

# JAGUAR WARRANTY HANDBOOK



THE ART OF PERFORMANCE









## INTRODUCTION

Welcome. This Jaguar Warranty Handbook has been compiled to simplify as far as possible, the benefits, terms and conditions of the warranty cover now available for your vehicle.

The following pages set out what is and is not covered by your Jaguar Warranty which is applicable after 3 years or 100,000KM from your vehicles original retail registration date with Jaguar. It is very important that you read each page carefully so you fully understand these terms and conditions, in particular the vehicle servicing requirements and the exclusions relevant to your Jaguar Warranty.

The terms in this handbook apply after 3 years or 100,000KM, whichever comes soonest.

## **JAGUAR WARRANTY PROMISE**

Jaguar Warranty is designed to protect your investment, reduce your cost of ownership and offer all the reassurance you expect from a premium brand, including:

- Protection against sudden and unforeseen failure of mechanical and electrical components
- Access to the expertise of our Jaguar Approved technicians and genuine Jaguar parts
- Generous claim limits — up to the purchase price of the Vehicle in total
- Extensive travel cover which allows you to repair your Jaguar in all African countries, with an Approved Jaguar dealership.

## **IMPORTANT**

The type of warranty and duration of cover applicable to your vehicle is shown on the Warranty Schedule Letter that accompanies this handbook.

If anything is unclear, or if you have any questions, please contact your local Jaguar Dealership.





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## DEFINITIONS

The following words and phrases in this handbook are defined as follows:

### Home Market

### Cross Border Markets

Any authorised Jaguar Dealer / Repairer outside of the Home Market but within the African Continent.

### Servicing Schedule

Jaguar's maintenance requirements for periodic servicing of your vehicle on page 9 of this handbook. Please note that if you do not follow the Servicing Schedule or you are unable to produce proof of such servicing when we request it, your claim may be rejected.

### Vehicle

The vehicle covered under your Jaguar Warranty, as stated on your Warranty Schedule Letter.

### Warranty Schedule Letter

This is your confirmation of warranty cover for your vehicle. When you receive the Warranty Schedule Letter, please check that it contains the correct details. If any details are incorrect, please contact your Jaguar Dealer whose details are in the Warranty Schedule Letter.





## JAGUAR WARRANTY COVERAGE

Subject to the terms and conditions and the exclusions listed below, your Jaguar Warranty covers the cost of repair work within the Home Market and all Cross Border Markets required due to the sudden and unforeseen failure of any mechanical or electrical component.

## GENERAL EXCLUSIONS FOR WARRANTY

**Jaguar's obligations under this warranty are limited to the cost of diagnosis and repair work for a covered failure only. Cover is subject to the following limitations:**

- Total claim limit
- Duration of the warranty
- Mileage limit
- Geographical limit

**Please refer to your Warranty Schedule Letter and the relevant section of this Warranty Handbook for further details.**

**This warranty does not cover damage, failure, loss, injury, discolouration or deterioration caused by or arising from the following:**

- Normal wear and tear
- Corrosion
- Water ingress
- Fire, flood, frost, hail, snow, salt, lightning or airborne fallout
- Continuing to drive the vehicle after a fault has become apparent
- Impact, accident, misuse, neglect, overloading or abnormal use

- Any failure directly or indirectly caused by or resulting from not maintaining the vehicle in accordance with the manufacturer's Servicing Schedule
- The use of improper or contaminated fuel, fluids, lubricants or additives
- Use of the vehicle for track days, competitions or racing of any kind
- Any act or omission which is willful, unlawful or negligent
- Disconnection or alteration of the odometer
- Improper adjustment or improper repair
- Modifications to the original vehicle specification

## SPECIFIC EXCLUSIONS FOR WARRANTY

**Your Jaguar Warranty does not cover the items listed below<sup>1</sup>:**

- Non factory-fitted components, unless parts are both genuine and fitted by a Jaguar Dealer
- Investigative or diagnostic work where the fault is not covered under the terms of this warranty
- Consumable items<sup>2</sup>
- Routine maintenance operations and adjustments
- Internal and external glass (including mirror glass)<sup>3</sup>
- Exhaust system and diesel particulate filter<sup>4</sup>
- Wheels and tyres, wheel balancing, wheel alignment and wheel adjustment
- Upholstery, trim, mats, carpets, cosmetic finishers, sound

insulation and heat insulation

- Paintwork, bodywork, bright metal parts, bumpers, grilles and name plates
- Brake shoes, pads and discs
- Lost keys and remote controls
- Vehicle tool kit, fire extinguisher and first aid kit
- Covers, housings and casings
- Brackets, mountings, clips, clamps and fastenings
- Any consequential losses over and above the repair of the Vehicle
- Multiple battery claims<sup>5</sup>.

