HONDA EXTENDED GUARANTEE

These terms were last updated on: 1st November 2026.

1. WHAT THESE TERMS COVER

These terms apply if you have received a Honda Extended Guarantee with a vehicle purchased through the Honda Approved Used programme, or if you have purchased the Honda Extended Guarantee separately for your vehicle. They explain the cover provided under the Honda Extended Guarantee, the requirements you must meet and how to make a claim.

2. ABOUT US

2.1 **Who we are.** We are Honda Motor Europe Limited (referred to in these terms as "**Honda**". "**we**", or "**us**") a limited company registered in England and Wales, and our registered address is Cain Road, Bracknell, Berkshire, England RG12 1HL. Our company number is 00857969 and our VAT number is GB 711019584.

2.2 **Who regulates us.** Honda is authorised and regulated by the Financial Conduct Authority (firm reference number is 996942). You can verify Honda's status on the Financial Services Register by visiting the Financial Conduct Authority's website at www.fca.org.uk.

2.3 **Contacting us.** If your Authorised Honda Retailer is unable to resolve your question or complaint, you can contact Honda Administration or Honda customer relations manager on the contact details below:

Hondacare Customer Relations Department

The Aspen Building (Floor 2),
Vantage Point Business Village,
Mitcheldean,
Gloucestershire
GL17 0AF

Telephone: 0330 100 3406 (Monday - Friday, 9:00am - 5:00pm) or
Email: honda.enquiries@hondaadministration.com

2.3.1 Should you remain dissatisfied, you can contact:

Hondacare Customer Relations Manager
Honda Motor Europe Limited trading as Honda (UK),
Hondacare Customer Relations Department,
Cain Road,
Berkshire
RG12 1HL

Telephone: 0345 200 8000 (Monday - Friday, 8:00am - 6:00pm, Saturdays 09:00am – 5:00pm) or;
Email: info.uk@honda-eu.com or;

2.3.2 If you are dissatisfied with the outcome of a complaint, you may:

Refer your complaint to Motor Codes Ltd, a CTSI certified Alternative Dispute Resolution (**ADR**) provider that we are prepared to engage with through the ADR procedure. Further details can be found at **www.motorcodes.co.uk**; or

Contact the Motor Ombudsman, which provides free impartial information. Further details are available at **www.themotorombudsman.org** or calling 0345 241 3008. Calls to 03 numbers are charged at the same rates as calls to 01 and 02 numbers and are usually included in inclusive call packages.

2.4 **Other organisations involved in providing the Honda Extended Guarantee**

We may appoint third parties to administer the Honda Extended Guarantee and provide certain services on our behalf. For example:

2.4.1 Honda Administration administers the Honda Extended Guarantee on behalf of Honda; and

2.4.2 the Hondacare Assistance Service Provider provides any Hondacare Assistance services that form part of your cover.

Further details of these organisations are set out in the Definitions section below.

3. DEFINITIONS

3.1 Some words in these terms have specific meanings, which are set out below. When these words are used with a capital letter, they have the meanings given here.

3.1.1 **Agreement**: means the contract between you and Honda Motor Europe Limited for the Honda Extended Guarantee, comprising these terms and your Customer Schedule.

3.1.2 **Authorised Honda Retailer**: means a third-party retailer or service centre authorised by Honda to carry out Repairs and provide services in connection with the Honda Extended Guarantee.

3.1.3 **Components**: means all factory fitted components of the Vehicle including any oil seals and gaskets, any working materials such as the replacement of oils, anti-freeze and oil filters and any casings damaged as a result of the failure of a covered component, but excluding any Excluded Components.

3.1.4 **Customer Schedule**: means the document provided to you setting out the specific details of your Honda Extended Guarantee, including the Vehicle covered, the Start Date, the Plan Duration and where applicable, the Plan Price.

3.1.5 **Excluded Components**: means those Components that are excluded from the Honda Extended Guarantee as set out in section 9.1.

3.1.6 **Geographical Limits**: means the geographical limits set out in section 10.

