

Private & Confidential
Schedule – Customer Copy



<<Contract_Title>> Telephone number: 0330 100 3406
<<Contract_House_number> Reference: <<Contract_Vehicle_Registration_Number>>
>
<<Contract_House_name>> <<Today__s>>
<<Contract_Holder_Address
_1_INT>>

Dear <<Contract_Title>> <<Contract_Holder_First_Name_INT>> <<Contract_Holder_Last_Name_INT>>

Re: FIVE Service Plan

Enclosed overleaf and below are the terms and conditions for the 5 years/62,500 mile Honda **Service Plan** for your Honda «Model_Desc», <<Contract_Vehicle_Registration_Number>>.

The details of your **Service Plan** are summarised below:

Plan Number: «Policy_Number» **Plan Start Date:** <<Contract_Contract_Start_Date__s>>

Plan Duration: 5 Years or 62,500 miles from the date of first registration of the Vehicle, whichever comes first.

Your **Service Plan** covers all your scheduled servicing up to 5 years or 62,500 miles (whichever comes first) as detailed in your Service Record (parts, labour and VAT). No surprises, no hidden extras.

The plan does **not cover** any additional maintenance work, parts or necessary adjustments that are not part of the periodic servicing schedule, including the top-up of fluids between services. If it's listed within in the Service Record, you know it's covered - full terms and conditions attached.

When your car is due a service, just take it along with this documentation to your servicing retailer and they will take care of the rest. It's as simple as that.

You should read the terms and conditions enclosed overleaf carefully before you purchase this Service Plan. These terms and conditions together with this letter represent a legally binding agreement between you and Honda in relation to your purchase of this Service Plan.

Your attention is particularly drawn to the following parts of the terms and conditions: Part 8 (Assignment), Part 9 (Cancellation) and Part 10 (Our Liability to You).

Should you have any queries regarding the details of your plan, please feel free to contact us on 0330 100 3406.

Yours sincerely
Honda (UK)

Sarah Roseblade
Head of Customer Division

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Schedule – Retailer Copy



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<<Contract_House_number> Reference: <<Contract_Vehicle_Registration_Number>>
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Sarah Roseblade
Head of Customer Division

Honda Service Plan Terms and Conditions



Should you have any queries regarding this document, please do not hesitate to contact your **Authorised Honda Retailer** or the Honda dedicated Customer Service Department on 0330 100 3406

IMPORTANT

PLEASE READ THIS DOCUMENT CAREFULLY

This document and your Service Record contain all details of the **Service Plan**.

These terms and conditions form the Contract between You the Customer named on the **Plan Documents** and the **Service Plan** provider Honda Motor Europe Limited t/a Honda (UK), a limited company registered in England and Wales and our registered address is Cain Road, Bracknell, Berkshire, England RG12 1HL. Our company number is 00857969 and our VAT number is GB 711019584 ("**Honda**", "**we**", "**our**", "**us**").

Some words in this **Service Plan** have special meanings, which are explained in Part 1, under the heading Definitions. Whenever the words in Part 1 are shown in **bold** or with a capital letter, they have these special meanings; otherwise, they have their ordinary everyday meanings.

Nothing in these terms and conditions affects any legal rights you may have in law, such as under the Consumer Rights Act 2015, also known as "statutory rights". For more detailed information on your rights visit the Citizens Advice website www.citizensadvice.org.uk or call 03454 04 05 06.

These terms and conditions were last updated on: **June 2024**

1. DEFINITIONS

- 1.1. **AUTHORISED HONDA RETAILER** – means an individual, partnership or Company authorised to provide the **Honda Service Plan** or carry out the services contained in this agreement unless we agree otherwise with You
- 1.2. **CUSTOMER** and **YOU** – means the person whose details appear on the **Plan Documents** and schedule. Where the **Customer** is a partnership then each partner separately and all partners jointly shall be responsible for the customer's obligations under this **Service Plan**.
- 1.3. **CUSTOMER SCHEDULE** – means the schedule to which these terms and conditions are appended.
- 1.4. **HONDA ADMINISTRATION** – means TWG Services Limited, The Aspen Building, Floor 2, Vantage Point Business Village, Mitcheldean, Gloucestershire, GL17 0AF, registered number: 1883565, authorised and regulated by the Financial Conduct Authority, FRN 312440, who administers the programme on behalf of **Honda**
- 1.5. **PLAN DOCUMENTS** – means the **Honda Service Plan Documents** including the above letter, enclosed terms and conditions which contain the **Customer** and **Vehicle** details.
- 1.6. **PLAN DURATION** – means 5 Years or 62,500 miles from the date of first registration of the **Vehicle**, whichever comes first.
- 1.7. **PLAN PRICE** – means the cost not exceeding £799 (inc. VAT) for all Honda vehicles (Honda Civic, Honda Z-RV, Honda Jazz, Honda CR-V, Honda HR-V) as set out on your invoice. The Honda E and NSX are not covered by this Service Plan. For the Honda e:NY1 the Care Package is included as a complimentary service.
- 1.8. **SCHEDULE OF WORK** and **SERVICE SCHEDULE** – means the periodic services as detailed in Your Service Record.
- 1.9. **SERVICE RECORD** – means the service record for the Vehicle provided by Honda which includes the Schedule of Work and Service Schedule.
- 1.10. **SERVICE** and **SERVICING** – means the servicing of the **Vehicle** in accordance with the Manufacturer's standard periodic service schedules provided within the Service Record.
- 1.11. **SERVICE PLAN** – means the **Honda Service Plan** agreement made between you the **Customer**, the **Authorised Honda Retailer** and **Honda** in respect of the **Vehicle** shown on your **Plan Documents**.
- 1.12. **VEHICLE** – means the Customer's motor vehicle as detailed on the **Plan Documents** or attached letter.

