts
- ✓ Engine
- ✓ Flywheel
- ✓ Fuel system
- ✓ Gearbox and transmission
- ✓ Habitation cover (see separate list)
- ✓ Ignition system
- ✓ Oil seals and gaskets
- ✓ Original in-car entertainment, infotainment and telephone up to **£1,500 incl. VAT**
- ✓ Remote key fobs or key cards up to **£250 inc. VAT**
- ✓ Steering system
- ✓ Supercharger / turbocharger
- ✓ Suspension
- ✓ Wear and tear up to 85,000 miles
- ✓ Wheel hubs and bearings
- ✓ Working materials as part of a valid claim (oils, antifreeze, fluids, oil filter changes, gaskets & seals) up to **£200 inc. VAT**

Freedom - habitation cover

Components and items covered under this section are listed below.

Cassette toilet
Flush mechanism and pump.

Cooker
All mechanical components of the original manufacturer's fitted unit.

Fridge
Operating and control switches, thermostats, gas control valve, voltage selector, igniter unit and control valve, condenser, electrical elements, flame failure valve, gas thermostat.

Heating system
Expansion tank pump, thermostatic mixer valve, isolation switch, blower motor, boiler thermostat & igniters, gas heaters and blower motor.

Water system
Water pumps, water heater, heater control module, level indicators and gauges, fresh water tank, waste water tank, tap micro switch.

Gas supply system
Flame failure devices and manufacturer's bottle adaptors & connectors.

Electrical
Power distribution box, earth leakage circuit breaker (ELCB), power management system control unit, multi-stage battery charger, mains hook up connector box, control panel, extractor fans and dropdown bed motor.

Accommodation area lighting
Light units, electronic control devices, switches (excluding LED's or LED units, bulbs and tubes).

Solar charging
Solar panel and solar panel regulator with proof by an approved National Caravan Council trade member, up to **£250 incl. VAT**.

Microwave
Microwave (where original manufacturer equipped).

Airconditioning & climate control max claim limit £500
Control unit, air distributor, fan motor, ventilation fan (original equipment only)

Cassette blind mechanism
Where fitted within the manufacturer's original specification (excludes cosmetic damage where the blind mechanism is still correctly operating).

Freedom - habitation cover

...continued.

Body leaks
Ingress of water though any permanently sealed seam or joint being part of the original manufacturer's build specification. A maximum claim limit of up to £1,500 including VAT (excludes water ingress from cracked manufactured body panels).

In-car entertainment
Original manufacturer fitted equipment up to £250 including VAT.

Alarm system
Alarm system and tracker units (original manufacturer fitted only).

General

- Delamination of composite construction exterior body panels on motorhomes up to 7 years old, subject to annual inspections being completed and reports and invoices retained for inspection.
- Water ingress to wall, roof and floor joint seals are included on motorhomes up to 7 years old.

What's not covered?

Naturally there are some scenarios that we just can't cover. These are:

- Any part listed under the part, fault and repair exclusions on page XX
- You not honouring your obligations on page XX
- Any vehicle which is not kept in a roadworthy condition and does not meet current legislation
- Any repairs which haven't been authorised by us prior to work being carried out
- Any faults that were present when your cover started
- Any repairs not regarded as a mechanical breakdown or electrical / electronic failure e.g. service, MOT or other general maintenance work, or parts that haven't failed but are recommended by the manufacturer to replace or maintain as good working practice
- Consequential damage however caused
- Any liability for bodily injury, accident / road hazard damage, death, damage to other property, loss of earnings, out of pocket expenses, theft, war, riot, vandalism or adverse weather conditions; any loss caused directly or indirectly by a repair; or losses covered under any other type of insurance, warranty, finance agreement, guarantee or repair including manufacturer warranties and your motor insurance
- Any loss where the odometer has been tampered with, altered or disconnected to affect the mileage
- Any bodywork except for that relating to delamination and water ingress, habitation is covered for water ingress for motorhomes up to 7 years old, subject to annual inspections having been completed