3.1.7 **Honda**, **we**, **our**, **us**: means Honda Motor Europe Limited.

3.1.8 **Honda Administration**: means TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF, Registered Office: Emerald Buildings, Westmere Drive, Crewe, Cheshire, United Kingdom, CW1 6UN, registered number: 1883565, authorised and regulated by the Financial Conduct Authority, FRN 312440, who administers the programme on behalf of Honda.

3.1.9 **Hondacare Assistance Service Provider:** means Automobile Association Developments Limited (trading as AA Breakdown Services), registered company number 1878835 whose registered office is at Fanum House, Basing View, Basingstoke, Hampshire RG21 4EA.

3.1.10 **Hondacare**HondacareHondacare**Honda Extended Guarantee**: means the guarantee provided by Honda under the Plan Documents, the details of which are set out in the Customer Schedule and these terms and conditions.

3.1.11 **ICME Repair Times**: means the standard repair time estimates published by the Institute of Chartered Mechanical Engineers (or any replacement industry standard used by Honda from time to time).

3.1.12 **Maximum Claim Limit:** means the maximum total amount Honda will pay for claims under the Honda Extended Guarantee, as set out in your Customer Schedule.

3.1.13 **Mechanical or Electrical Breakdown:** means the sudden and unforeseen breakdown, failure or stoppage of a Component which requires immediate repair or replacement (not including Wear and Tear).

3.1.14 **Plan Documents**: means your Customer Schedule and these terms.

3.1.15 **Plan Duration**: means the duration of the Honda Extended Guarantee as set out in your Customer Schedule.

3.1.16 **Plan Price**: means, where applicable, the total price payable for the Honda Extended Guarantee, as set out in your Customer Schedule.

3.1.17 **Plan Set Up Date**: means the date shown in your Customer Schedule on which the contract for the Honda Extended Guarantee is entered into.

3.1.18 **Repair**: means the repair, replacement or rectification of a Component or fault that is covered by the Honda Extended Guarantee.

3.1.19 **Service Record**: means the manufacturer's service booklet, digital service record or equivalent maintenance record relating to the Vehicle.

3.1.20 **Service Schedule**: means the manufacturer's recommended servicing schedule for the Vehicle, including the applicable time and mileage intervals and maintenance requirements set out in the Service Record.

3.1.21 **Service or Servicing or Serviced**: means servicing the Vehicle in accordance with the Service Schedule.

3.1.22 **Start Date**: means the date shown in your Customer Schedule on which your Honda Extended Guarantee takes effect. You will not be able to make a claim or receive benefits until 14 days have passed after this date. See section 6 for more information about when you can make a claim and receive benefits.

3.1.23 **Vehicle**: means the motor vehicle identified in your Customer Schedule.

3.1.24 **Wear and Tear**: has the meaning given to it in section 9.3.

4. THESE TERMS AND OUR CONTRACT WITH YOU

4.1 **These terms.** These terms apply to the Honda Extended Guarantee provided in connection with your Vehicle. Depending on how you obtained your Vehicle, the Honda Extended Guarantee may either be provided to you at no additional cost as part of a Honda Approved Used purchase or purchased separately by you. Details of your cover, including the Start Date, Plan Duration and (where applicable) the Plan Price, are set out in your Customer Schedule.

4.2 **Your statutory rights also apply.** The Honda Extended Guarantee is provided in addition to your legal rights. You have legal rights under your purchase contract with the seller of your Vehicle (the dealer or retailer from whom you purchased it) if there is a problem with it. For example, if your Vehicle is not of satisfactory quality, not fit for purpose, or not as described, you may be entitled to a repair, replacement or refund from the seller. These legal rights always apply and are not affected by this Honda Extended Guarantee. This Honda Extended Guarantee simply gives you extra protection alongside your legal rights with the seller of the Vehicle. For more detailed information on your legal rights, you can contact your local consumer protection authority or consumer advice organisation in your country. If you are in

the United Kingdom, this includes Citizens Advice, which provides guidance at www.citizensadvice.org.uk or by telephone on 03454 04 05 06.

