

**MB1 Brand Promotion "EASY CARE" Servicing 2019.  
Only applicable with new car purchases. See  
T&Cs.**



**Terms and Conditions**

**1. Brand Promotion "EASY CARE" Servicing - Only applicable with new car purchases**

The Brand Promotion Easy Care Servicing is provided to the Customer by Fiat Chrysler Automobiles UK Ltd via the Service Network subject to and in accordance with the following terms and conditions:

The Brand Promotion "Easy Care" servicing is applicable to any Fiat vehicles identified in the promotion and ordered between 1<sup>st</sup> April 2019 and 30<sup>th</sup> June 2019 and registered by the 30<sup>th</sup> September 2019. The service plan must be purchased from the 1<sup>st</sup> April 2019 until the 30<sup>th</sup> September 2019.

**Definitions:**

1.1 In these terms and conditions, the following words and expressions shall have the meanings given to them below:

"Customer": The owner or registered keeper of a Vehicle who signs the Order Form agreeing to these terms and conditions.

"Retailer": A dealership within the Service Network.

"Easy Care Servicing": The provision of Scheduled Servicing for a Vehicle to be performed by the Service Network.

"FCA": Fiat Chrysler Automobiles UK Ltd (company number 201514) of 240 Bath Road, Slough SL1 4DX.

"Order Form": The front page of this document in which the Customer agrees to purchase Easy Care Servicing and accepts these terms and conditions.

"Vehicle": a new passenger car for which the registration and chassis number appear on the Order Form.

"Service Network": Dealerships and workshops authorised by FCA to carry out maintenance and servicing of Vehicles.

"Scheduled Servicing" the regular maintenance carried out in accordance with the Manufacturer's recommendations as set out in the owner's handbook.

"Plan" the maximum time and mileage limits within which a Customer can redeem a Scheduled Service, whichever is reached earliest.. e.g. 190 = 1 year or 9,000 miles

**2. SCHEDULED SERVICING**

2.1 With the Brand Promotion Easy Care Servicing, FCA will cover the cost of parts, lubricants and labour required for Scheduled Servicing only up to the maximum time and mileage as identified in the plan code on the cover sheet, e.g.: Plan Code 327 = 3 years or 27,000 miles whichever is soonest (includes a maximum of 3 services only).

For all vehicles, this will include all oil and filter changes required within the time and mileage limits of each Plan. On diesel versions these will be indicated by the indicator dashboard light and could be required outside of the Service Schedule.

2.2 The Brand Promotion Easy Care Servicing will include all services provided that:

a) Customer has the Vehicle serviced within the time and mileage limits of the plan. The Customer acknowledges that having the Vehicle maintained outside the limits of the identified Plan or not maintained at all could affect the warranty coverage for the Vehicle in relation to some serviceable items, for example but not exhaustive: engine, gearbox, drivetrain, brakes, suspension. FCA may however, in its discretion, allow a tolerance of +/- 2,000 miles or +/- 2 months so that the Customer can have the Vehicle maintained (i) no earlier than 2,000 miles or 2 months ahead of the maximum time and mileage limits for the Plan or (ii) no later than 2,000 miles or 2 months after the maximum time and end mileage limits of the Plan; and

b) The Brand Promotion Easy Care Servicing shall not apply if the tolerances in paragraph a) above are exceeded.

2.3 Scheduled Servicing of a Vehicle under the Brand Promotion Easy Care Servicing must be carried out by a retailer or workshop within the Service Network.

2.4 Brand Promotion Easy Care Servicing does not include any additional items which are not part of Scheduled Servicing including, but not limited to:

- a) Topping up of screen washer fluid and lubricants between two Scheduled Servicing operations;
- b) Any additional maintenance operations or lubricant change;
- c) Replacement or restoring of parts subject to wear such as gaskets, clutch, tyres, bulbs, wiper blades, brake discs and pads, batteries, shock absorbers, exhaust tailpipes and accessory belts. (Please refer to the owner's handbook for full details or wear and tear items); and
- d) Any diagnostics required as a result of additional faults reported at the time of Scheduled Servicing.

2.5 If the Customer decides to proceed with additional items not included with the Scheduled Servicing, the costs must be paid for separately by the Customer.

2.6 The Scheduled Servicing may be carried out within the Service Network anywhere in the European Economic Area.

2.7 The Customer is required to present the service book at the time the servicing is performed in order to obtain the benefit of the Brand Promotion Easy Care Servicing.

**3. EXCLUSIONS**

3.1 The Customer will not be entitled to the benefits of Brand Promotion Easy Care Servicing if:

- a) The Vehicle is modified, damaged or used in competitive events or rallies;
- b) The Vehicle's odometer is tampered with or reset without the consent of the manufacturer; or
- c) The Customer fails to take reasonable care of the Vehicle or fails to present the Vehicle for servicing to be carried out within the time-frame stated in the owner's handbook.

3.2 If any of the circumstances in condition 3.1 apply, the Customer will not be entitled to a refund in whole or in part.

**4. IDENTITY DOCUMENTS AND TRANSFER**

4.1 Brand Promotion Easy Care Servicing remains with the Vehicle and is transferable to subsequent owners but is not transferable to another Vehicle.

**5. CANCELLATION**

5.1 You have the right to cancel this agreement for Easy Care Servicing without giving a reason at any time during the first 14 days of conclusion of the agreement and obtain a full refund.

5.2 To exercise your right to cancel, please inform FCA of your decision by writing to us at Fiat Chrysler Automobiles UK Ltd, 240 Bath Road, Slough, SL1 4DX, by emailing customerrelations@fcagroup.com or by telephoning 00800 3428 0000. You may use the model cancellation form below. To meet the cancellation deadline, it is sufficient for you to send your communication concerning the exercise of your right to cancel before the expiry of the 14 day cancellation period.

5.3. If you cancel after this date then you will not be entitled to receive any refund.

**6. COMPLAINT HANDLING**

6.1 In case of any complaint relating to the Easy Care Servicing, the Customer can write to FCA Customer Services, 240 Bath Road, Slough SL1 4DX or telephone 00800 3428 0000.

**7. LAW AND JURISDICTION**

7.1 Any dispute relating to these terms and conditions shall be subject to English law and to the jurisdiction of the English courts.