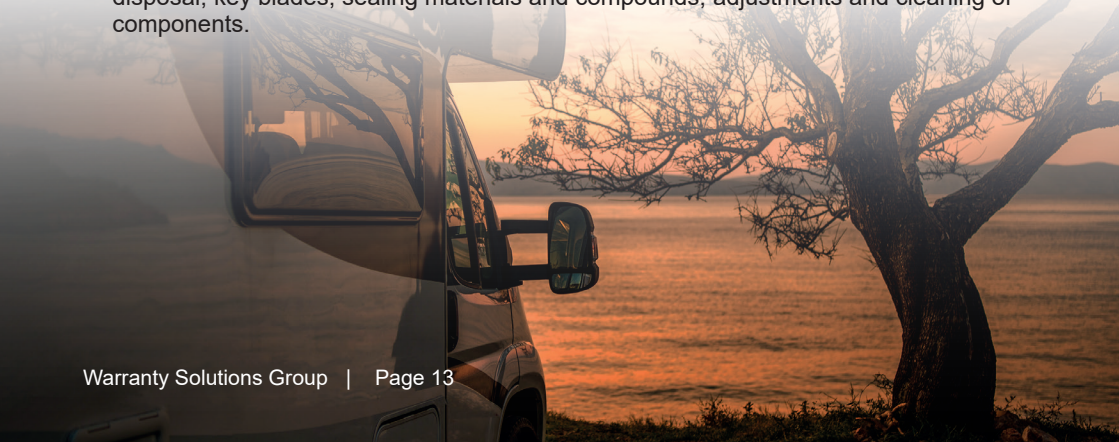
We also can't cover vehicles under the following sections:

- Custom-built vehicles, vehicles used for hire or reward, racing, competition, commercial deliveries, off-road use or illegal purposes, or any vehicle owned by a company, person or employee in the motor trade
- Modified vehicles
- Any vehicle owned by a company, person or employee in the motor trade
- Any vehicle subject to an insurance write-off category

Part, fault and repair exclusions

These are the parts or faults that are excluded from our warranty. They're mostly bodywork, trim, general maintenance and serviceable items.

- **Service and consumable items** - including but not limited to: tyres, bulbs, spark plugs, fuses, clutch friction material, burnt or worn out clutch components, any seized components, air con recharging, hoses, pipes and tubes, all blockages, perishable rubber items, fuel tanks and clearing of fuel lines, connectors, air bags, auxiliary drive belts, hardware i.e. bolts and fixings.
- **Engine and turbo** - sprockets, burnt valves and valve seats, cracked blocks or cylinder heads, cylinder head skimming or refacing, burnt / carbonised valves or removal of carbon deposits, core plugs, cambelt / timing chain damage if the cambelt / timing chain and associated parts haven't been replaced in-line with the manufacturer's recommendations.
- **Steering -** leaks.
- **Braking** - hoses, pipes & tubes, brake pads & discs, brake drums, brake callipers,break friction material.
- **Electrical or electronic items** - heating elements, glow plugs, connectors / terminals, wiring and connections, batteries, software and software updates, reprogramming, tracker systems, head up unit display, radio recoding, LED components and light units. Electric / hybrid vehicle - electric charging cable / socket, wiring and HV cabling, HV battery housing, HV cells / modules and HV battery cooling and venting.
- **Bodywork and trim** - paintwork, bodywork (unless related to water ingress and delamination cover), chassis, interior, seats, upholstery, worktops, cupboards, doors, awnings, sunroof, complete panoramic sunroof assembly, wheels, glass including mirrors, air vents, soft furnishings, carpets and floor coverings, windows and catches, pipes and hoses, gas bottles, lighting and tubes, doors, sink units, curtains and blinds, locks and catches.
- **Negligence or driver abuse** - i.e. incorrect or insufficient oils or lubricants / fluids and overheating.
- **Ancillary items** - adjustments, water ingress, corrosion or oxidisation, faulty workmanship or parts, manufacturer recalls, accidental damage to radiator and A/C condenser, exhaust systems, exhaust manifolds, emissions, misfuelling, carbon build-up, repairs to rectify issues such as high oil consumption or poor fuel economy, oil or fluid contamination including staining or misting, sludge / silt or other waste, waste disposal, key blades, sealing materials and compounds, adjustments and cleaning of components.



How to make a claim

CLAIMS: 0800 060 8610 claims@wsgwarranties.co.uk

Important: All repairs must be authorised by us before work can commence. Failure to do so will result in us being unable to pay your claim.

1. If a fault becomes apparent, please check to see if it might be covered. If you're not sure or need advice, contact us on the above details. Your vehicle will need to be booked in at a garage.
2. If the fault is not evident to the garage, it may need to be diagnosed. You are responsible for authorising the garage to do this and for the costs at this stage. If the fault is covered, we'll also pay for reasonable labour time to diagnose the fault as part of your claim.
3. Following diagnosis, please ensure the garage contacts us before progressing with the repair as we are unable to consider your claim afterwards. When our costs are established, we'll provide an authorisation code to the garage for repairs to begin immediately. Again you'll need to authorise the garage to carry out the repair.

Important: Should you instruct the garage to commence work without our authorisation, you do so in the knowledge that your claim may be declined due to denying us the opportunity to inspect the vehicle and determine the cause of failure. You are responsible for any excess parts and labour charges, plus any repairs which aren't covered under your plan.

