

**YOUR**  
**WARRANTY**



**ACE**  
car care





# warranty record

## THE VEHICLE

Vehicle registration number

Make and model

Date first registered

Date of ACE Car Care purchase

Recorded mileage\*

## THE CUSTOMER

Name

## THE WARRANTY

Expiry\*

\*whichever is sooner

Limit of Cover

\* The recorded mileage entered above cannot be guaranteed. It will assist in calculating due dates for servicing but must be disregarded and considered incorrect for any other purposes.

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## the warranty promise

To give you peace of mind, ACE Car Care promises to repair or replace any covered component on the Customer's Motor Vehicle which suffers Mechanical or Electrical Breakdown directly attributable to the operating or fitting of the ACE Car Care Product. As a private Customer you will have legal rights under The Sale of Goods Act, 1979, the Consumer Rights Act 2015, The Supply of Goods and Services Act 1982 when a problem arises, and this Warranty does not limit those rights. Guidance and further information on your statutory rights may be obtained from your local Trading Standards Office, Citizens Advice Bureau or Consumer Direct. Please refer to terms and conditions for further clarification.

You will have chosen or agreed certain parameters for your Warranty, and the limits are specifically listed or covered by the general terms, definitions and exclusions all within this Warranty Booklet. Please read and digest them carefully, along with the Claims Procedure, and enjoy your new purchase.

1. This Warranty does not affect the Customer's statutory rights if you are a consumer or are dealing as a consumer within the meaning of the Unfair Contract Terms Act 1977.
2. ACE Car Care may at their option repair, reinstate replace or refund for any Mechanical or Electrical Breakdown covered by this Warranty.
3. Mechanical or Electrical Breakdown is defined in the Definitions section of this Warranty Booklet.
4. Where the cost of repair exceeds the Claims Limit (as defined), the extent of contribution by ACE Car Care under the terms of this Warranty is the stipulated Claims Limit.
5. This warranty is valid from the date of purchase for vehicles:
  - a) up to 2 years old to the third anniversary of registration or 45,000 vehicle miles, whichever is the sooner.
  - b) for vehicles over 2 years old for 12 months or 15,000 miles or up to 80,000 vehicle miles whichever is the sooner.
6. To maintain the validity of this Warranty the vehicle must be maintained and serviced as recommended by the vehicle Manufacturer. The relevant invoices must also be retained and produced in the event of a claim.
7. In the event of a repair being undertaken under the terms of this Warranty, any parts replaced shall become the property of ACE Car Care.
8. This Warranty is invalidated if the vehicle is used for rallies, racing, pacemaking, reliability trials, scrambling, speed testing, track days or for hire or gain without the express written consent of ACE Car Care.
9. This Warranty is only transferable to another owner if ACE Car Care expressly consents to it in writing and subject to the current administration charge.
10. This Warranty is invalidated if it is discovered that the odometer has been disconnected or tampered with.

## terms and conditions cont.

11. ACE Car Care is at liberty to specify the use of reconditioned/exchange units for repairs carried out as a result of a valid claim within the terms of this Warranty.
12. There is no limit on the number of claims made under this Warranty, save that the total value of claims shall not exceed £10,000.
13. This Warranty is only valid for Mechanical or Electrical Breakdown occurring to vehicles within the United Kingdom of Great Britain and Northern Ireland, but is extended to cover travel within other Member States of the European Union for up to thirty days in total during the period of cover under this Warranty.
14. The Warrantors or their representatives shall have the right at all reasonable times to have access to the Motor Vehicle.
15. Any alteration or modification to the motor vehicle save for routine service/maintenance in accordance with the vehicle manufacturers recommendations, before or after the fitting of the ACE Car Care product, shall invalidate save for any work or parts provided by ACE Car Care.
16. No person other than the Customer, or another owner to which this Warranty has been transferred under Clause 9 above, has any right (whether under the contracts (Rights of Third Parties) Act 1999 or otherwise) to enforce this Warranty.
17. The due observance and fulfilment of the terms and conditions contained in this warranty or endorsed hereon, insofar as they relate to anything to be done or complied with by the Customer, and the truth of the statements made by the Customer, shall be conditions precedent to any liability under this Warranty.
18. This Warranty applies only in the event and to the extent that a Manufacturer's Warranty claim is declined for a legally valid reason as a direct result of the ACE Car Care Product having been installed, or in the event of the breakdown of the ACE Car Care Product.



All mechanical or electrical components, if covered by the Manufacturer's Warranty, are covered by this Warranty if the terms and conditions of this Warranty are fully complied with, subject to the General Exclusions and Definitions.