4.3 **Read these terms carefully.** Please read these terms fully and keep a copy for future reference. By using the Honda Extended Guarantee, you confirm that you have read and agree to these terms. If you do not agree to them, you must not use/purchase the Honda Extended Guarantee.

4.4 **Other terms that apply to you.** There are additional terms and policies that will apply to you. These include, for example, our Privacy Policy and where applicable the separate Hondacare Assistance terms.

4.5 **Your contract is with Honda.** The contract for the Honda Extended Guarantee will be between you and Honda. Your Honda Extended Guarantee takes effect on the Start Date, subject to the eligibility requirements in these terms. Section 6 explains when you can first make a claim or receive benefits under the Honda Extended Guarantee.

5. ELIGIBILITY FOR THE HONDA EXTENDED GUARANTEE

5.1 **Eligibility.** The Honda Extended Guarantee may be provided in respect of:

5.1.1 a new Honda Vehicle;

5.1.2 a Honda Approved Used Vehicle purchased from an Authorised Honda Retailer;

5.1.3 a used Vehicle purchased from a non-Honda retailer; or

5.1.4 a used Vehicle purchased privately,

provided the remaining eligibility requirements in these terms are satisfied.

5.2 **Additional eligibility requirements**

5.2.1 the Vehicle must be less than 12 years old on the Start Date;

5.2.2 the Vehicle (including its type, model, age and mileage, where applicable) must match the details recorded in the Customer Schedule;

5.2.3 the Vehicle must not be a Honda NSX;

5.2.4 the Vehicle must not have been modified other than in accordance with Honda's recommendations;

5.2.5 If any Servicing is overdue at the Start Date, you must complete it before you can make a claim or receive any benefits under the Honda Extended Guarantee. We may ask you to provide reasonable evidence that the required Servicing has been completed;

5.2.6 if the Vehicle is already covered by Honda’s manufacturer warranty or another Honda extended guarantee, the Start Date must be after that existing warranty or guarantee has ended; and

5.2.7 where the Vehicle is not already covered by Honda’s manufacturer warranty or another Honda extended guarantee, Honda may require a satisfactory Electronic Vehicle Health Check before the Honda Extended Guarantee takes effect.

6. WHEN YOU CAN USE YOUR HONDA EXTENDED GUARANTEE

6.1 Your Honda Extended Guarantee takes effect on the Start Date. You can make a claim and receive benefits once both the Start Date has arrived and 14 days have passed after the Plan Set Up Date.

6.2 For example, if your Plan Set Up Date and Start Date are both 1 November, you can use your Honda Extended Guarantee from 16 November. If your Start Date is later than this, you can use your Honda Extended Guarantee from the later Start Date.

6.3 If you purchased your Honda Extended Guarantee at a distance (i.e. online, by telephone, by email or otherwise without meeting an Authorised Honda Retailer in person), the 14 day period after the Plan Set Up Date is also your legal cancellation period. Section 12 explains your cancellation rights and how to cancel.

7. PRICE AND PAYMENT

7.1 **Price.** Where applicable, the Plan Price is set out in your Customer Schedule. The Plan Price is in pounds sterling (GBP) and includes VAT at the applicable rate.

7.2 **Payment method.** You must pay using one of the payment methods we make available. You can pay by cash, debit or credit card or cheque to the Authorised Honda Retailer. Your Plan Documents will confirm your payment arrangements.

7.3 **When payment must be made.** Depending on the payment option you choose, you may either pay the Plan Price in full before the Start Date or, where available, make monthly payments towards the Plan Price. Your Plan Documents will tell you when your payments are due. You will not be required to pay monthly payments which would otherwise fall due after your Honda Extended Guarantee has ended.

8. HOW HONDA EXTENDED GUARANTEE WORKS

8.1 **What is covered.** Once you are able to use your Honda Extended Guarantee as explained in section 6, and subject to these terms and the exclusions set out in section 9, the Honda Extended Guarantee provides cover for Components which suffer a Mechanical or Electrical Breakdown within the Geographical Limits during the Plan Duration.