Notes:

1. Except where required as part of an authorised repair
2. Wiper blades, filters, fluids, lubricants, refrigerants, anti-freeze, friction materials, spark plugs, bulbs and fuses are excluded - xenon bulbs are included
3. Electrical elements in windscreens are covered for electrical failure
4. Catalytic converters are covered
5. One battery change per vehicle is covered within the Warranty period

## **MAXIMUM CLAIM LIMITS**

Jaguar will pay all valid claims on this warranty for the vehicle up to the purchase price of the vehicle in total.

## **ADDITIONAL BENEFITS OF YOUR WARRANTY**

### **Cross Border Cover**

This warranty will cover your vehicle while it is outside the Home Market in all countries defined as Cross Border Markets for sub-Saharan Africa. See Definitions on page 4 for the list of participating markets. Please visit [www.jaguar.com](http://www.jaguar.com) for a list of countries with Approved Jaguar Dealerships.

### **Warranty Transfer**

If you sell your vehicle privately you can transfer all the benefits of this warranty to the new owner of the vehicle. Please refer to the Change of Ownership section on page 16 of this handbook for further information.

## **WARRANTY CLAIM PROCEDURE**

If your vehicle develops a covered failure while in the Home Market or Cross Border Market, you will be entitled to a repair within the limits defined in this warranty handbook and in accordance with the claims procedures below. In many countries this repair will be carried out free of charge by the nearest Jaguar Dealer.

### **REPAIRS IN HOME MARKET**

To claim under the terms of this warranty, simply book your vehicle into an Approved Jaguar Dealer. They will confirm whether the claim is covered under your warranty and will administer the claim on your behalf.

### **REPAIRS IN CROSS BORDER MARKETS**

If it is necessary for a repair on your vehicle to be carried out in a Cross Border Market, it is strongly recommended that, before booking your vehicle into a Jaguar Dealer, you first obtain authorisation from your local Jaguar dealership by calling the Dealership.

In most Cross Border Markets this repair will be carried out free of charge by the nearest Jaguar Dealer. In Cross Border Markets or circumstances where this is not possible, you will be required to pay the cost of repair and submit a claim for reimbursement upon your return to the Home Market. In this event, please ensure you retain all invoices and (where practicable) any replaced parts so that, on returning home, your local Jaguar Dealer can arrange for prompt reimbursement as appropriate.





## SERVICING REQUIREMENTS

It is a condition of this warranty that your vehicle is serviced in accordance with the manufacturer's Servicing Schedule (below). To ensure the best possible service using only genuine Jaguar parts, it is strongly recommended that you visit a Jaguar Dealer. To find your nearest Jaguar Dealer, please visit [www.jaguar.com](http://www.jaguar.com)

To find your Vehicle's required Servicing Schedule please consult the table below. Further information can be found in your original manufacturer's handbook or by consulting your local Jaguar Dealer.

## SERVICING SCHEDULE

MODEL YEAR	MODEL VARIANT	SERVICING INTERVAL (*)
From 15MY	XE	6 months or 13 000kms
From 13MY	XF	6 months or 13 000kms
From 13MY	XJ	6 months or 13 000kms
From 13MY	F-TYPE	6 months or 13 000kms
From 13MY	XK	6 months or 13 000lms

\* 2L Petrol 6 months or 8 000kms

\* All models from 16MY to be serviced at 12 months or 13 000kms

\* whichever comes first

## **JAGUAR WARRANTY TERMS AND CONDITIONS**

**Please take time to read the following terms and conditions which, in conjunction with the exclusions and requirements detailed above, form an essential part of your Jaguar Warranty.**

### **1. Vehicle**

Any claim under this warranty must relate to the vehicle described in the Warranty Schedule Letter.

### **2. Warranty Start Date**

The Warranty Start Date is shown on the Warranty Schedule Letter that accompanies this handbook. Please note that the Warranty coverage will commence after 3 years or 100,000KM, whichever comes soonest, from your vehicles original retail registration date with Jaguar.

