

IMPORTANT

YOU MUST CONTACT US ON 01254 438026 ONCE YOU RECEIVE YOUR NEW VEHICLE TO CONFIRM THAT DVLA REGISTRATION IS COMPLETE AND THAT YOUR VEHICLE IS TAXED.

THIS MUST BE DONE BEFORE YOU USE THE VEHICLE OR PARK IT ON ANY PUBLIC ROAD.

ALL SERVICES & REPAIRS ARE CHARGEABLE

Failure to keep to the service schedule and the conditions within this document will result in the full vehicle warranty being VOID.

Warranty does not include transport to and from the dealer, nor does it include the use of a hire vehicle. In the event your recovery company returns the vehicle to us for a repair, you are responsible for the collection from the dealership. Transportation can be arranged at your own expense.

As this vehicle is covered by a warranty, you MUST inform us immediately of any accident the vehicle is involved in, this will be documented on the warranty system to protect you and your warranty.

Complete the below tasks /checks before each ride on the vehicle (if applicable)

Oil Level - Lights - Side Stand Switch - Kill Switch - Fuel / Tap - Tyres Clutch In - Brake In - Chain (Other checks may also be required)

WE DO NOT RECOMMEND POWER WASHING THIS VEHICLE OR THE USE OF WASHING UP LIQUID

***T&Cs apply**

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WhateverWheels Limited

Servicing & Warranty Terms and Conditions 2020

All service and maintenance work is chargeable, failure to keep to the maintenance schedule and the conditions within this document will void all warranty

The new vehicle you have purchased is sold with a warranty which is clearly displayed on your purchase invoice. The warranty will remain active to the first owner and when keeping to the maintenance schedule and terms included within this document. To qualify for our five-year warranty package the vehicle must be maintained & serviced by WhateverWheels Limited for the duration of the warranty period from the start of year one through to and including year five. The extended warranty package will match the manufacturer's warranty along with the manufacturer's exclusions (e.g. reasonable wear and tear or misuse). Services must be completed at the mileages outlined in the manufacturer's maintenance schedule or every 6 months (which-ever is soonest). Warranty does not include any form of transportation, roadside recovery or breakdown cover. All electric vehicles, ATVs, quadbikes, buggies, business purchases & pit bikes are not eligible for the extended five-year warranty. Our warranty does not include roadside recovery or rescue, nor does it include the return of your vehicle after a repair has been completed.

Our warranty packages are provided to the original invoiced customer only and are not transferable to any future keepers. If you are not the first owner, please contact us on 01254 438026 for more information on setting up an additional warranty package.

WhateverWheels Limited are endorsed by Which? as a Trusted Trader, our registered office address is; WhateverWheels Limited, Lower Philips Road, Blackburn BB1 5QN, United Kingdom with company registration number 07019717.

Maintain maximum protection under the warranty by ensuring your vehicle is serviced in accordance with the manufacturer's requirements as outlined within the scheduled maintenance chart in the owner's handbook. The appropriate service record must be stamped by an authorised dealer and returned to Whateverwheels Limited, Lower Philips Road, Blackburn, BB1 5QN within 7 days of completion. Failure to do this, will render your warranty VOID.

Whenever service or repair work is undertaken, the vehicle service handbook must be made available to the dealer and in the event a warranty claim is necessary all service records, VAT receipts and the V5C (log book) must be made available.

Within the warranty period, Whateverwheels Limited & the vehicle manufacturer warrant that your new vehicle to be free from any defect in materials used in the manufacture, and/or workmanship at the time of its manufacture.

- Any part found to be defective during this period will be repaired or replaced at the discretion of Whateverwheels Limited and the appropriate manufacturer.
- Any part replaced under the warranty will be covered for the remaining period of the warranty.
- Any parts replaced under warranty must be returned to the manufacturer.

Whateverwheels Limited may, at its discretion make any repairs or replacement of defective parts falling outside of the warranty, but such work shall not be deemed to be any admission of liability.