8.2 **Honda Extended Guarantee requirements.** To remain eligible for the Honda Extended Guarantee, throughout the Plan Duration, you must continue to comply with these terms and, in particular, you must ensure that for the Plan Duration:

8.2.1 all Servicing is carried out in accordance with the Service Schedule set out in your Service Record (adhering to the specified distance and/or time intervals (whichever occurs first));

8.2.2 all Servicing is undertaken within 30 days or 750 miles of the time or mileage stipulated in the Service Record. If circumstances outside your reasonable control (for example, serious illness, accident, emergency or unavailability of a service appointment within the required period) prevent the Servicing from being carried out within these limits, you must contact Honda Administration as soon as reasonably practicable. Honda Administration may require reasonable evidence of those circumstances.

8.2.3 all rectification work identified during a Service is carried out as advised;

8.2.4 any repair carried out under the Honda Extended Guarantee will be completed by an Authorised Honda Retailer using genuine Honda parts, oils and fluids, or alternatives of an equivalent industry standard and specification; and

8.2.5 you keep reasonable evidence, including receipts or invoices, demonstrating compliance with the Servicing and maintenance requirements in this section and detailing the work carried out and parts replaced.

8.3 **Your responsibilities when making a claim.** Once you are able to use your Honda Extended Guarantee as explained in section 6, if you wish to make a claim:

8.3.1 before any repair is carried out under the Honda Extended Guarantee, you must provide the Authorised Honda Retailer with your Plan Documents.

8.3.2 you must provide Honda Administration and/or the Authorised Honda Retailer with evidence of the Vehicle's service history and maintenance, including supporting invoices, if requested.

8.3.3 you must authorise the Authorised Honda Retailer to inspect, diagnose and, where reasonably necessary, dismantle all or part of the Vehicle in order to investigate the cause of the fault and assess the claim;

8.3.4 diagnostic work may be required to assess your claim. Diagnostic costs are not covered by the Honda Extended Guarantee and may be charged separately. If dismantling of the Vehicle is reasonably required to assess your claim, the Authorised Honda Retailer will explain the likely cost to you in advance and obtain your agreement before any chargeable dismantling work is carried out. If your claim is accepted under the Honda Extended Guarantee, Honda will cover the cost of dismantling. If your claim is not covered, you will be responsible for those costs; and

8.3.5 you must notify an Authorised Honda Retailer as soon as reasonably practicable if you become aware of a Mechanical or Electrical Breakdown, or of a fault which you believe may constitute a Mechanical or Electrical Breakdown covered by the Honda Extended Guarantee and, unless circumstances outside your reasonable control prevent you from doing so, within 14 days of becoming aware of it and before the expiry of the Plan Duration.

8.3.6 Honda may, at its own cost, require the Vehicle or any failed Component to be inspected by an independent expert where reasonably necessary to investigate or assess a claim under the Honda Extended Guarantee.

8.4 **Your other obligations.** Throughout the Plan Duration:

8.4.1 you must pay the Plan Price in accordance with these terms (where applicable);

8.4.2 you must notify Honda Administration as soon as reasonably practicable if your name, address, registration number or other Vehicle identification details change; and

8.4.3 you must not make any alterations or modifications to the Vehicle from Honda's standard specification without Honda's prior written consent.

8.5 **If you have a valid claim under this Honda Extended Guarantee:**

8.5.1 No Repair work can be started before Honda Administration has approved it and has issued the Authorised Honda Retailer with an authorisation number.

8.5.2 If a Component suffers a covered Mechanical or Electrical Breakdown, Honda will repair or replace the affected Component at no cost to you. We will decide the most appropriate method of repair or replacement, taking into account safety, reliability and performance. Any repair or replacement under this Honda Extended Guarantee must be carried out by an Authorised Honda Retailer.

