

# CUPRA WARRANTY TERMS & CONDITIONS

CUPRA UK warrants that it will rectify, free of charge, defects in materials and workmanship for a period of up to 3 years or 60,000 miles whichever occurs first on all vehicles ordered on or before 2<sup>nd</sup> April 2024. For vehicles ordered on or after 3<sup>rd</sup> April 2024 date, the warranty period is 5 years/90,000 miles, whichever comes first. This warranty applies to CUPRA vehicles which were imported into the UK by CUPRA UK.

This warranty is subject to the following terms and conditions.

## What Your Warranty Covers

**For vehicles with an order placed on or before 2<sup>nd</sup> April 2024** - The 3 year CUPRA warranty begins on first registration and lasts for a minimum of 2 years with unlimited mileage conditions, with the warranty continuing for a third year or up to 60,000 miles, whichever comes sooner.

**For vehicles with an order placed on or after 3<sup>rd</sup> April 2024** - The 5 year CUPRA warranty begins on first registration and lasts for a minimum of 2 years with unlimited mileage conditions, with the warranty continuing up to 5 years or up to 90,000 miles, whichever comes sooner.

Due to all stated mileage limits, this warranty will only be valid for so long as the vehicle is not installed with any aftermarket device that can manipulate, edit, or change the vehicles displayed mileage figures (whether such device has in fact been used to manipulate, edit or change the vehicle's mileage figures). Should any such device be fitted with the vehicle the CUPRA UK warranty will be invalidated and no warranty claim will be covered by the terms of this warranty.

The warranty is automatically transferred to any new owner, subject to the same terms and conditions.

CUPRA warrants that your vehicle will be free from defects in manufacture and workmanship. Your warranty covers:

- The repair or replacement\* of defective parts according to technical requirements determined by the Manufacturer.
- The repair of any consequential damage to standard components caused by a manufacturing defect.
- The labour costs of removing and installing parts for warranty repairs at any CUPRA Retailer. You may be charged, at the CUPRA Retailer's discretion, for any extra work caused by modifications to your vehicle, such as removal and refitting of a tow-bar that has been fitted after manufacture.
- Your warranty applies to the base vehicle only. It does not cover any special fittings, conversions or additional bodywork.

Any defect must be reported to a CUPRA Retailer as soon as it is discovered. This must of course be within the warranty period.

\*Components will only be replaced when deemed necessary by a CUPRA Retailer

## Electric Vehicle Batteries

All the terms, conditions, exclusions and limitations of the new vehicle warranty apply to Electric Vehicles except for the provisions set out in this section which apply exclusively to Electric Vehicle Batteries. Where there is any conflict between this section and the rest of the warranty, the provisions of this section on Electric Vehicle Batteries will take precedence.

Your vehicle may contain one of several types of batteries. The warranties that apply to those batteries are explained below. All warranties commence on the date of handover to the first customer or the date of first registration (whichever comes first).

### Warranty against Manufacturing Defects

- The batteries for battery electric vehicles (BEV) and plug in hybrid vehicles (PHEV) are warranted against all defects in materials and workmanship for eight years or up to 100,000 miles, whichever comes first.
- The 12 volt batteries, 48 volt batteries, any batteries used in mild hybrid vehicles and the high voltage batteries used in hybrid vehicles are warranted against all defects in materials and workmanship according to the standard vehicle warranty periods stated above.