Conditions and Exclusions:

1. The machine must not have been used for competition, *misused, inadequately maintained, or incorrectly serviced or maintained. All warranty will be void if the machine is used for business or used for hire. *Certain vehicle including ATVs, Quads & Road Legal Buggies can be used for business purposes but may require more frequent servicing & maintenance at an additional cost to the customer.
2. The machine must not have been subject to any modification, repairs or replacement other than by an authorised dealer, using genuine branded parts only. Any breach of this will render your warranty VOID.
3. The machine must be serviced by a VAT registered specialist dealer and a qualified technician at the intervals specified in the owners / service handbook and the service log completed and forwarded to Whateverwheels Limited within 7 days (if this is not followed all warranty will be void). Services are needed on or before the mileage displayed on the service schedule or time scale shown. Failure to have the vehicle serviced at the correct intervals will render your full warranty VOID. Please ensure for your

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piece of mind the selected dealer / workshop is VAT registered to keep your warranty active. WhateverWheels Limited do not provide service reminders.

4. Any vehicle whose mileage exceeds 8,000 miles per year or 3,500 miles in the first 6 month due to the running in period, or has been resold/registered to another user, or sold to or used for business will invalidate the vehicle warranty. To qualify for the five-year parts & labour warranty the vehicle must be serviced by Whateverwheels Limited for the duration of the warranty period from the start of year one through to and including year five. On or around the yearly anniversary of the vehicle registration date you will need to reactivate your warranty, this is done by presenting your vehicle log book along with up to date service records to Whateverwheels Limited, this can be done instore or via email. Failure to do this will render your warranty VOID.

All ATVs, quadbikes, buggies, pit bikes and electric motorbikes / scooters are not eligible for the extended five-year warranty.

5. Defects caused by faulty adjustment, repairs and alterations performed by any person or workshop other than Whateverwheels Limited are not covered by this warranty, this will void your warranty.

6. Defects caused using parts and accessories not authorised by the manufacturer are not covered by this warranty.

7. The warranty does not cover the cost of removal and replacement of parts and accessories which are not standard equipment. The manufacturer's warranty does not cover the cost of diagnostic time, WhateverWheels Limited allow 30 minutes diagnostic time free of charge, any addition labour time must be paid for by the customer.

8. The warranty does not cover the cost of any transportation of the machine to or from the authorised dealer or expenses incurred while the machine is off the road / non-operational.

9. Normal servicing and normal service items, such as spark plugs, oil and filters are not covered by this warranty. Similarly, items which are expected to wear as part of their normal function such as tyres, bulbs, bearings, chains/drive belts, speedo cable, throttle cables, oil seals, brake pads and clutch plates are also excluded, unless there is a manufacturing defect.

10. Front fork seals & suspension parts are not covered by this warranty being subject to wear and tear (particularly stone damage to inner fork tubes).

11. Other items excluded from warranty are seats, luggage, paint, chrome, polished aluminium items, or trim deterioration caused by normal wear and tear, exposure or lack of correct maintenance.

12. The vehicle battery is warranted for three months from the date of collection / delivery. This is at the discretion of WhateverWheels Limited and the vehicle manufacturer. After this three-month period, the battery is excluded from the terms of this warranty. The battery supplied with this vehicle is sufficiently charged to operate the starting mechanism and any other standard electrical equipment whilst the engine is not running. After starting, the vehicle requires a minimum amount of use which will replenish the power lost from the battery during starting. Electric motorcycles / scooters which qualify for the OLEV Plug In Grant, have a three year battery warranty backed by the manufacturer.

13. The warranty does not cover machines used on a commercial basis.

14. The warranty does not cover defects which have not been reported to Whateverwheels Limited or the manufacturer in writing within ten days of discovery of the defect. After discovery, the vehicle must undergo inspection and / or repairs within 7 days by WhateverWheels or an authorised dealer. It is the customers responsibility to return the vehicle to WhateverWheels.

