



...has you covered

**Motorcycle Repair Agreement
Customer Booklet**



Welcome

Dear Motorcyclist

Congratulations on the acquisition of your new motorcycle.

We hope that you experience many years of trouble free riding. However, should an unforeseen problem occur with your motorcycle, this motorcycle repair agreement is designed to assist you with selected repair costs.

This motorcycle repair agreement covers various mechanical and electrical components of your motorcycle. Please refer to your motorcycle repair agreement certificate and motorcycle repair agreement customer booklet, for details of your specific cover level, duration, individual claim limit and repair labour rate.

We recommend that you read this booklet thoroughly, in order to familiarise yourself with the features, benefits, definitions, exclusions, along with any customer requirements.

In order to keep this motorcycle repair agreement valid, you must have your motorcycle regularly serviced in accordance with the manufacturer recommendations. In addition, the correct claims procedure **MUST** be followed, in order to receive a repair benefit.



This motorcycle repair agreement is supplied and administered by –

Bluechip Warranty Limited,
Diss Business Hub,
Diss Business Park,
Hopper Way, Diss
Norfolk, IP22 4GT

Tel: **0800 404 5814** or **01379 773330**
Email: **enquiries@bluechipwarranty.co.uk**

Definitions

The following words or references have the following meanings, where they are mentioned within this motorcycle repair agreement.

Us/We/Administrator	Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT.
You/Customer/Your	Registered owner of the covered motorcycle and named owner to which this motorcycle repair agreement applies .
Claim Limit	Means the maximum individual claim limit payable under the terms of this motorcycle repair agreement, subject to a valid claim. Any additional benefits mentioned will form part of this claim limit and in some specific cases lower individual claims limits will apply. The maximum aggregate claim value payable under this motorcycle repair agreement, will be limited to the current market value of your motorcycle.
Claims Department	Bluechip Warranty Ltd, Diss Business Hub, Diss Business Park, Hopper Way, Diss, Norfolk IP22 4GT.
Autodata	Industry professional body, giving recognised advice and guidance on motorcycle repair times.
Bluechip Assist	Breakdown cover provided by Bluechip Warranty Ltd via a third party.
Motor Factor/Pattern Parts	A new aftermarket replacement part (non genuine) supplied at trade cost.
Repairer	Repairs to be carried out by a VAT registered garage.
Consequential Damage	Failure caused to another component.
Labour Rate	The amount per hour that this motorcycle repair agreement will reimburse.
OE Parts	Original Equipment components (will only be agreed in the event of a pattern part not being available) at trade cost.
Authorisation Code	A claim specific code, issued to you or your repairer, guaranteeing reimbursement of the agreed amount.

The not so small print...

Things you need to know...

- This motorcycle repair agreement booklet is only activated when issued with a supporting motorcycle repair agreement certificate. This certificate will show your details, your motorcycle details, the start and end date, along with the level of cover and benefits to which you are entitled, (you do not have a live/valid motorcycle repair agreement if you do not possess or were not issued with a motorcycle repair agreement certificate).
- You **MUST** follow the claims procedure, (out of process claims will be declined).
- Authorised claims must be submitted to Bluechip Warranty Ltd for payment within 30 days (outside of this timescale, the claim will become invalid).
- The motorcycles service history must be kept up to date (as per manufacturers recommendations) and fully documented, from the inception date/mileage of this motorcycle repair agreement.
- The repairer must be VAT registered.
- This motorcycle repair agreement covers a sudden and unforeseen mechanical or electrical failure, causing the sudden stoppage of the components function.
- This motorcycle repair agreement is not a service/maintenance programme (it is not designed to maintain your motorcycle).
- Betterment contributions may be requested, taking in to account, the age and mileage of your motorcycle at the time of making a claim.
- This motorcycle repair agreement will only pay for motor factor/pattern parts (at trade prices), associated labour at a maximum of £50.00 per hour and VAT.
- OE parts (at trade prices) will only be agreed, if there is no alternative motor factor/pattern part available (however, if you prefer to have a genuine part fitted, then you will be responsible for the additional cost).
- Labour costs over and above the allowed labour rate, or agreed repair times, will be your responsibility.
- Any fraudulent claims will invalidate this motorcycle repair agreement, with immediate effect.
- All repair documents must be addressed to Bluechip Warranty Ltd.
- All claim payments are processed on the Friday of each week.
- This motorcycle repair agreement does not pay for additional work carried out as good workshop practice.
- This motorcycle repair agreement only pays for the reported problem, it does not provide reimbursement for additional items identified during fault code readings, road testing, health checks, servicing or diagnosis of the reported problem.
- All specified maximum claim limits stated on your certificate and listed in the motorcycle repair agreement booklet will include parts, labour, diagnosis, consumables, recovery, car hire, VAT and any other additional benefits which are specific to your cover level.