2. PARTIES AND DURATION

This **Service Plan** is between **You** and **Honda**. It shall be binding on all parties only when the Plan Price has been paid by **You or Honda Motor Europe** and received by **Honda Administration** and shall continue, subject to earlier termination in accordance with these terms and conditions, for the Plan Duration.

3. CUSTOMER'S OBLIGATIONS

The **Customer** will:

- 3.1 produce to the **Authorised Honda Retailer** the appropriate **Plan Documents** prior to each Service being carried out;
- 3.2 notify **Honda Administration** if their principal address, as shown on the Plan Documents changes;
- 3.3 notify **Honda Administration** if the registration plate identification for the **Vehicle** or any other identification mark of the **Vehicle** changes; and
- 3.4 not make, or permit to be made, any mechanical alterations or modifications to the Manufacturer's standard specification of the **Vehicle** without obtaining the prior written consent of **Honda**.

4. GEOGRAPHICAL LIMITS

This Service Plan only covers Servicing which is carried out in the United Kingdom. For the avoidance of doubt this means Great Britain and Northern Ireland, and shall include the Channel Islands and the Isle of Man.

5. RETAILER'S OBLIGATIONS

The **Authorised Honda Retailer** will:

- 5.1 carry out **Servicing** of the **Vehicle** in accordance with the **Service Schedule** as soon as is reasonably practicable after being requested to do so by the **Customer** and on the **Customer** producing to the **Authorised Honda Retailer** the appropriate documentation, on condition a Service is due; and
- 5.2 submit a request for authorisation through **Honda Administration** immediately before each Service is carried out on the **Vehicle**.

6. HONDA'S OBLIGATIONS

Honda will:

- 6.1 issue documentation to the **Customer** appropriate to the **Schedule of Work**. The **Plan Documents** will be printed with a **Plan Duration** which indicates the latest date on which a Service may be carried out under this plan;
- 6.2 pay to the Retailer the agreed cost of each Service within 30 days of a legitimate request for authorisation being made. Payment will only be made on condition that the **Plan Price** has been paid for in full. **The costs for any Servicing that is not included within the Service Schedule will be borne by the Customer.**

7. CHARGES AND PAYMENT

- 7.1. You will pay the **Plan Price** in advance of Honda or the Authorised Honda Retailer performing any of their obligations under this Service Plan.
- 7.2. The Plan Price is in pounds sterling (GBP) and includes VAT at the applicable rate.
- 7.3. All payments need to be made by cash, card or cheque to the Authorised Honda Retailer.
- 7.4. **The Plan Price must be paid before the expiry of the applicable campaign period as notified to you on the Honda UK website or by the Authorised Honda Retailer. Payment of Plan Price after the expiry of the Campaign Period will not be valid and you will not be entitled to the Service Plan.**

8. ASSIGNMENT

- 8.1. The **Customer** may transfer their rights and obligations under this **Service Plan** directly to a new private owner of the **Vehicle** provided that the new owner notifies **Honda Administration** of the transfer by giving written notice within 30 days of the transfer of the **Vehicle** taking place. The new owner must notify Honda of their name and address, the **Vehicle** registration details and the date the **Vehicle** was transferred to:

Honda Administration,
Aspen Building, Floor 2,
Vantage Point Business Village,

Mitcheldean, Gloucestershire, GL17 0AF

The transfer shall be deemed to have taken place when we provide confirmation of the transfer in writing (including email).