15. The vehicle is not covered against corrosion as this can be prevented by basic maintenance and using corrosion preventatives. The drive chain, belt or shaft are not covered for wear and tear nor is it covered for corrosion. The exhaust is not covered for internal or external corrosion, nor is it warranted against surface discolouration. The warranty does not cover machines which have been inadequately cleaned or maintained, lubricated, or for which the wrong fuel or lubricant has been used. Please check the manufacturer's specifications for the correct grade of oil required.

16. In the event a warranty claim is necessary, a claim will be submitted by Whateverwheels Limited to the appropriate manufacturer. In order to complete a claim the following items must be made available to Whateverwheels Limited, vehicle service booklet, all service records with corresponding VAT receipts and the V5C document in the invoiced customers name. Once the replacement part(s) have arrived, these must be installed within 14 days. Failure to have the defective part installed within 14 days will mean the vehicle owner is responsible for all installation charges.

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17. Should a warranty claim become necessary, Whateverwheels Limited shall not be liable for loss of use, inconvenience, lost time, commercial losses or other incidental or consequential damages.

This warranty shall be interpreted in accordance with English law and any question arising from this warranty shall be subject to the jurisdiction of the English courts.

Any statement, condition, representation, description or warranty otherwise contained in any catalogue, advertisement or other publication shall not be construed as enlarging, varying or overriding anything contained herein. Whateverwheels Limited reserve the right to make alterations or improvements without notification to any model or machine without obligation to do so to machines already sold. This warranty does not affect your statutory rights.

ATV

A copy of the ATV Safety Regulations 1989 no. 2288 is available to read instore or via www.whateverwheels.co.uk.

Our range of quad bikes & buggies are not supplied for the purpose of racing or heavy off-road use, this will constitute misuse and abuse and will invalidate your warranty.

Deposits / Payments

All work must be paid for in full before the vehicle will be released by Whateverwheels Limited, this includes all product purchases, recovery charges, services and repairs. In the event a large repair is to be undertaken or we feel the cost of repair may out-weight the cost of the vehicle, WhateverWheels may require a deposit before any work will begin. Any deposit paid will be nonreturnable.

Service Record

The use of your vehicle will be enhanced by the knowledge that your machine is being serviced to high standards. Your machine may require more frequent servicing if operated in severe climates or conditions, if used for short, stop - start journeys or used for business purposes. Further information can be obtained in store or online at www.whateverwheels.co.uk.

Distance warranty

If you are a long-distance customer, you will receive the standard warranty outlined on your invoice when the vehicle is maintained as outlined in the servicing schedule and all terms are met within this document. Records must be kept of all vehicle servicing and repair work along with VAT invoices. The service record must be forwarded to Whateverwheels Limited as outlined above in this document.

Should a warranty claim be required, we may require proof of purchase along with vehicle service & repair invoices (VAT receipt). WhateverWheels Limited will not reimburse you for any warranty work which has been completed prior to a warranty claim being submit for manufacturer approval. In the event a warranty claim has become necessary, your vehicle may need to be repaired at a specific garage / workshop chosen by WhateverWheels or the manufacturer. In some cases the vehicle may need to be returned to WhateverWheels, this is your responsibility to transport the vehicle to and from the garage.

We will process the claim in a timely manner and once authorised by the manufacturer, the customer will be charged for the part(s) until the defective part(s) are returned to us. The replacement part(s) will be dispatched using a reputable courier to either the invoiced address or a selected garage (a signature will be required upon delivery). Please note that all postage costs will be met by the customer. WhateverWheels Limited will not provide labour warranty for distance customers. All labour charges will be met by the customer unless the warranty claim is processed and accepted by a member of that manufacturer dealer network .

Storage Charges & Abandoned Vehicles

Any vehicle overdue for collection by 48 hours after a repair or service is complete will incur a storage charge. Motorbikes & Scooter will incur a storage charge of £10 + vat per day - Quad bikes & buggies will incur a storage charge of £20 + vat per day. Any vehicles over due for collection by 28 days will be classed as abandoned, at this stage will contact the DVLA to claim ownership and it will be disposed of to cover storage and repair costs.

