

JAGUAR SERVICE PLAN  
HANDBOOK

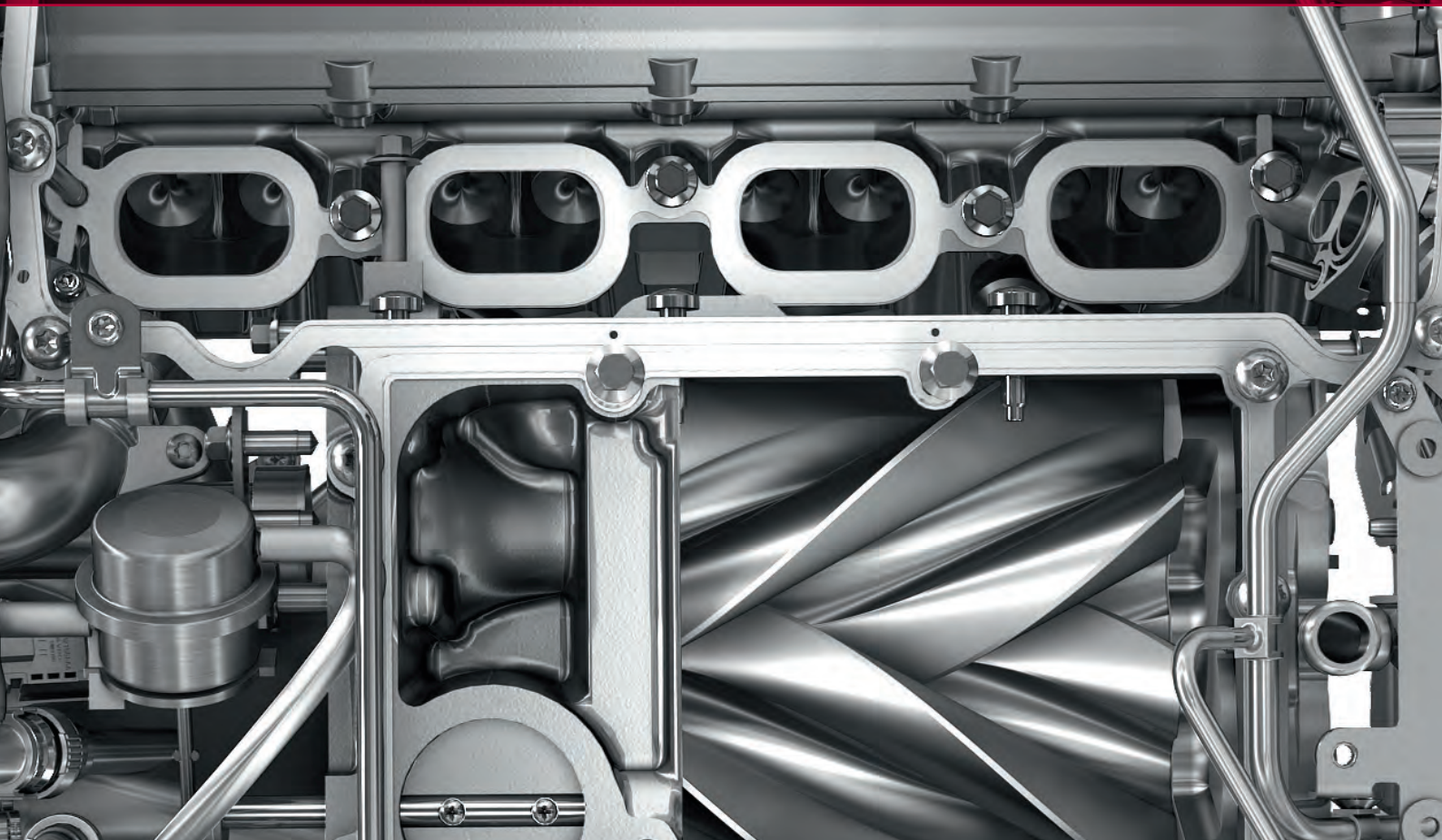


## ENSURE YOUR CAR RUNS LIKE CLOCKWORK

We strive to bring you outstanding customer service time and time again, which is why this plan covers your new Jaguar for unlimited services over 3 years and ensures that your car will be looked after by one of our highly trained technicians. This helps prolong the life of your Jaguar and gives you more quality time behind the wheel.



**GREAT SERVICE SHOULDN'T END WHEN  
YOU LEAVE THE SHOWROOM**



# **CUSTOMER SERVICE PLANS TERMS & CONDITIONS**

**JAGUAR LAND ROVER LIMITED**

These terms and conditions (Terms) apply to the Service Plan which Jaguar Land Rover Limited (Jaguar Land Rover) will ensure is supplied to you by Jaguar Land Rover Ireland Ltd Clonlara Avenue, Baldonnell Business Park, Dublin 22 (through your local Retailer, and purchased by you for your new Jaguar vehicle (the Vehicle)

Please ensure that you read these Terms carefully.

By purchasing your Jaguar you agree these Terms apply in relation to the accompanying Service Plan, in relation to Jaguar Land Rover, and your Market JLR Representative.