### **3. Warranty Period**

The warranty will stay in force from the Warranty Start Date for the duration shown on the Warranty Schedule Letter or until your vehicle reaches the expiry mileage shown on the Warranty Schedule Letter, whichever is sooner.

### **4. Vehicle Ownership**

The vehicle will be covered by this warranty from the time that the vehicle is registered by the Dealer in Home Market.



## 5. Qualification

Cover under this warranty may only be granted to vehicles sold or registered by a Jaguar Dealer located within the Home Market.

## 6. Payment For Repairs

For most repairs carried out by a Jaguar Dealer, you will not be required to pay for the cost of repairs covered under this warranty. However, in the event that you are required to pay for repairs that are covered under this warranty (e.g. when outside of the Home Market), it is strongly recommended that you obtain authorisation from your normal servicing dealer prior to commencing repair work. This will enable the subsequent reimbursement of costs to proceed without delay or risk of rejection.

## 7. Inspection Of Vehicle And Parts

Jaguar reserves the right to inspect the vehicle before authorising repairs and may also arrange for parts to be examined by a claims assessor. Any parts displaced during a repair become the property of Jaguar and you may be asked to ensure that a faulty part is retained for our inspection following a repair.

## 8. Reimbursement Of The Cost Of Repair (For repairs performed in Cross Border Market with Approved Jaguar Dealership)

If you need to seek reimbursement from Jaguar for repair costs you have paid yourself, there are a number of important points to note:

- The reimbursement process will be made easier if your claim was pre-authorised by Jaguar (see Payment for Repairs at

paragraph 6 above).

- Valid claims will be reimbursed in local currency at the prevailing rate of exchange on the date the repair was completed.
- In the event of a claim occurring outside of the Home Market and within an Cross Border Market, you will need to pay the foreign Jaguar Dealer for the repairs. Upon return to the Home Market you must register the claim with a Jaguar Dealer within the Home Market as soon as possible, where validation of the claim will result in full reimbursement of the repair. Reimbursement costs will be based on the Home Market costs or invoiced amount paid, whichever is the lower, providing the claim is valid and supporting invoices are presented.
- Claim invoices supported by a valid VAT receipt must be received by your local Jaguar dealership within 30 days of completion of repairs. Claim invoices received beyond this date will be rejected. Please note if you are VAT registered you will remain responsible for settling the VAT content of any claim separately.

## 9. Vehicle Dismantling

It is your responsibility to authorise the stripping of your vehicle. Jaguar will only pay for stripping if it is required as part of a valid claim.

## 10. Servicing And Service Records

It is a condition of this warranty that your vehicle is serviced properly in accordance with the manufacturer's Servicing Schedule. If you do not follow the manufacturer's Servicing Schedule, your claim may be rejected. Receipts for services must be retained as Jaguar is entitled to check the service record in the event of a claim.

## 11. Modifications

This warranty only covers vehicles built to the manufacturer's original specification. Jaguar reserve the right to decline any claim that occurs due to a modification to the manufacturer's original specification for your vehicle.

## 12. Accessories

Accessories are permitted under this warranty provided that the parts are both genuine Jaguar parts and fitted by a Jaguar Dealer. Jaguar reserve the right to decline any claim due to the fitment or failure of an accessory which does not meet these conditions.

## 13. False Claims

If you make a false or dishonest claim, all parts of this warranty will be cancelled and you will forfeit all benefits under it. No refund or reimbursement will be made in such cases and we may recover any payments made together with recovery costs.

## 14. Other Warranties And Insurance

If your claim is also covered by another warranty or insurance policy, Jaguar will only pay its share of the claim.

## 15. Legal Proceedings

Following the acceptance of a claim under this warranty, Jaguar will have the right to conduct legal proceedings or enter into formal arbitration on your behalf. In doing so, Jaguar will be entitled to take action in your name. The cost of the action will be Jaguar's responsibility unless you have agreed in writing to an alternative arrangement. Jaguar will be entitled to any compensation and/or indemnity benefit obtained through these



proceedings to the extent that these relate to costs or potential liabilities covered by the warranty.

#### **16. Territorial Limits**

Cover under this warranty is provided while your vehicle is in the Home Market. Cover under this warranty in Cross Border Markets is limited to 30 consecutive days per trip or 91 days in total per calendar year.