8.5.3 All parts removed during a Honda Extended Guarantee repair become the property of Honda.

8.5.4 All parts replaced under the Honda Extended Guarantee are covered for the remainder of the Plan Duration.

9. HONDA EXTENDED GUARANTEE EXCLUSIONS

9.1 **Excluded Components.** The following Components are **not** covered by this Honda Extended Guarantee:

9.1.1 bodywork components, panels, paintwork, door handles, glass, interior/exterior trim, upholstery;

9.1.2 replacement of parts that have reached the end of their effective working life because of Wear and Tear;

9.1.3 such items as, but not limited to, spark plugs, plug leads, wiring and wiring looms;

9.1.4 burnt out, sticking or pitted valves;

9.1.5 integrated Motor Assist Pack on a Vehicle which is more than 8 years and/or 80,000 miles from date of first registration, whichever is the sooner;

9.1.6 airbags, batteries, bulbs, LED lamps, exhaust systems, wiper blades, disc pads, wheel balancing / alignment, tyres;

9.1.7 the catalytic converter unless it fails the exhaust emissions standard following a test of exhaust gasses;

9.1.8 non factory fitted in car entertainment, traffic management systems, telephones, TVs and associated multi-media equipment;

9.1.9 strikers and hinges, normal maintenance services and the replacement of such items;

9.1.10 weather strips and body seals; and

9.1.11 recharging of air conditioning system, unless part of a valid claim for a Repair;

9.2 **Exclusions.** This Honda Extended Guarantee does not cover:

9.2.1 any claims caused by, arising from or in connection with the following:

9.2.1.1 any damage caused by frost, inadequate anti-freeze, impact, accident, negligence, misuse, neglect, overloading or abnormal use;

9.2.1.2 the cost of Servicing or the cost of items normally replaced during routine Servicing;

9.2.1.3 any damage caused by the failure of Components such as timing belts or chain failure which have not been adjusted or replaced in accordance with Honda's specifications or Service Schedule;

9.2.1.4 mechanical breakdown or electrical failure due to incorrect adjustment or misuse;

9.2.1.5 any damage caused by the use of incorrect or contaminated fuel, or an incorrect grade or type of fuel, oil or other fluid;

9.2.1.6 "drive-on" damage resulting from a failure to arrange for a fault you were aware of (whether through a warning light or otherwise) to be rectified;

9.2.1.7 damage caused by the fitting of any accessory, unless the accessory is approved by Honda for use on the Vehicle and fitted in accordance with the accessory manufacturer's instructions;

9.2.1.8 any damage or loss relating to components that are not covered by this Honda Extended Guarantee;

9.2.1.9 any loss, damage or failure occurring while the Vehicle is outside the geographical limits as set out at section 10;

9.2.1.10 all damage and repairs resulting from water ingress, for example, through damaged or ineffective door,

9.2.1.11 all damage and repairs resulting from water entering through doors, windows or sunroofs left open, or caused by driving through flood water;

9.2.1.12 any liability in respect of any third party;

9.2.1.13 any losses covered under an accidental damage or road risk insurance policy, or arising from a road hazard, fire or accident;

9.2.1.14 any damage caused to or by any Excluded Component;

9.2.1.15 faults attributable to a previous faulty repair;

9.2.1.16 faults associated with lack of routine maintenance;

9.2.1.17 any claim where Honda Administration is unable to verify the actual mileage of the Vehicle at the time of the claim;

9.2.1.18 any liability for death, bodily injury or damage to other property or any such loss caused directly or indirectly by the claim or event giving rise to a claim under this Honda Extended Guarantee;

9.2.1.19 war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, acts of terrorism, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local Authority;

9.2.1.20 ionising radiation, contamination by radioactivity from any nuclear fuel or from any nuclear waste, from the combustion of nuclear fuel or the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear parts thereof (in each case, whether directly or indirectly);

9.2.2 any claims in respect of a Vehicle that:

9.2.2.1 has been modified with any non-manufacturer approved supplied parts or has undergone any performance related modifications that are associated to the items covered under this Honda Extended Guarantee. Honda reserve the right to decline any claim (and any associated damage) that may occur due to the fitting / failure of a modified part. Cosmetic modifications are acceptable including wheels and tyres providing they are the same size / specifications as the manufacturer's equivalent. Please note that this exclusion does not apply to Vehicles that have been modified to accommodate a disability provided that the modification is not performance enhancing however the modification itself and its components will not be covered by this Honda Extended Guarantee;