How to receive payment

Once the claim repair is complete we can either reimburse your own garage or yourself.

1) Following the repair, you or the garage (depending on who we're paying) must send us a copy of the repair invoice, along with any documents we've requested. Make sure the invoice is made out to Warranty Solutions Group Ltd, otherwise we won't be able to reimburse any VAT element. Please clearly mark the invoice with the claims authorisation code and state who we are to pay.

2) Payments will usually be processed within 7 - 10 working days upon receipt of all documentation.

Remember: Your claim can only be paid if this process is followed correctly.

Claim conditions

In addition to the terms on the previous page, there are some other important things you need to be aware of when requiring claims assistance:

1. We reserve the right to contact garages to discuss potential liabilities, and nominate the supplier of the parts. We also reserve the right to use guaranteed reconditioned or exchange parts, and to send any parts away for reconditioning or inspection
2. Where the repair or replacement of the part(s) or assemblies brings about improvement or betterment of the vehicle, we reserve the right to require a contribution from you towards the cost of the repair at our reasonable discretion. We will discuss this with you before the repairs commence, taking into account the current age and mileage and the cost of restoring the vehicle to its pre-breakdown condition
3. If the cause of failure is not evident from the diagnosis, your vehicle may need to be stripped or disassembled to some extent for a claim to be considered. This will only be done on your authority and the costs will remain your responsibility until the claim is authorised
4. To establish liability, there may be times when we need to instruct an independent assessor to inspect and report on their findings. The results of these findings are final and binding on all parties. If, following specific arrangements, the vehicle is not available or the assessor is unable to carry out the report (for instance if the vehicle is not stripped), we will deduct fees for the second inspection visit from the authorised claim amount
5. Repair times are calculated inline with the repair times definition on the contents page at the agreed labour rate. Our liability will be based on the repair times as shown for the specific repair
   - You have 3 months from the date the authorisation code is provided to submit the invoice to us for payment. After this time, the claim will be cancelled and no reimbursement is possible
   - All repairs must be registered with us within 7 days of their occurrence. All claims must be completed within 60 days after the claim is authorised with WSG Ltd. After this time the claim will be cancelled and no reimbursement is possible
   - If the policy expires once the claim has been logged, the diagnosis must be confirmed within 21 days after the expiry of the agreement, otherwise the claim will be rejected
   - You may be required to provide proof of servicing with a recent service invoice from a VAT registered garage before a repair can be considered
6. This warranty is limited to one repair of each covered part
7. If more than one part has failed at the time your claim is agreed, it will be dealt with as one claim
8. If you are VAT registered, the VAT element will not form part of any claim against us
9. In the event of a false or fraudulent claim, your warranty will be invalidated. We also reserve the right to prosecute in all cases

If you need advice about your vehicle or wish to discuss any of the above, reach out to our claims team on 0800 060 8610 or email claims@fwsgwarranties.co.uk

General conditions

1. No part of this document may be altered without our consent. Your warranty is in addition to any legal rights that may apply.
2. Your warranty is governed by English law and this is the law we will use unless you ask us for another and we agree to it within 30 days of the date that your cover starts. Any communications regarding your cover will be in English.
3. You must give us all of the information and help that we require in order to provide service under your plan. This also applies where we wish to enforce any rights against any manufacturer, repairer, supplier or other party.
4. You must comply with all of the terms and conditions of this warranty, including 'Your obligations' on page XX. Any liability we may have depends on your compliance with these terms and on the truth of your statements.
5. If you give us incorrect information, we may consider your application fraudulent and reserve the right to cancel it with no reimbursement. Where we have made any payments as a result of your dishonesty or exaggerated behaviour, your cover will be invalidated with immediate effect and you will again not receive any reimbursements. We also reserve the right to take legal action against you to reclaim any repair payments made. Any legal proceedings will be held in the courts of England and Wales.
6. You must allow us free access to examine the vehicle at all times.
7. You are responsible for authorising the repairer to commence the work required and for paying the costs involved if the work proves that the repair is outside of our liability.
8. Subject to our approval and at our absolute discretion, we'll offer you the opportunity to upgrade your cover (where eligible) within 4 weeks of you taking it out, and also the opportunity to renew 30 days before your cover ends. If you'd like to be notified with these communications, you'll need to make sure you've given us the right permissions to contact you.
9. Occasionally we may need to amend this warranty in relation to component coverage or wording, or inline with new laws and regulations.
10. We will not tolerate abuse, slander, false allegations or otherwise untoward behaviour under any circumstances and may cancel your cover at our discretion if any such behaviour occurs. In these instances, we also reserve the right to begin legal proceedings to reclaim costs for any damages incurred should we deem necessary.

