



FORD PROTECT NEW

Terms and Conditions New Vehicle Extended Warranty

Henry Ford & Son Limited gives to you (the customer) a Ford Protect Extended Warranty as follows:

The Company warrants that if a failure due to faulty workmanship or materials appears in any part of our vehicle as originally manufactured by Ford other than those specially excluded (see below) it will be repaired (or replaced at the Company's option) free of charge by a Ford Authorised Repairer subject to the following conditions and exclusions. Should the repairer consider it necessary for an alleged defective part to be returned to the Company for adjudication, you agree to pay the repairer in full for work carried out, and if the Company agrees that Ford Protect applies then such payment shall be returned.

Warranty Limitations

Ford Protect New does not apply to failures caused by accidental damage, misuse or neglect or failures, which are not referred to a Ford Authorised Repairer within seven days. Ford Protect New will terminate automatically if your vehicle is at any time modified or used for short term rentals, hire or taxi services, racing or rallying; or if the odometer fitted to your vehicle appears to have been tampered with in any way; or if it is not regularly serviced in accordance with the Company's Standard Service Schedule for that vehicle.

What is not covered

The following components are excluded from this warranty:

- **NORMAL WEAR AND TEAR PARTS** – ancillary drive belts, starter batteries, brake friction materials (including discs), bulbs, clutch facings, exhaust pipes and silencers, DPFs (Coated lifetime diesel particular filters are covered), fuses lamps, shock absorbers and MacPherson struts, tires, wiper blades, checks and adjustments
- **TRIM AND BODYWORK** – Interior trims, glass (heating elements are covered), seat covers and pads, bumpers, moldings, paint, sheet metal, water ingress, weather strips, body seals, aerials and wheels.
- **STANDARD SERVICE PARTS** – Air cleaners, pollen/odor filters (where applicable), fuel filters, oils filters and gaskets, spark plugs, engine oils & most fluids.
- Any failure on LPG Gas conversions.
- **HIGH VOLTAGE BATTERY** for Battery Electric Vehicles (BEV), Hybrid Electric Vehicles ((F)HEV) and Plug-In Hybrid Vehicles (PHEV) **this warranty does not affect Base Warranty for the High Voltage Battery.**
- **For MONDEO HYBRID ONLY** - High Voltage Battery as well as the High Voltage Components

Additional warranty Information for electric vehicles & hybrid models (Battery Electric Vehicle (BEV), Hybrid Electric Vehicle ((F)HEV) and Plug-In Hybrid Vehicle (PHEV)) (excl. Mondeo HEV):

After expiration of the given Base Warranty of the additional High Voltage Components as well as the High Voltage Battery in all regards (duration / mileage), the Ford Protect extended warranty covers only the specific High Voltage Components to the given mileage / duration (whichever occurs first) as stated on the contract documents, while the High Voltage Battery is excluded from the extended warranty coverage.

Warranty Conditions

The coverage of this Ford Protect plan applies in the following European markets: Albania, Estonia, Lithuania, Romania, Andorra, Finland, Luxemburg, Russia (Europe), Austria, France, Macedonia, Serbia, Belarus, Germany, Malta, Slovakia, Belgium, Gibraltar, Moldova, Slovenia, Bosnia and Herzegovina, Greece, Montenegro, Spain, Bulgaria, Hungary, Monaco, Sweden, Croatia, Ireland, Netherlands, Switzerland, Cyprus, Italy, Norway, Ukraine, Czech Republic, Kosovo, Poland, United Kingdom, Denmark, Latvia, Portugal.

You may be required to meet Ford Authorized Repairer charges in full and submit a reclaim supported by invoices and, if practicable, return the displaced parts to the Company via Ford Authorized Repairer on return.

Before any work can be carried out under your Ford Protect New contract you must produce your Ford Service History Log duly stamped (or equivalent Digital Service Record) to show scheduled servicing and (if requested) the invoices and/or receipts in respect of those services. All parts replaced will become the property of the Company.

FORD PROTECT WARRANTY IS IN ADDITION TO & DOES NOT DEDUCT FROM YOUR STANDARD NEW VEHICLE WARRANTY (INCL. THE BASE WARRANTY FOR THE HIGH VOLTAGE BATTERY for Battery Electric Vehicles (BEV), Hybrid Electric Vehicles ((F)HEV) and Plug-In Hybrid Vehicles (PHEV)) AND YOUR CONTRACTUAL RIGHTS.

Your Ford Protect Plan entitlement begins on the New Vehicle Warranty start date and will continue until the relevant cover period expires or your vehicle reaches the maximum mileage allowance (from new); or the relevant cover is cancelled in accordance with these Terms and Conditions.

Roadside Assistance and Vehicle Hire are excluded from extended warranty policies but please enquire about our Service Activated Roadside Assistance product.