9.2.2.2 has been used as a public service vehicle, such as military, police, ambulance or fire vehicle;

9.2.2.3 is or has been used for any form of timed or competitive event (such as, but not limited to, racing or rallying);

9.2.2.4 is or has been used for commercial business use of hire and reward including but not limited to taxi, courier services, private hire and driving school vehicles;

9.2.2.5 is an American import, grey import, kit car, motorhome, quad bikes, motorcycle or rotary engine and any engine with a non-manufacturer fitted LPG conversion;

9.2.2.6 is owned by a motor trader, 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);

9.2.2.7 has an odometer that has been interfered with, altered or has been disconnected;

9.2.3 any of the following claims specific to an electric Vehicle:

9.2.3.1 any damage to the Vehicle's hardware or software, or any loss or harm to any personal information/data uploaded to your Vehicle resulting from unauthorised access to Vehicle data or software from any source, including non-original equipment manufacturer parts or accessories, third party applications, viruses, bugs, malware, or any other form of interference or cyber attack;

9.2.3.2 failure due to power surges, power overloading, abnormal use and damage due to inappropriate or incorrect charging sources;

9.2.3.3 any claims caused by overloading the Vehicle;

9.2.3.4 any claim arising where the Vehicle is or has been used as a stationary power source; and

9.2.3.5 any claims arising from software updates or reprogramming unless required due to the failure of a Component.

9.3 **Wear and Tear.** The Honda Extended Guarantee does not cover wear and tear, including:

9.3.1 gradual deterioration of Components; or

9.3.2 gradual reduction in operating performance,

in each case where this is consistent with the age, mileage and normal use of the Vehicle.

9.4 **Maximum Claim Limit.** The total amount payable under the Honda Extended Guarantee shall not exceed the Maximum Claim Limit.

10. USING THIS HONDA EXTENDED GUARANTEE IN EUROPE

10.1 **Where can you rely on this Honda Extended Guarantee.** Wherever you travel with your Vehicle, you can access support through our network of Authorised Honda Retailers. You can make a claim under this Honda Extended Guarantee in any European location where an Authorised Honda Retailer is available. This ensures you can receive support wherever your journey takes you.

10.2 **When support may not be available.** In exceptional circumstances outside our reasonable control, it may not be possible to provide access to Authorised Honda Retailers in certain locations. This may occur, for example, due to war, civil unrest, natural disasters, sanctions, public health emergencies or other safety-related events.

10.3 **Documents you will need.** If you need to rely on this Honda Extended Guarantee while travelling in Europe, you may be asked to show your Plan Documents and evidence that your Vehicle has been serviced in line with the Service Schedule (for example, service records or invoices).

10.4 **When you are using your Vehicle abroad, please keep the following in mind**:

10.4.1 We recommend that you have suitable travel insurance in place to cover any unexpected situations.

10.4.2 While you are abroad, we recommend that only urgent or safety related warranty repairs are carried out. Any non urgent repairs can be completed by your Authorised Honda Retailer when you return.

10.5 **Repairs carried out abroad.** If your Vehicle requires a covered repair while you are travelling in Europe, you may be required to pay for the repair and submit your claim to an Authorised Honda Retailer when you return to the United Kingdom. Any reimbursement will be subject to the terms of this Honda Extended Guarantee and supporting evidence of the repair costs incurred.

10.6 **Length of trips abroad.** This Honda Extended Guarantee applies for trips of up to 90 consecutive days outside the United Kingdom. If you remain outside the United Kingdom for longer than 90 consecutive days, cover under this Honda Extended Guarantee may be suspended until you return.

Changes to geographical cover. We may need to make changes to the geographical areas in which the Honda Extended Guarantee can be used, for example where an Authorised Honda Retailer is no longer available in a particular location or due to legal, regulatory or operational requirements. If a change would materially reduce the geographical cover available to you during the Plan Duration, we will give you reasonable notice before the change takes effect. If you do not wish to accept the change, you may have rights to cancel the Honda Extended Guarantee or seek other remedies under these terms or applicable law.