MOTORCYCLE COMPONENT COVER

Claim Limits

Claim limits - £500 and £750
(for confirmation of your claim limit, please see your motorcycle repair certificate)

Engine

Balance shafts, camshafts and camshaft followers and rockers, connecting rods and bearings, crankshaft and bearings, cylinder block and barrels and bores and liners, cylinder heads and cylinder head gaskets, internal bushings and bearings, oil pump and drive, pistons and rings, primary drive, push rods, timing gears and chain and tensioner and valves and guides (Including power valves, disc valves and reed valves). Camshaft drive belts are covered against breakage as follows:

Camshaft drive belts and tensioners (subject to documented proof that the last due change of the camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

Final Drive Unit

All internally lubricated parts are covered including: Bearings, drive shafts, universal joints and gears.

Flywheel

Flywheel.

Fuel System

Fuel pumps and fuel sensors and injectors.

Automatic Gearbox

All internally lubricated parts are covered including: Bearings, brake bands and clutches, gears, oil pump, shafts, torque converter and valves.

Manual Gearbox

All internally lubricated parts are covered including: Bearings, gears, oil pump, selector forks and rods and shafts.

Ignition

Ignition modules and ignition coils and ignition system sensors.

Oil Seals & Gaskets

The cylinder base gasket and oil seals and gaskets that would necessitate the removal of the engine, the gearbox or final drive unit to carry out repairs are all covered subject to any oil leak from them being sufficiently advanced that oil can be seen to be dripping.

Brakes

Anti-lock braking system (ABS) pump and control unit and sensors, brake master cylinder, brake calipers (internal components of brake calipers including pistons and seals are covered), and brake servo unit.



Casings

Engine, final drive and gearbox casings are covered in the event of a claim brought about by the failure of a covered component.

Clutch

Clutch cable, master cylinder, release bearing and slave cylinder.

Cooling System

Radiator, radiator fan motor, radiator fan switch, thermostat and water pump.

Electrical

Alternator (generator) and regulator and rectifier, speedometer, tachometer and starter motor (including solenoid).

Front Suspension

Front fork seals are covered against loss of fluid or pressure, and suspension springs are covered against breakage.

Rear Suspension

Suspension units are covered against loss of fluid or pressure, and suspension springs are covered against breakage.

Swinging Arm Unit

Internal components only (including internal bushes).



Claims Procedure

If your motorcycle should suffer a mechanical or electrical breakdown, you should call us on **0800 404 5814** or **01379 773330**, to report the problem. We will then explain the claims process to you.

If you have already taken your motorcycle to a VAT registered repairer, you should request that we are contacted with the following information,

Motorcycle Repair Agreement Number starting BCW

Motorcycle registration number

Your name

Motorcycle current mileage

Claim details

Cost of parts / labour / VAT

Service history information (if required)

NB: No work should commence until we have been contacted.

The required documentation (estimate) for a registered claim, must be submitted to Bluechip Warranty Ltd within a thirty-day (30) period from the date of opening the claim.

NB: You are responsible for any initial fault diagnosis. If dismantling of your motorcycle is required to ascertain the cause of failure, you must give permission for this. The administrator cannot authorise dismantling or diagnosis.

However, if ultimately a claim is accepted under this motorcycle repair agreement,

the dismantling will be included within any authorised claim payment, up to your specific claim limit.

The administrator may authorise the repair. However, the administrator reserves the right to request other repair estimates, have the motorcycle examined by an independent assessor or to nominate an alternative repairer or to request the return of the motorcycle to the supplying dealer.

Reimbursement of repair costs are guaranteed only by obtaining a repair authorisation code from Bluechip Warranty Ltd

**Claim contact can be made Monday to Friday 9am – 5pm
0800 404 5814 or 01379 773330 or
claims@bluechipwarranty.co.uk**

All repairers must be VAT registered.

CLAIM PAYMENT

Upon completion of the authorised repairs, please submit the repair invoice detailing parts, labour, VAT, motorcycle make/model, registration number, current mileage and repair authorisation code, to us for reimbursement. We will make payment to the stated payee as detailed on the repair invoice, please ensure that this is correct.

The required documentation for a claim payment, must be submitted within a thirty-day (30) period from the date of authorisation, after which the claim will become null and void.

EXCLUSIONS

Examples include, but are not limited to – Bodywork, Trim, Wheels, Tyres, Hinges, Brake linings, Brake discs, Brake drums, HT leads, Spark plugs, Light units, Light clusters, Bulbs, Drive belts, Wiring looms, Hoses, Pipes, Mountings, Cables, Brackets, Exhaust system, Fuel tank, Water ingress, Exhaust manifold, Inlet manifold, Corrosion, Oil leaks (unless specified), Cross contamination of fluids, Carbon damage, Consequential damage, Rider abuse, Rider neglect, Insufficient lubrication, Insufficient cooling liquids.