- 8.2. For clarification, this **Service Plan**, other than by an **Authorised Honda Retailer**, cannot be transferred or assigned by way of a business that buys, sells, repairs or trades motor vehicles, including where the **Vehicle** is sold or traded on to a new private owner by such a business.
- 8.3. **Under no circumstances can the Honda Service Plan be transferred to another vehicle.**

9. TERMINATION AND CANCELLATION

- 9.1. This **Service Plan** shall continue for the Plan Duration unless either **Honda** or **you** terminate the contract by a written notice of termination or suspension to the other if that other commits a serious breach and the breach either cannot be fixed or is not fixed within 14 days of the written notice, or **you** cancel the Service Plan in accordance with this Part 9.
- 9.2. You are entitled to cancel this Service Plan without giving any reason at any time. Subject to Part 9.3, you shall not be entitled to a refund upon cancellation.
- 9.3. The Plan Price is only refundable in limited circumstances including: (a) where there has been a serious and unremedied breach of the Service Plan by Honda as referred to in Part 9.1; (b) the owner of the Service Plan is deceased; or (c) the vehicle to which the Service Plan relates is written off or stolen.
- 9.4. A fair and equitable refund shall be calculated by Honda, taking into account the number of Services carried out and the cost of those Services if you have had access to the Service Plan.
- 9.5. **Refunds will be made to the same payment method used to pay for the Care Package. Nothing in these terms and conditions affects any legal rights you may have in law, also known as "statutory rights".**
- 9.6. **There will be no refund for the e:Ny1 Care Package.**

10. OUR LIABILITY TO YOU

- 10.1. Except for any legal responsibility that we cannot exclude in law (such as for death or personal injury) or arising under applicable laws relating to the protection of your personal information, the Authorised Honda Retailer and Honda are not legally responsible for any losses that were not foreseeable to you and Honda when this agreement was formed or any losses not caused by any breach by Honda.
- 10.2. Servicing is carried out by Authorised Honda Retailers. All responsibility for Servicing rests with the Authorised Honda Retailers and Honda is not liable for any acts or omissions of Authorised Honda Retailers.
- 10.3. If the Authorised Honda Retailer fails to comply with the terms of this Agreement, the Authorised Honda Retailer is responsible for loss or damage the Customer may suffer that is a foreseeable result of the Authorised Honda Retailer breaking the terms of this Agreement or failing to use reasonable care and skill. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both the Authorised Honda Retailer and the Customer knew it might happen.

11. COMPLAINTS

- 11.1. For complaints relating to the **Service** please contact your **Honda Authorised Retailer**
- 11.2. If you do not obtain satisfaction from Your **Honda Authorised Retailer** in regards to this **Honda** Service Plan you can contact **Honda Administration**;

Honda Servicing Customer Relations Department,
The Aspen Building (Floor 2),
Vantage Point Business Village,
Mitcheldean,
Gloucestershire
GL17 0AF

Telephone 0330 100 3406 (Monday - Friday, 9:00am - 5:00pm) or;
Email - customer.relations@assurant.com.

- 11.3. Should you remain dissatisfied, you can contact:
The Customer Relations Manager
Honda Motor Europe Limited trading as Honda (UK),

Customer Relations Department,
Cain Road,
Berkshire
RG12 1HL

Telephone: 0345 200 8000 (Monday - Friday, 9:00am - 5:00pm) or;
Email: customer.serviceuk@honda-eu.com or;

The Motor Ombudsman,
71 Great Peter Street,
London
SW1P 2BN

- 11.4. If you are dissatisfied with the outcome of a complaint to **Honda** concerning the **Vehicle**, you may refer it to Motor Codes Ltd, a CTSI certified Alternative Dispute Resolution (ADR) provider that we are prepared to engage with through the ADR procedure. Further details can be found at www.motorcodes.co.uk or alternatively you can contact their Advice Line on 020 7344 1651.

12. HOW TO BOOK A SERVICE

- 12.1. Contact your nearest **Authorised Honda Retailer** and arrange an appointment for the **Vehicle** Service
12.2. Take the **Vehicle** to Your **Authorised Honda Retailer** on the agreed date.
12.3. Your **Authorised Honda Retailer** will input details of the **Vehicle** Servicing requirements onto the **Honda** web Application. If the **Vehicle** is within the set parameters, and the **Plan Price** has been paid for in full, then authorisation will be immediate.
12.4. Servicing that is not included in the Service Schedule is not covered by this Service Plan.

