

Maintenance

One fixed inflation-proof monthly payment, for **vehicle maintenance** and breakdown cover.



Better with every move.

 **ayvens**
SOCIETE GENERALE GROUP

Maintenance and repairs

While it's easy to see how much a car costs to buy or lease, maintenance costs can be a lot harder for people to predict. We created Maintenance to give our customers an easy way to get peace of mind.

With one fixed monthly payment, customers will get:

- ✔ A dedicated booking number (known as the 'Driverline') – 0345 250 0000. We'll arrange everything with our approved garages for our customers.
- ✔ All scheduled servicing and routine maintenance to protect the warranty and ensure the vehicle operates safely.
- ✔ All mechanical repairs or replacements, including 'unexpected' costs, such as a new clutch or gearbox.
- ✔ All electrical repairs or replacements.
- ✔ Tyre replacements for anything except theft, vandalism, and tyres damaged through driver misuse (so it includes normal tyre wear, punctures and blow-outs). Replacement tyre repair canisters for cars with no spare wheel. You can learn more about tyres on our website.
- ✔ Replacement of items failing due to normal wear and tear, including bulbs, batteries, brakes, exhausts, wiper blades and so on.
- ✔ MOT tests (from three years onwards).
- ✔ Cars can be collected for servicing from, and delivered to, a home or office, if booked in advance through our Driverline.

Please be aware: Avvens approved garages and tyre fitters must be used – and all work has to be authorised by Avvens before it begins. Collection and delivery may not be available in your area.

Breakdown cover

Although our maintenance plan keeps cars in the best-possible condition, we know breakdowns can still happen. That's why we also include extensive AA breakdown cover as standard.

Our breakdown cover offers:

- ✔ Roadside repair whenever possible with 4 out of 5 cases fixed at the roadside (source: AA data, 06/23).
- ✔ Recovery of the vehicle and up to 8 people to an onward destination and free-of-charge replacement vehicle for the first 24 hours. You'll need to make your own arrangements after this period.
- ✔ Home breakdown assistance.
- ✔ European roadside repair, recovery and repatriation.
- ✔ Onward travel including car hire for 24 hours.
- ✔ Foreign travel documentation service (subject to a document fee).

For more information, please email newbusiness@avyens.com

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We like to be transparent

We have a handful of exclusions for vehicle maintenance – none of which will be a surprise:

- ✘ Repair or replacement of parts due to driver error, damage or negligence (including misfuelling).
- ✘ Tyres damaged due to misuse (e.g.: damage to the tyre wall such as cracks, bubbles, bulges and cuts usually caused by impact).
- ✘ Repairs due to accidents (whether at fault or not), impacts, vandalism, theft or misuse.
- ✘ Missing or broken items (such as badges or wheel trims).
- ✘ Vandalised or stolen wheels, tyres or mechanical parts.
- ✘ Lubricants, AdBlue or fluid top ups at service intervals.
- ✘ Vehicle glass.
- ✘ Adding or removing artwork or lettering.
- ✘ Washing, frost damage, valeting or waxing.
- ✘ Winter tyres.
- ✘ Accident management.
- ✘ Relief vehicles and replacement vehicles unless arranged at point of contract.
- ✘ Some limitations apply to European breakdown cover, please refer to the AA website for more information.
- ✘ Please also be aware that in some parts of Europe, winter tyres are a legal requirement. We recommend researching the laws of each country you plan to visit.

Top tip

Always use the Driverline to book a repair and book well in advance for a routine work - where available. A collection and delivery service may be more likely if you do this but remains subject to availability.