11. HONDACARE ASSISTANCE

11.1 **What is Hondacare Assistance.** Honda may make Hondacare Assistance available to eligible customers alongside the Honda Extended Guarantee. Hondacare Assistance is a roadside assistance and recovery service that may include home assistance, roadside assistance, vehicle recovery, message services and, in some circumstances, onward travel support including a replacement or hire vehicle and hotel accommodation.

11.2 **Hondacare Assistance Terms.** Hondacare Assistance is provided by the Hondacare Assistance Service Provider and is subject to separate terms and conditions.

12. YOUR RIGHTS TO CANCEL

12.1 **Cancelling a Honda Extended Guarantee provided as part of the Honda Approved Used programme.** If the Honda Extended Guarantee was provided as part of the Honda Approved Used programme, you may choose not to use it at any time. No cancellation notice is required, and no refund will be payable.

12.2 **Cancellation rights for Honda Extended Guarantees purchased at a distance.** If you purchased your Honda Extended Guarantee online, by telephone, by email or otherwise without meeting the Authorised Honda Retailer in person, you have a legal right to cancel it within 14 days after the Plan Set Up Date.

12.3 **How to exercise your cancellation right.** To exercise this right, you must notify Honda Administration of your decision to cancel before the end of the 14 day cancellation period using the contact details

set out at the end of these terms. Alternatively, you may do this using the model cancellation form at the end of these terms, but you do not have to.

12.4 **What happens if you cancel during the 14 day cancellation period.** If you cancel during the 14 day cancellation period, your Honda Extended Guarantee will end before you are able to use the cover. We will refund any payments you have made for the Honda Extended Guarantee. If you are paying monthly, your future monthly payments will stop, and you will not be required to pay the remaining Plan Price.

12.5 **When and how a refund will be made.** Any refund due under this section 12 will be made without undue delay and, in any event, within 14 days of receiving your cancellation request. Refunds will be made using the same payment method used to purchase the Honda Extended Guarantee unless you expressly agree otherwise.

12.6 **Cancelling a Honda Extended Guarantee purchased in person.** If you purchased the Honda Extended Guarantee in person at a dealership, the cancellation rights in this section 12 will not apply.

12.7 **Your rights if something goes wrong.** Even if the cancellation rights in this section 12 do not apply, or the 14 day cancellation period has ended, you may still have additional legal rights and remedies if we do not provide the Honda Extended Guarantee as described in these terms, fail to provide services under it with reasonable care and skill, or otherwise fail to meet our legal obligations to you. These rights may include the right to end the Honda Extended Guarantee, obtain a refund or seek other remedies. Nothing in these terms affects those rights. More information is available from Citizens Advice at www.citizensadvice.org.uk.

13. OUR RIGHTS TO CANCEL

13.1 **Termination by Honda.** We may terminate the Honda Extended Guarantee immediately by written notice if:

13.1.1 you have deliberately provided false or misleading information in connection with the purchase of the Honda Extended Guarantee or a claim;

13.1.2 you pay monthly and miss a monthly payment. If you do not make a monthly payment when it is due, we may give you a reasonable opportunity to make that payment. If it remains unpaid, we may end your Honda Extended Guarantee by giving you written notice. You will still need to pay any monthly payment which fell due before your Honda Extended Guarantee ended; or

13.1.3 you commit fraud or attempt to obtain a benefit under the Honda Extended Guarantee dishonestly.

14. CHANGES TO THE HONDA EXTENDED GUARANTEE

14.1 **Changes to future Honda Extended Guarantees.** We may update these terms from time to time. Any changes will only apply to Honda Extended Guarantees purchased after the updated terms are published.

14.2 **Changes we may make to existing Honda Extended Guarantees.** We may make changes to the Honda Extended Guarantee or these terms where necessary to comply with applicable laws or regulatory requirements, to reflect changes to contact details, administrators or service providers, or to make minor administrative, operational or technical changes that do not materially disadvantage you.