### Warranty against Battery Energy Content Degradation

- A gradual reduction in battery energy content over time is a normal feature of high voltage battery and does not constitute a warrantable defect. However, high voltage batteries in BEVs and PHEVs are warranted against excessive loss of net battery energy content as detailed below. No battery energy content degradation warranty exists for 12 volt batteries, 48 volt batteries, or any batteries used in mild hybrid vehicles.
- For BEVs, the battery energy content degradation warranty lasts for 8 years or up to 100,000 miles, whichever comes first. Where the battery energy content of the high voltage battery is measured by a CUPRA authorised repairer and is found to be less than 70% during the warranty period, then it will be repaired or replaced under warranty subject to the following:
  - The reduction in battery energy content must not have been caused by factors outside the Manufacturer's control including, but not limited to:
    - the tampering, removal or re(installation) of the high voltage battery by unauthorised parties;
    - the high voltage battery not being used, handled, charged or maintained as recommended by the Manufacturer in the owner's manual;
    - the high voltage battery coming into direct contact with open fire; or
    - the high voltage battery coming into contact with excessive amounts of water including through cleaning with high pressure cleaners or liquids being applied directly to the high voltage battery.
  - The repair will bring the performance of the high voltage battery back to the following state, depending on the mileage / age of the vehicle at the time of diagnosis:
    - Up to a maximum of 40,000 miles or three years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures a minimum of 78% of the starting value.
    - Up to a maximum of 60,000 miles or five years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures 74% of the starting value.
    - Up to a maximum of 100,000 miles or eight years after first registration (whichever comes first), the energy content of the high voltage battery will be repaired so that it measures 70% of the starting value.
- For PHEVs, the battery energy content degradation warranty lasts for 5 years or up to 100,000 miles, whichever comes first, for the first customer owner only. This warranty is not capable of assignment or transfer to subsequent vehicle owners. Where the battery energy content of the high voltage battery is measured by a CUPRA authorised repairer and is found to be less than 70% during the warranty period, then it will be replaced or repaired so that it measures a minimum of 70% of the starting value, or replaced under warranty subject to the following:

- The reduction in battery energy content must not have been caused by factors outside the Manufacturer's control including, but not limited to:
  - the tampering, removal or re(installation) of the high voltage battery by unauthorised parties;
  - the high voltage battery not being used, handled, charged or maintained as recommended by the Manufacturer in the owner's manual;
  - the high voltage battery coming into direct contact with open fire; or
  - the high voltage battery coming into contact with excessive amounts of water including through cleaning with high pressure cleaners or liquids being applied directly to the high voltage battery.

CUPRA and its authorised repairers reserve the right, in their sole discretion, to choose whether to repair or replace a high voltage battery. Any part which is replaced becomes the property of CUPRA. Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

### **CUPRA Original Parts**

All our original parts carry a warranty for a period of two years with unlimited mileage from the date of purchase. The wear and tear and service adjustment exclusions applicable to new vehicles also apply to the parts warranty.

Some items may have a warranty lasting longer than two years. Your CUPRA Retailer will let you know if that's the case at the time of purchase.

The warranty on CUPRA Original Parts fitted to a vehicle as part of a warranty claim ends on the date the vehicle's original warranty expires.

All replaced parts become the property of the CUPRA UK.

### **Accessories**

CUPRA approved, supplied and fitted accessories are covered for a minimum of 2 years, with the warranty continuing for a third year or up to 60,000 miles, whichever ends sooner, if they are ordered and included in the purchase price of the car at date of delivery.

Any CUPRA approved accessories supplied and installed after delivery of your new CUPRA include a two year warranty.

If you specify an accessory that is not approved by CUPRA UK, the terms of warranty, if any, should be clarified with the manufacturer of that accessory.

### **Three Year Paintwork Warranty**

All CUPRA vehicles are provided with a warranty against any manufacturing defects with the paintwork. The paint and bodywork warranty lasts for a period of three years starting from the date of first registration.

The only preconditions are:

- The defect must be reported to a CUPRA Retailer as soon as it is discovered. This must, of course, be within the warranty period
- The defect must not be caused by external influences such as accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance. This will be determined by a CUPRA Retailer at the time of inspection.

### **Anti-Perforation Warranty**

Your new vehicle is manufactured with full protection against rust attacking the internal cavities from the inside to the outside leading to perforation. The anti-perforation warranty lasts for a period of 12 years starting from the date of first registration.

In the unlikely event of this occurring within the warranty period, your CUPRA Retailer will carry out the required repairs free of charge. The following conditions apply:

- The defect must be reported to a CUPRA Retailer as soon as it is discovered. This must, of course, be within the warranty period.
- The CUPRA Retailer must determine that the perforation has stemmed from within the internal cavities and is the result of a manufacturing defect. The perforation must not have been caused originally by external factors such as accident damage, stone chips, industrial fallout or pollution, plant resin, animal pollutants, chemicals or insufficient care or maintenance.

