

# SCHEDULED SERVICING EASY CARE

## TERMS AND CONDITIONS

### 1. "EASY CARE" Servicing

Easy Care Servicing is provided to the Customer by Fiat Chrysler Automobiles UK Ltd via the Service Network (as defined below) subject to and in accordance with the following terms and conditions:

#### 1.1 Definitions:

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 detailed overleaf.

"Retailer": a retailer 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.

"Vehicle": a commercial vehicle for which the registration number is detailed overleaf.

"Service Network": retailers 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, and "Scheduled Services" shall be construed accordingly.

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

"Plan": the maximum time and mileage limits within which a Customer can redeem a Scheduled Service for the Vehicle as set out in the CONTRACT OPTIONS of the Order Form.

### 2. SCHEDULED SERVICING

2.1 FCA will cover the cost of parts, lubricants and labour required for Scheduled Servicing within the Plan ("Easy Care Servicing").

2.2 Scheduled Servicing of a Vehicle under Easy Care Servicing must be carried out by a Retailer or workshop within the Service Network.

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

- topping up of screen washer fluid and lubricants between two Scheduled Servicing operations;
- any additional maintenance operations or lubricant change;
- 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 of wear and tear items); and
- any diagnostics required as a result of additional faults reported at the time of Scheduled Servicing.

2.4 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.

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

2.6 The Customer is required to present this document and their service book at the time the Scheduled Service is performed in order to obtain the benefit of the Easy Care Servicing.

### 3. EXCLUSIONS

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

- The Vehicle is modified, damaged or used in competitive events or rallies;
- The Vehicle's odometer is tampered with or reset without the consent of the manufacturer; or
- 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.

### 4. IDENTITY DOCUMENTS AND TRANSFER

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

#### COMPLAINTS AND QUERIES

In case of any complaint the Customer can write to FCA Customer Services, 240 Bath Road, Slough SL1 4DX or email FCA at the following address: [customerrelations@fcagroup.com](mailto:customerrelations@fcagroup.com). If applicable, in the event the Customer instructs a technical independent expert agreed by both FCA and the Customer, the Customer is wholly responsible for the associated costs and/or feed. If the Vehicle is stolen or declared an insurance write of prior to (but not after) the expiry of the Services, the customer must contact FCA Customer Services.

### 5. CANCELLATION

The Customer has 14 days from the date of the Customer's signature on the Order Form to cancel this contract for the Easy Care Servicing. If the Customer makes a claim under Easy Care Servicing within 14 days starting from the date of the Customer's signature on the Order Form, the Customer expressly requests that Easy Care Servicing is supplied before the end of the cancellation period and acknowledges that the right to cancel will be lost once the Scheduled Servicing is carried out. To cancel, the Customer can complete the template form below and send it to FCA Customer Services or contact FCA Customer Services directly.

### 6. PRIVACY

Data provided will be processed in accordance with privacy laws and the privacy policy found on [www.fiat.co.uk](http://www.fiat.co.uk), [www.abarthcars.co.uk](http://www.abarthcars.co.uk), [www.jeep.co.uk](http://www.jeep.co.uk) or [www.alfaromeo.co.uk](http://www.alfaromeo.co.uk)

### 7. LAW AND JURISDICTION

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

#### CANCELLATION FORM

To: Fiat Chrysler Automobiles UK Ltd, Fiat House, 240 Bath Road, Slough, Berkshire SL1 4DX

Delete as appropriate:

I/We [\*] hereby give notice that I/we [\*] cancel my/our [\*] contract for the supply of the Easy Care Servicing. [\*]

Full name:

Address:

Contract number:

Contract date:

Signed:

Date:

## TOLL-FREE NUMBERS OPERATIONAL 24/7

FIAT & FIAT PROFESSIONAL: 00 800 3428 0000

ALFA ROMEO: 00 800 2532 0000

JEEP: 00 800 0426 5337

ABARTH: 00 800 222784 00