TERMS AND CONDITIONS

Please refer to the second page of the motorcycle repair agreement certificate for further detailed terms, conditions and exclusions.

SERVICING

Your motorcycle must be serviced in accordance to the manufacturer's recommendations, from the inception date and mileage of this motorcycle repair agreement. All service receipts must be retained and produced in the event of a valid claim.

EARLY CLAIM SUBMISSIONS

This motorcycle repair agreement provides day one cover for the sudden and unforeseen mechanical or electrical failure or breakage of a covered component. An early day claim submission would not be accepted, if the cause of failure is found to be of an inherent nature.



Bluechip Assist

ROADSIDE ASSISTANCE | RECOVERY | HOMESTART

In the event of a breakdown, please call

0800 302 9462

THIS IS A POINT OF SALE “PAY FOR” OPTION

(this is not automatically included with your motorcycle repair agreement)

Membership durations available
3 months, 6 months & 12 months

Restricted to UK cover only

This is a motorcycle based cover (as such, anyone riding the covered motorcycle can use this service)

General Conditions

1. The Member's Motorcycle must have a current MOT certificate where applicable, a valid road risk insurance policy, and a valid road fund license at the time of the Breakdown.
2. Contact to be made through the emergency phone number of **0800 302 9462**.
3. We will not be responsible for more than four (4) breakdowns in any one membership year from any one Motorcycle.
4. Bluechip Assist retain the right to choose a suitable repairer to affect any repairs provided that the repairer can undertake the repairs in a reasonable time.
5. If Bluechip Assist effect a temporary roadside repair then We will not be liable for any subsequent repair costs.
6. If We cannot fix the problem at the roadside, We will transport the Motorcycle to a local garage of Your choice within 15 miles of the breakdown location. You have the option on scene to secure a journey of more than 15 miles by making a payment for the additional mileage at a rate of £1.50 per mile.
7. You must tell Us if You take another membership that provides the same service(s). We will not attend any Breakdown that would have been provided by another Breakdown service.
8. A person who is not a party to this membership has no right under the Contracts (Rights of Third parties) Act 1999 to enforce any term of this membership.
9. This membership will be governed by and interpreted and construed in accordance with English Law and the English courts will have jurisdiction in respect of any dispute arising out of this service.

10. We may change the terms and conditions of this membership in the future. We will give You sixty (60) days' prior notice of any change to this membership. If You find the change unacceptable, you have the right to cancel the membership within the sixty day notice period and receive a pro rata refund of the price paid to become a member. If You do not cancel the membership within the notice period, You will be considered to have accepted the changes.
7. Member's Motorcycles that have not been maintained in accordance with manufacturer's recommendations.
8. Damage to paintwork and other cosmetic items.
9. Member's Motorcycles not in a roadworthy condition immediately prior to any Breakdown.

Exclusions

We will not provide any service under this membership in respect of:

1. Any Breakdown occurring within 24 hours of the Member's Motorcycle being registered on Our Database.
2. Any costs of whatsoever nature incurred by any other Breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.
3. More than four (4) callouts during the 12 month period of membership.
4. Labour costs.
5. Member's Motorcycles being used (or that have been modified for use) in motorcycle racing, rallies, speed or endurance tests; hire or reward; mechanically modified Motorcycles or Motorcycles requiring specialist repairers.
6. The cost of any fuel, parts, components, lubricants or materials, food, drinks, telephone calls, or any other incidental expenses.
10. Any toll charges, ferry charges, parking charges or traffic congestion charges.
11. Any liability or consequential loss arising from any act performed in the execution of the Breakdown services provided.
12. Loss or damage to the personal possessions of the rider and / or passenger.
13. Member's Motorcycles immersed in mud, snow, sand or water or any fault occurring or being immobilised as a result of contact with mud, snow, sand or water.
14. Storage charges incurred during or after the Recovery.
15. Any Breakdown resulting in a Member's Motorcycle not being repaired, or that is disposed of or scrapped.
16. Poor-quality prior repairs, the unsafe condition of the Member's Motorcycle, where the Motorcycle has been altered from the manufacturer's specification or where no remedial action has been taken to correct a fault from any previous breakdown. Garage attention must always be sought after experiencing a breakdown and proof of repair obtained.

17. The costs of providing wheel(s) or tyre(s) if the Member's Motorcycle suffers a wheel/tyre failure.
18. In the event of a temporary repair, it is the owner's / rider's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner / rider of the Member's Motorcycle, Bluechip Assist reserves the right to either charge the owner / rider for further call-outs or to refuse to provide any further service.
19. Any costs or expenses not authorised by Our control centre operatives.
20. Any fines or penalties imposed by courts.
21. Any costs recoverable under any Member's Motorcycle warranty or insurance policy or a service provided by any motoring organisation or under the manufacturer's warranty.