## general exclusions

1. Any claim arising as a result of gradual deterioration through wear and tear.
2. Any claim arising from foreign material introduced into the fuel/cooling system, save for any product/service provided by ACE Car Care.
3. Failure wholly or partly due to negligence, abuse or accidental damage, intentional act or wilful neglect by the Customer, intentional overloading of the Motor Vehicle, and experiments involving the imposition of any abnormal conditions.
4. Vehicle recovery.
5. Loss of use of the Motor Vehicle, or any other consequential or economic loss, penalties for delay or detention, or in connection with guarantees of performance or efficiency other than the Mechanical or Electrical Breakdown of the Motor Vehicle directly attributable to the installation of the ACE Car Care Product and where the cost of repair has been declined for a legally valid reason by the Manufacturer.
6. The failure of any part not originally fitted to the vehicle and not fitted by ACE Car Care, or the failure of another part arising as a result thereof.
7. Any claim reported to ACE Car Care more than 14 days after the occurrence of the failure.
8. The failure of any part arising as a result of repairs carried out by a person not authorised by ACE Car Care.
9. The failure of any part disclosed as defective to the Customer by ACE Car Care prior to the installation/sale, or for which a claim could be made under the Manufacturer's warranty or as a result of a recall by the Manufacturer.
10. The failure of any part arising from defective design or manufacturing.
11. The cost of establishing preventative maintenance procedures or the cost of recall by the Manufacturer of the Customer's Motor Vehicle or any part thereof or the cost of alterations, additions, improvements or overhauls.
12. Any Mechanical or Electrical Breakdown caused by the application of any tool or process during the course of maintenance, inspection, modification or overhaul, or due to fire or any extraneous cause.
13. Any claim for Mechanical or Electrical Breakdown under the terms of any other Warranty, Manufacturer's Guarantee or any Insurance.
14. Any freight charges in the event that a replacement part is not readily available.
15. Any cost incurred as a result of failure to meet current local legislation.

**Breakdown** (whether mechanical or electrical) means the sudden or unforeseen actual breaking or burning out of a component of the Motor Vehicle directly attributable to the operating or installation of the ACE Car Care Product warranted hereunder, causing the Motor Vehicle to stop working and, therefore, requiring repair or replacement before normal operation can be resumed, providing the failed component is the ACE Car Care Product or was covered by the Motor Vehicle Manufacturer's warranty and declined by them for a valid legal reason due solely to the operating or installation of the ACE Car Care Product.

**Period of Warranty** for the ACE Car Care Product (only): for the duration of ownership by the owner who initiated the fitment by ACE Car Care. For any other component:

- a) for vehicles up to 24 months old – up to the third anniversary of registration or 45,000 vehicle miles whichever the sooner.
- b) for vehicles 2 years and older up to 12 months or 15,000 miles from the date of installation by ACE Car Care or a total of 80,000 vehicle miles, whichever is the sooner.

### **Claims Limit**

The liability under this Warranty is as stated at the beginning of this Warranty.

### **ACE Car Care**

ACE CARCARE LTD (Incorporated in England and Wales) Registration No: 08411773 Registered office: 18 Lowry Close, Telford, Shropshire, TF5 0PR.

### **Customer**

The owner of the Motor Vehicle at the time when an ACE Car Care product was fitted.

### **ACE Car Care Product**

The installing of new software to an existing ECU by ACE Car Care; that is designed to improve the overall driveability of the vehicle resulting in increased horsepower, torque and fuel efficiency.

**Motor Vehicles**

(For the purposes for this warranty only) A mechanically propelled vehicle in which an ACE Car Care product has been installed.

**Warrantor**

ACE CARCARE LTD (Incorporated in England and Wales) Registration No: 08411773 Registered office: 18 Lowry Close, Telford, Shropshire, TF5 0PR.

# how to make a claim

1. Ensure you have satisfied all the requirements of the Warranty.
2. Contact ACE Car Care, explain the problem and follow any instructions given.
3. In the event of any occurrence giving rise, or likely to give rise to a claim hereunder, the Customer shall take precautions to prevent further damage to the Motor Vehicle. The Warrantors shall not be liable for any further damage resulting from the continued use of the Motor Vehicle.
4. The Customer shall provide a statement in writing of all particulars and details of the damage to the Motor Vehicle affected, and the value thereof, before any repair work is commenced. An Assessor may be appointed to investigate any claims hereunder.
5. The Customer shall furnish all such vouchers, proofs, explanations and other evidence as may be reasonably required by the Warrantors, together with a statutory declaration, if required, in verification of the statement.
6. ACE Car Care may at their option repair, reinstate, replace or refund the basic cost of fitting for any Mechanical or Electrical Breakdown covered by this Warranty.

In the event of a claim being made, ALWAYS contact ACE Car Care in the first instance. If you have any queries concerning the interpretation of this Warranty a helpline number is available from ACE Car Care for your convenience.

Stamp or sign confirming service in accordance with Manufacturers/Supplying Dealers recommendations

<div>1st</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>2nd</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>3rd</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>4th</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>
<div>5th</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>6th</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>7th</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>	<div>8th</div> <div>Signature:</div> <div>Date:</div> <div>Mileage:</div>







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**Tel: 01743 466 100**

**Web: [acecarcare.co.uk/remap](http://acecarcare.co.uk/remap)**

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