Complaints

In the event you have a complaint, please contact the store manager at WhateverWheels, Lower Philips Road, Blackburn, Lancashire, BB1 5QN, Tel: 01254 438026. However, if you are a consumer and remain dissatisfied with the outcome and explanation, we have provided we recommend you contact The Dispute Resolution Ombudsman, Premier House, First Floor, 1-5 Argyle Way, Stevenage, Hertfordshire, SG1 2AD; tel: 0333 241 3209; email: info@disputeresolutionombudsman.org. Their decision will be legally binding on both WhateverWheels Limited and you, as the consumer.

WHATEVERWHEELS LIMITED

VIN:

Order Number:

Standard Warranty: 3 MONTH COMPETITION WARRANTY Parts Only

- I acknowledge receipt of the above vehicle and any items which are part of my order, I confirm that I have been given the chance to inspect and ride the vehicle and its condition is to my complete satisfaction and that I have received a completed Pre-Delivery Inspection sheet.
- I have received a copy of the dealer's terms and conditions; I have read through these and agree and understand that the warranty is subject to these.
- I have been supplied the owner's handbook and vehicle manual(s), either a hard copy or PDF version and understand that it is my responsibility to ensure I read this to understand all controls and operations.
- I have been instructed on the purpose of all the controls and how to use them and been given the change to ask any questions.
- It has been explained to me that the vehicle is fitted with safety cut out switches and the purpose of these, which include but not limited to side stand switch, clutch switch, handlebar switch, brake switches etc.
- The purpose and operations of the fuel tap has been explained to me and I fully understand these. (if applicable).
- I have received a copy of the vehicle servicing and maintenance schedule and a copy of the running in procedures and understand it is my responsibility to ensure all service and maintenance checks are carried out by an authorised VAT registered vehicle specific garage**. All services are due on or before a set mileage or time scale, this is displayed on the service schedule. I understand if the vehicle is not serviced correctly it will void my vehicle warranty.
- I have been instructed on the safety aspects and daily checks required before use e.g. Fluid levels, tyres, brakes, throttle, suspension, chain tension (if applicable) etc.
- I have been advised that any user of the above machine must wear appropriate safety equipment including a well fitted helmet is essential, safety boots, gloves and protective clothing. I can confirm that I have been offered such safety equipment and I understand that I will benefit from attending rider training lessons with an authorised trainer.
- I understand that the above vehicle is solely my responsibility to ensure that I/the user meet the latest insurance, licence and legal requirements from the authorities to use the above vehicle. I understand that it is my responsibility to ensure that the above vehicle is fully registered and taxed with the DVLA before it is used on any road.
- I acknowledge that the warranty is valid at the selling dealer only and that it is my responsibility as the customer to return the product to the dealer if any warranty work should need to be carried out. I understand the warranty is valid to the original invoiced owner only.

ELECTRIC VEHICLE ONLY

- I understand that if the purchased vehicle has qualified for an OLEV grant, it must not be de-restricted, SORN or exported from the United Kingdom within three years. In the event I breach this, I have to pay the grant amount back to WhateverWheels to satisfy GoUltraLow terms & conditions.
- Some features such as direct app integration and vehicle updates may still be under development with the manufacturer and will be updated when required.

ATV ONLY

- I have been instructed that the gear shift on an automatic ATV MUST NOT BE CHANGED when in motion as this will inevitably destroy the gearbox
- I have been explained the full operation of the winch and towing equipment and understand how to use these correctly, any damaged caused to these is my own responsibility.
- I have read the dealers copy of the ATV Safety Regulations 1989 no. 2288 (applicable only to the sale of machines for use by children under the age of 16). I have been advised that the ATV should not be ridden / driven until I am fully aware of the contents of these publications. (available instore or at www.whateverwheels.co.uk)

As the vehicle is covered by a warranty package you must inform us immediately of any accident the vehicle is involved in, this will be documented to protect you and your warranty.

Signature:.....

Print Name:.....

Date:/...../.....

*Terms & Conditions apply **Motorcycle & Scooters must be serviced at a motorcycle garage, Quads and Buggies must be serviced by an ATV centre / specialist.

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