Other important information

Payments and premiums

If you are upgrading or renewing your cover with us directly, we have several payment options available. Renewal or upgrade premiums may be amended at any time.

Transferring your cover to a new owner

If you sell your vehicle, you can apply to transfer your cover to the new owner providing they don't work in the motor trade. A **£35** admin fee applies. Please see page XX for details.

Cancellation

You can cancel your cover within 14 days from the start date. If your cover was purchased through the dealer, the dealer's refund policy will apply if applicable. If it was purchased directly from us, we will refund you providing no claims have been made during this period. After the 14 days no refunds are possible.

Discretion

We use our own discretion to ensure that you receive a fair and equitable resolution to every claim you make. If after following the complaints procedure below you feel that your complaint has not been resolved satisfactorily, our Directors will be the final arbiters for the exercise of this discretion. This does not affect your statutory rights.

Your personal data

We are the Data Controller in respect of any personal information you supply which means that we have a legitimate interest to collect, store and share your data amongst our group of companies in order to administer your cover and provide you with a service. For these reasons, we may need to share it with repairers, dealers, suppliers or other parties where required. We also use your data to contact you for purposes relating to your cover, direct marketing or to improve our services (opt-in required), or for legal, regulatory or crime prevention purposes.

You have the right to access and rectify information held about you. You can change your permissions at any time too by contacting us. For full details on the data we collect, how we use it and your rights, please visit warrantysolutionsgroup.co.uk/privacy. For any data queries, please email compliance@wsgwarranties.co.uk or write to Warranty Solutions Group Ltd, The Gatehouse, Gatehouse Way, Aylesbury, Bucks, HP19 8DB.

Complaints

Occasionally things do go wrong and there might be an instance where you're not happy with our service or the decision on your repair. Before you do anything else, please give us the opportunity to investigate and put things right by sending your complaint to complaints@wsgwarranties.co.uk or writing to Complaints Manager, Warranty Solutions Group Ltd, The Gatehouse, Gatehouse Way, Aylesbury, Bucks, HP19 8DB. Your complaint will be acknowledged within 3 working days and responded to within 14 working days, although it is usually much sooner.

If for any reason we cannot resolve your issue, you can contact The Motor Ombudsman (TMO) for free, impartial advice and Alternative Dispute Resolution. They can be reached on 0345 241 3008 (option 2) or via themotorombudsman.org.

Warranty Solutions Group are proudly accredited to TMO's Motor Industry Code of Practice for Vehicle Warranty Products, which is fully approved by the Trading Standards Institute. This means we adhere to a set of guidelines which aim to drive up standards across the automotive warranty industry.

ENDORSED BY MOTORHOME MATT

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MOTORHOME MATT APPROVED™

> Caring for your motorhome goes beyond washing it or packing your favourite snacks – it means planning for the unexpected, so every journey remains a joy. With an award-winning warranty from WSG, you can embrace the travel season with total confidence.
>
> **Matt Sims – The Motorhome Matt Podcast**

Scan for Matt's podcast | Visit Matt's shop at thatleisureshop.com

Transferring your warranty to a new owner

If you sell your vehicle, providing that no claim has been made on the agreement you can apply to transfer the remainder of this warranty to the new owner.

You have a maximum of 7 days to apply for a transfer.

A **£35** admin fee applies. Please complete the form below and either:

1. email it to **hello@wsgwarranties.co.uk** or:

2. post it to Warranty Solutions Group Ltd, The Gatehouse, Gatehouse Way, Aylesbury, Bucks, HP19 8DB.

We are unable to transfer this warranty to another vehicle or to anyone connected with the motor trade. It is at our discretion whether we accept your transfer application.

Transfer of ownership form

Name of new owner:	
Address:	
Warranty number:	Registration number:
Telephone number:	
Email:	
Present mileage:	Date purchased:
Signature:	

We will call you for the credit / debit payment of the **£35** fee.

Service records

These sections can be stamped by your service centre and retained for your records. **Please note:** these are not accepted as proof of service - you will need to retain your service invoices as they may be required in the event of a claim.

Service 1

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Habitation 1

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Service 2

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Habitation 2

I certify that the service has been carried out in line with the manufacturer's recommendations.

Signed: _____

Date: _____ Mileage: _____

Next service due:

Date: _____ Mileage: _____

STAMP

Important dates

MOT due date:

Insurance due date:

Road tax due date:

NEED TO CLAIM?

Scan the QR code below

Warranty Solutions Group

0800 0608610

hello@wsgwarranties.co.uk

warrantysolutionsgroup.co.uk

Warranty Solutions Group Ltd, The Gatehouse, Gatehouse Way, Aylesbury, Bucks, HP19 8DB
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