Your obligations:

You will be responsible at your expense for:

- Promptly repairing any damage to your vehicle whether caused by accident, misuse or neglect or otherwise
- Any repairs or maintenance due to fitting of parts and accessories to your vehicle at your request or by you, which change the standard specification
- Regular checks of your vehicle at standard frequencies and mileage specified by us in the Ford Service Portfolio in respect of radiator coolant levels, battery, tyres, brake fluid and engine oil levels and adjusting where necessary.
- Submitting your vehicle for servicing within +/- 1000km or one month of a scheduled service as recommended by Ford Motor Company and set in your Service Portfolio, making appropriate advance arrangements for an appointment and keeping accurate records of servicing in said Ford History Log.
- Informing the Company immediately of any defect or failure in your vehicles odometer or of the fitting of any replacement odometer to your vehicle.

FORD PROTECT SERVICE PLAN

Terms and Conditions Service Plans

If you purchase a Ford Protect Service Plan, Ford Motor Company will provide the following services in respect of your vehicle's service schedule through any Ford Authorised Repairer:

- All Routine Service work (for the number of Services applicable to the Ford Protect Service Plan purchased) in accordance with the vehicle's Ford Standard Service Schedule, including the replacement or repair of Standard Service Parts when required by the schedule
- All Interim Services required for your vehicle (if applicable)
- All Annual Inspections required for your vehicle (if applicable)
- Air Conditioning Check (as scheduled)
- Brake Fluid replacement (as scheduled)
- Body and Paint Check (as scheduled)

Your Ford Protect Service Plan is limited to the number of Services as stated on your Customer documents and automatically ends after the overall duration as stated on the same document.

Ford Protect Service Plans can only be purchased before the vehicle's first scheduled Service is due.

Exclusions within Service Plans:

- All consumables/fluids (windscreen washer fluid, DPF additives, AdBlue)
- Top-Up of Engine Oil between scheduled Services.
- All Wear&Tear parts not included in the Service Schedules
- Additional Engine Oil Changes indicated by the Oil Life Monitoring System outside scheduled Service
- Any additional maintenance or exchange of parts related to LPG Gas conversions.
- coolant levels, battery, tyres, brake fluid and engine oil levels and adjusting where necessary.

Ford Protect Plans must be purchased within 12 months of registration or in the case of Ford Protect Service plans, within 12 months of registration or before the vehicle's first scheduled Service is due (whichever is the sooner).

Data Protection for Ford Protect, Ford Service Plans & Ford Service Activated Roadside Assistance

In order to register and maintain Your Warranty, you may give us your name and contact information along with your vehicle details. In order to provide Your Warranty, Service Plan or Service Activated Roadside Assistance, we may share this information with our affiliates ('our affiliates' means the group of companies related to us by common control or ownership) and a full list is available on

<https://www.ford.ie/usefulinformation/privacy-policy>

[and] your dealer [and with your local roadside assistance provider so that they may provide you with services at your request. Collection of location information will also be required to deliver such services]. You can find out how they will use your information in their privacy policy.

We need to process your information to enable us to provide Your Warranty under these Terms and we often have a legitimate interest in processing your information for certain purposes, for example; to develop new and improved products, services, business and marketing strategies and research. For further information about our privacy practices, including international transfers of data and your rights, please see our privacy policy

<https://www.ford.ie/usefulinformation/privacy-policy>

FORD PROTECT CANCELLATION

You have the right to cancel the Ford Protect New contract for any reason in writing 30 days after purchase. In this case, you can obtain a full refund of the purchasing price paid (providing no claims have been made) without charge. If you wish to cancel your Ford Protect New contract after this 30-day period, you may cancel your contract at any time and receive a pro rata refund of your purchasing price, based on the number of whole months remaining, less potential claims and a cancellation fee of € 30. This does not apply to any plan supplied free of charge.

Requests for cancellations should be made by contacting the Administrator at your selling Ford Dealer or alternatively by writing to Ford Protect Customer Services at the address specified below. If you have financed this agreement, any refund due under this agreement will be made payable to the finance company.

Notices relating to Ford Protect and required hereunder shall be in writing to the Company, to Ford Protect Customer Service, Ford Customer Service Division (15/GV-PO3), Arterial Road, Laindon, Essex SS15 6EE.

- In case of notices to you, to your usual or last known place of residence (in case of an individual) or business and shall be deemed to have been received forty-eight hours after the time of posting.

No relaxation or indulgence we may extend to you will affect our rights under this Terms and Conditions.

If you have any queries relating to your Ford Protect policy please contact the Ford Protect Customer Services on: 03702 416 726 opt 2, opt 2 between 8.30am and 5 pm, Monday to Friday or write to: Ford Protect Customer Service, Ford Customer Service Division, (15/GV-PO3), Arterial Road, Laindon, Essex SS15 6EE)