14.3 **Material changes to existing Honda Extended Guarantees.** If we need to make a material change to the Honda Extended Guarantee or these terms during the Plan Duration which would materially

disadvantage you, we will give you reasonable notice before the change takes effect. If you do not wish to accept the change, you may have rights to cancel the Honda Extended Guarantee or seek other remedies under these terms or applicable law.

15. TRANSFERRING YOUR RIGHTS TO SOMEONE ELSE

15.1 Subject to the new owner complying with these terms, where applicable, the Plan Price having been paid in full, the Honda Extended Guarantee will transfer to a new private owner of the Vehicle. The new owner should notify Honda Administration of the transfer as soon as reasonably practicable and provide any information reasonably requested to verify ownership of the Vehicle.

15.2 We may require the new owner to provide reasonable evidence that they have acquired ownership of the Vehicle and to provide updated contact and Vehicle details.

15.3 The Honda Extended Guarantee cannot be transferred to another vehicle.

15.4 The Honda Extended Guarantee cannot be transferred by or to a business involved in buying, selling, repairing or trading motor vehicles, except an Authorised Honda Retailer where applicable.

16. WHEN THINGS DON'T GO TO PLAN

16.1 **Losses we are responsible to you for.** We are responsible for losses you suffer caused by us breaking this Agreement (including if this is caused by the Authorised Honda Retailer when performing the Repairs or otherwise performing our obligations under the Honda Extended Guarantee) unless the loss is:

16.1.1 **Unexpected**. If we fail to comply with the terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract, or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us when purchasing the Vehicle.

16.1.2 **Avoidable**. Something you could have avoided by taking reasonable action.

16.1.3 **A business loss.** If you are using this Honda Extended Guarantee for any commercial, business or re-sale purpose we will have no liability to you for any loss of profit, loss of business, business interruption, or loss of business opportunity.

16.2 **We do not exclude or limit in any way our liability to you where it would be unlawful to do so**. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents (including our Authorised Honda Retailers) or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to performing services under the Honda Extended Guarantee.

17. HOW WE WILL USE YOUR PERSONAL INFORMATION

17.1 **Your personal information.** Please see our Privacy Policy for information regarding our use and retention of your personal information and your data protection rights.

18. GETTING HELP AND RESOLVING ISSUES

18.1 **Which laws apply to this contract.** These terms are governed by English law. You will also benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in these terms, including this section affects your rights as a consumer to rely on such mandatory provisions of local law.

18.2 **You can go to court.**

18.2.1 You may bring a claim against us in the courts of your country of residence or in the English courts.

18.2.2 We may bring claims against you in the courts of your country of residence or, where you live outside the UK, in the English courts, if you agree to this.

19. OTHER IMPORTANT TERMS

19.1 **Replacement Plan Documents.** You can ask us for another electronic copy of your Plan Documents at any time using the contact details in section 2.3. We will provide this free of charge.

19.2 **Nobody else has any rights under this contract**. This contract is between you and us (other than someone you sold the Vehicle to, as explained in section 14). Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

19.3 **We may transfer this agreement to someone else.** We may transfer our rights and obligations under these terms to another organisation, but this will not affect your rights or our obligations under these terms.

19.4 **If a court finds part of this contract illegal, the rest will still apply. Each part of these terms operates separately.** If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining sections of these terms will continue to apply.

19.5 **Even if we delay in enforcing this contract, we can still enforce it later.** We might not immediately chase you for not doing something or for doing something you're not allowed to, but that doesn’t mean we can't do it later.

Model Cancellation Form

(Complete and return this form only if you wish to cancel the Honda Extended Guarantee contract)

To: Honda Administration, TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF

I/We hereby give notice that I/We wish to cancel the Honda Extended Guarantee relating to:

Vehicle registration number:

Customer Schedule/Plan number:

Start Date:

Name of customer(s),

Address of customer(s),

Signature of customer(s) (only if this form is notified on paper),

Date