### **Service Plans**

1. **Service Plan:** The Service Plan covers the cost of parts, labour and fluids for the following service items: engine oil service, brake fluid (in the second year of the Diesel Service Plan and the third year for the Petrol Service Plan) oil filter, air filter, fuel filter, odour and particulate filter, washer fluid, Ad Blu and Vehicle Health Check. These items are covered as services under the Plan for 3 years from registration of the vehicle without mileage limit.

### **Cover and Payment**

2. The Jaguar 3 year Scheduled Service Plan provides your vehicle with unlimited services as set out in 1 above for 3 years from date of registration with unlimited mileage.

3. This service plan is not subject to an additional charge, it is included within the purchase of your vehicle.
4. The Service Plan covers vehicles as built to the manufacturer's original specification. If your Vehicle has been modified with any parts which are not manufacturer supplied or of matching quality, or any non-approved aftermarket tuning or performance enhancement that are associated to the items covered by the Service Plan, the manufacturer hereby reserves the right to decline any claim that may occur due to the fitment or failure of a modified part. Cosmetic modifications are acceptable providing they are to an identical size and specification as the manufacturer's equivalent – you may also need to advise your Vehicle insurer of these changes.

5. The Service Plan can be claimed in the following countries:

Austria	Gibraltar	Netherlands
Belgium	Greece	Norway
Bulgaria	Hungary	Poland
Croatia	Ireland	Portugal
Cyprus (S)	Israel	Romania
Cyprus (N)	Italy	Slovakia
Czech Republic	Latvia	Slovenia
Denmark	Lithuania	Spain
Estonia	Luxembourg	Sweden
Finland	Macedonia	UK
France	Malta	Ukraine
Germany	Moldova	

6. Items not stated in the Service Plan terms and conditions and any items requiring replacement adjustment or repair due to wear and tear such as brake components, wiper blades, tyres, wheel balance, wheel alignment or items requiring replacement adjustment or repair as a consequence of abuse or misuse are not covered by the Service Plan.
7. The Service Plan start date is the date of the vehicle's first registration (or on delivery to the first end user, when not registered) Service Plan cover will continue in force for 3 years.
8. The Service Plan expiry date is 3 years after the vehicles registration date.
9. The Service Plan relates only to the Vehicle it was originally supplied with, and therefore will transfer to any qualifying new owner(s) of the Vehicle. The Service Plan is not transferable to another vehicle.



## **Servicing Conditions**

10. It is a condition of the Service Plan that the Vehicle must be serviced and maintained in accordance with the manufacturer's guidelines or as otherwise indicated by the Vehicle systems. Failure by you to arrange for servicing to be undertaken in accordance with the manufacturer's guidelines, and any specified conditions, will invalidate the Service Plan.  
N.B. A maximum allowance of 1000km of stipulated mileage or one month either side of stipulated time is permitted.
11. It is a condition of the Service Plan that all service work on the Vehicle that is to be carried out under the Service Plan is carried out at a Jaguar Approved Service Centre by Jaguar approved Technicians, details of which can be found at [www.jaguar.com](http://www.jaguar.com). Failure to do this will invalidate your Service Plan.
12. Please note vehicle owners are responsible for performing normal weekly/monthly maintenance checks on the vehicle as per owner's handbook instructions (Maintenance Section) in respect of fluid level checks and tyre pressures etc.



## **Claims**

13. Any claims and correspondence relating to the Service Plan must be forwarded to the servicing Retailer directly.
14. Receipts from any service must be retained as Jaguar Land Rover is entitled to check the service record in the event of a claim under the Service Plan.
15. The Retailer's obligations in relation to the Service Plan and these terms and conditions will cease once the Service Plan period expires.

## **General**

16. The customer details you provided at point of registration for the Service Plan will be transferred to and stored by the issuing Retailer and Jaguar Land Rover Limited of Abbey Road, Whitley, Coventry CV3 4LF, United Kingdom. Jaguar Land Rover Data protection statement is found on the Jaguar website. Local market legal requirements will also be met.
17. You are advised to keep your Service Plan Terms and Conditions, as you will be required to show it to the Retailer when arranging for the Vehicle to be serviced. If anything is unclear, or if you have any questions please contact the issuing Retailer.

18. No relaxation or indulgence we may extend to you will affect our rights under these Terms. Jaguar Land Rover, the Market JLR Representative, and the Retailer shall not be liable for any inability to perform due to any legal or regulatory prohibitions or other circumstances beyond their control.
19. These Terms shall be construed in accordance with the laws of the Territory and the parties irrevocably submit to the Non-exclusive jurisdiction of the courts of the Territory to settle any disputes which may arise out of or in connection with this Service Plan.
20. Nothing in these Terms will affect your statutory rights as a consumer relating to goods that are faulty or not as described.
21. No refund is available where any or part of the Service Plan is not claimed.



CASTROL EDGE PROFESSIONAL  
EXCLUSIVELY RECOMMENDED BY JAGUAR



## **Where do you see yourself in 3 years?**

See yourself behind the wheel of your Jaguar. See yourself enjoying every twist and turn down winding country roads, or opening up on quiet motorways.

Enjoy every minute in the driver's seat because 3 years will bring you unlimited services and protection for your Jaguar.