Any action directly or indirectly caused by or contributed to or arising from ionizing radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the burning of nuclear fuel; or radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it; war, invasion, terrorism, foreign enemy hostilities (whether war declared or not), civil war, rebellion, revolution, military force or coup; or pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

Complaints

We aim to give customers a high standard of service, at all times. However, If you are unhappy with the service provided for any reason or have cause for complaint, please contact,

Bluechip Warranty Limited
Diss Business Hub
Diss Business Park
Hopper Way
Diss
Norfolk
IP22 4GT

enquiries@bluechipwarranty.co.uk

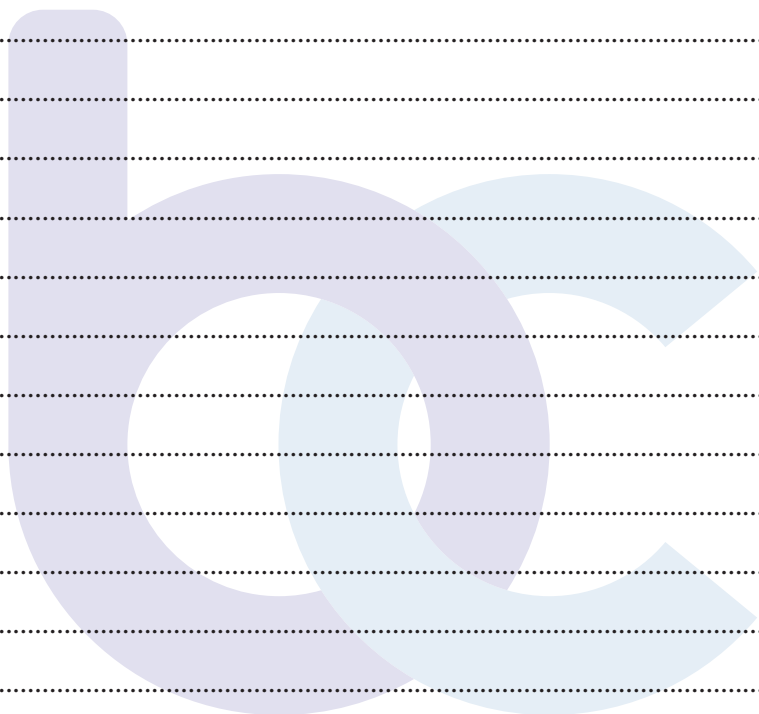
Data Protection

Bluechip Warranty / Assist is the data controller in relation to any personal data You provide in accordance with current GDPR requirements (and as may be amended/superseded from time to time).

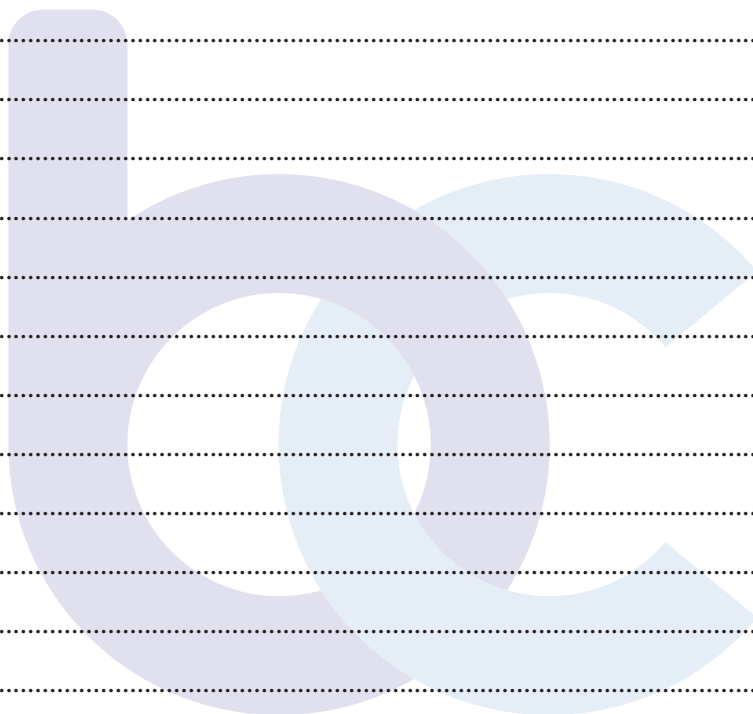
Your details will be passed on to our third party call centre and their service agent, in order to effect this service.



NOTES



NOTES





Head Office
01379 773 330

UK Freephone
0800 404 5814

London – Southern Region
0203 126 4884

Manchester – North West Region
0161 956 8977

Birmingham – Midlands Region
0121 629 0364

Bristol – South West Region
0117 322 6574

Newcastle – North East Region
0191 640 3774

Bluechip Assist
0800 302 9462

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