#### **17. Cancellation Rights**

For any Warranty that comes as standard on the vehicle, you may only cancel by cancelling the main vehicle purchase. The Warranty may not be cancelled separate to this. Should it be optional, you have a right to cancel it within 30 days of purchase provided that no claim has been made.

#### **18. Refunds**

If you have not paid for this warranty policy or have not cancelled in accordance with the cancellation rights detailed above, no refund will be made.

#### **19. Changes To Terms And Conditions**

We may revise the terms and conditions in this handbook from time to time to reflect changes in relevant laws and regulatory requirements or changes in our services, giving you one month's written notice before they take effect. You can choose to cancel the warranty in accordance with paragraph 17 Cancellation Rights above.

#### **20. Governing Law And Jurisdiction**

This warranty shall be governed by and construed in accordance with UK Law and the parties irrevocably submit to the non-exclusive jurisdiction of the UK courts to settle any disputes which may arise out of or in connection with this warranty.

#### **21. Legal Rights**

Nothing in these terms and conditions will affect your legal rights as a consumer.

## DATA PROTECTION STATEMENT

Jaguar respects the privacy of all of its customers. Information collected about you will be used to satisfy requests made by you, to fulfil contracts you have entered into, to inform you about new products and services, or to improve how Jaguar may serve you as a valued customer. Your information will be treated in accordance with applicable data protection laws and the European Union Directive 95/46/EC. It may be shared with Jaguar and its affiliated or associated companies, its authorised dealers and repairers, agencies and other companies providing services for your benefit. For the above purposes, we and our partners may process data outside of your country of origin. In such circumstances, we would put appropriate safeguards in place to keep your data secure and comply with our legal obligations.

We will not disclose your information to third parties except as described above and as may be required by law. Should this happen, we will take steps to ensure that any third party companies who handle your information comply with the relevant data protection laws. We may share generalised information about customer behaviour patterns with our partners or other parties on an anonymous basis and in such a way that neither you nor any individual customer can be identified.

Any personal information that you supply to Jaguar or its authorised dealers or repairers will be held in electronic format on a secure computer server. We aim to ensure that the personal data stored will be up to date, relevant and not excessive and that information is not retained longer than is necessary.

Please ensure you let us know of any changes in your contact details or circumstances so we can update our records accordingly. You have the right at any time to see what is held about you and to correct any inaccuracies or to withdraw from receiving any further communications from Jaguar and its affiliated or associated companies. Should you wish to do this please contact us using the details provided below:

insert local text here  
insert local text here  
insert local text here  
insert local text here

## MAKING A COMPLAINT

We aim to provide you with a first-class service at all times. In the unlikely event that you feel we have not met your expectations, please either go to your local Jaguar Dealer or contact:

### JLRSSA CALL CENTRE

Tel: +2712 450-4007

Email: [crcza@jaguarlandrover.com](mailto:crcza@jaguarlandrover.com)

To enable us to investigate your claim in the shortest possible time, please supply us with your name, warranty number, vehicle registration and copies of relevant correspondence.

## YOUR JAGUAR WARRANTY DETAILS

(DEALER to fill in)

### Vehicle details

Contract Date:

VIN:

Reg: \_\_\_\_\_

Model: \_\_\_\_\_

Original Warranty Start Date:

Mileage at Contract Date: \_\_\_\_\_

### Warranty details

Warranty Number: \_\_\_\_\_

Warranty Start:

Warranty Expiry\*:

Expiry Mileage\*: \_\_\_\_\_ \*Whichever occurs first

Please note that your Warranty may commence and subsequently terminate on an earlier date in the event that the period of manufacturer's warranty is subject to a mileage limitation.

**DEALER STAMP AND SIGNATURE**



## CHANGE OF OWNERSHIP

All the benefits of your Jaguar Warranty are transferable between private vehicle owners during the life of the warranty (subject to Warranty terms and conditions as detailed in this handbook).

If you are not the original recipient of this Jaguar Warranty, please inform us of this change of ownership by notifying your local Jaguar Dealer.

If you have purchased this vehicle privately (not from a Jaguar Dealer), you should check the warranty coverage with your local Jaguar Dealer. If the vehicle has not been maintained in accordance with the manufacturer's Servicing Schedule, the vehicle may not be eligible for some or all of its Warranty coverage and benefits.

It is the responsibility of the new owner to check the vehicle is covered by this Jaguar Warranty. If in any doubt please notify your local Dealer who will be able to clarify.