13. YOUR PRIVACY AND PERSONAL INFORMATION

- 13.1. This Supplemental Privacy Notice ("**Supplemental Privacy Notice**") explains how Honda Motor UK ("**Honda**", "**we**" or "**us**") collect and process Your personal data in regards to the Service Plan.
13.2. This Supplemental Privacy Notice supplements the Honda Privacy Notice (which is available at <https://www.honda.co.uk/general-information/privacy-policy.html>) which sets out in full the ways in which Honda processes your personal data when you interact with Honda (the "**Honda Privacy Notice**"). The Honda Privacy Notice also describes your data protection rights in relation to the processing activities described in this Supplemental Privacy Notice.
13.3. The purpose of this Supplemental Privacy Notice is to draw your attention to any processing activities which relate specifically to the **Service Plan** and to provide additional details which may not be covered by the Honda Privacy Notice.
13.4. Please take the time to read the Honda Privacy Notice and this Supplemental Privacy Notice, as they include important information which applies to you.
13.5. **What personal data we collect**
13.5.1. **Contact Information:** Full Name, Last Name, Home Address, Telephone number, Title, Gender, email address; and
13.5.2. **Vehicle Information:** Vehicle Identification Number (VIN); and
13.5.3. **Payment Information:** Sort Code, Account Number, Bank Name
13.6. **How your personal data is processed**
Your personal data is processed by:
13.6.1. Honda Motor Europe Limited (HME) as an independent controller; and
13.6.2. Honda Motor Europe Limited trading as Honda (UK) (HME-UK) as an independent controller; and
13.6.3. The Servicing Retailer in order to carry out the services under the Service Plan; and
13.6.4. Honda Administration who assist Honda in administering the Service Plan; and
13.6.5. The Roadside Assistance Services Provider to enable them to provide the Honda Roadside Assistance services.
13.7. **Why we collect, use and store this personal data**
13.7.1. To allow the Servicing Retailer to provide the Service and enact on the Service Plan: and

- 13.7.2. To allow Honda Administration to assist Honda in administering the Service Plan; and
- 13.7.3. To contact you regarding the Service Plan; and
- 13.7.4. To allow Honda to contact you regarding the Service Plan.

13.8. **How we share your personal data**

Please see the Honda Privacy Notice for full details of the third parties with whom we share your personal data including Honda group companies; Honda authorised retailers and repairers; companies providing services under contract; and other organisations.

13.9. **Your choices and rights**

- 13.9.1. You have certain rights in relation to your personal data, including the right to object to our use of it in some circumstances. For more information on your rights or how we use personal data, please consult our consult the [Honda Privacy Notice](#).
- 13.9.2. All requests to amend, update, delete, access or obtain copies of your personal data will be processed in accordance with applicable law.
- 13.9.3. Where the processing of your personal data is done with your consent, please note that you have the right to withdraw your consent at any time. If you wish to withdraw your consent, please contact us at: dpm-uk@honda-eu.com.

13.10. **Data Retention**

- 13.10.1. Honda will keep your details no longer than is necessary for the purpose for which it collected your personal data, as set out above and in accordance with applicable law.
- 13.10.2. Longer retention periods may apply to the extent required by law or in the event of a legal claim. In such circumstances, the relevant data shall be respectively retained as required by law or for the duration of the claim.
- 13.10.3. We have a duty of care to keep your information until such time a repair has been completed.
- 13.10.4. We will keep anonymised data for longer periods for the purpose of research and analysis to improve the Service.

14. GENERAL

- 14.1. In the event that the **Customer** loses any documentation the **Customer** must notify **Honda Administration** who will issue replacements upon payment by the **Customer** of an administration fee of £10.60 including VAT.
- 14.2. The **Authorised Honda Retailer** may declare void any Service Plan where the **Plan Documents** including schedule does not correctly indicate the exact **Vehicle** type, model and age.
- 14.3. The terms and conditions of this Agreement cannot be altered or amended by any person except with the specific written endorsement of **Honda** in writing.
- 14.4. This Service Plan is **not** available for business customers for Honda Civic, Honda Jazz, Honda CR-V, Honda HR-V, and Honda E. For the Honda e:NY1 the Service Plan is included as a complimentary service.
- 14.5. This Agreement is to be read as one document and unless otherwise specified any word or expression used with a specific meaning has the same meaning wherever it appears.
- 14.6. The **Customer** will not be entitled to any works or repairs under this Agreement that are not covered within the Service Schedule.
- 14.7. We may transfer our rights and obligations under these terms and conditions to another organisation, but this will not affect your rights or our obligations under these terms and conditions.
- 14.8. Each part of these terms and conditions operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining clauses and paragraphs of these terms will remain in full force and effect.
- 14.9. If we fail to insist that you perform any of your obligations under these terms and conditions or if we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with those obligations. If we do waive a default by you, we will only do so in writing, and that will not mean that we will automatically waive any later default by you.
- 14.10. These terms and conditions are governed by English law. This means that your use of the Service Plan, and any dispute or claim arising out of or in connection with the Service Plan (including non-contractual disputes or claims), will be governed by the laws of England.
- 14.11. You can bring legal proceedings in respect of these terms and conditions in the English courts. If you live in Scotland you can bring legal proceedings in respect of these terms and conditions in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of these terms and conditions in either the Northern Irish or the English courts.