All body repairs will be carried out promptly in accordance with the manufacturer's technical guidelines, using only approved parts and materials, in order to maintain the original level of anti-corrosion protection.

### **Claiming for warranty repair or replacement**

If a manufacturing defect should arise, any CUPRA Retailer in the UK can put it right even if you did not buy the vehicle from that CUPRA Retailer. A claim for a repair under your warranty can only be made at a CUPRA Retailer, and any claim must be made as soon as the defect arises.

If requested, you will complete any forms, give details and provide any proof required in relation to a warranty claim. It is the customer's responsibility to ensure that they maintain sufficient records to confirm that the vehicle has been serviced in accordance with the Manufacturer's instructions.

If you do not agree with a CUPRA Retailer's decision on your warranty claim, we may advise you to obtain an opinion from any other CUPRA Retailer. Your warranty claim may be referred to CUPRA UK which reserves the right, in its sole discretion, to determine whether the defect is warrantable or to appoint its own engineer to inspect the vehicle and/or the defect that has arisen.

Minor accident damage will not automatically invalidate the warranty. Any damage must be repaired by a competent repairer to the Manufacturer's standards and you must be able to furnish the CUPRA Retailer with any records requested to demonstrate this. Warranty claims will not be accepted if the defect is likely to have been caused by accident damage or subsequent repair work.

### **What Your Warranty Doesn't Cover**

The CUPRA UK warranty only covers manufacturing defects. It does not cover damage or defects caused by factors outside the Manufacturer's control or which are the result of normal wear and tear. Examples of this include:

- Damage or defects as a result of repairs or incorrect installation of parts or accessories by an unauthorised workshop.
- Damage or defects as a result of the installation of parts, components, software or accessories not authorised by CUPRA UK.
- Damage or defects which are or which may be attributable to accident damage.
- Damage to components, equipment or software which were not part of the vehicle at the point of original manufacture.
- Damage or defects as a result of the use of poor quality or incorrect fuels or additives.
- Damage or defects as a result of failure to comply with the operation instruction in the Owner's Instruction Manual, Service Schedule Book or any literature supplied by CUPRA UK or a CUPRA Retailer. It is your responsibility to ensure that servicing is maintained in line with the Manufacturer's instructions and sufficient records are kept to confirm this.
- Damage or defects caused by modifications, special fittings, conversions or additional bodywork.
- Damage or defects caused by use of the vehicle in countries for which it has not been designed.
- Noise and vibration related to the normal operation of the vehicle.
- Damage or defects caused by improper handling or misuse (racing, for example).
- Parts that have reached the end of their expected service life.
- Damage caused by industrial pollution, climate, external heat, chemicals or mechanical force. Your Owner's Instruction Manual tells you how to minimise such damage.

- Parts which have reached the end of their expected shelf life
- Normal maintenance, servicing and wear and tear. Items can only be considered under the wear and tear policy if the cause of the complaint cannot be associated to abnormal external influence or use, and is a manufacturing defect. Components normally subject to wear and tear include but are not limited to:
  1. Brake linings and disc pads
  2. Brake discs and drums
  3. Clutch release bearings
  4. Clutch pressure plates and Retailer plates (DSG clutches are covered for the full warranty offered with the vehicle)
  5. Tyres
  6. Wiper blades (wiper rubbers have no warranty owing to their conditions of use)
  7. Seat and backrest covers
  8. Floor coverings
  9. Spark plugs
  10. Batteries for key fobs and alarms
  11. Light bulbs (Xenon/gas discharge bulbs and LED's are covered for the full warranty offered with the vehicle)
  12. Shock absorbers
- Mechanical Adjustments including:
  1. Adjustments to doors, flaps, boot lids, bonnets, sunroof etc...
  2. Brake adjustment
  3. Clutch adjustment
  4. Headlight adjustment
  5. Steering geometry adjustment
  6. Wheel balancing
- This list is not definitive and similar adjustable or wear and tear items are also excluded from the terms of the warranty.

After six months, wear and tear items will not be accepted unless a manufacturing defect can be identified by a CUPRA Retailer as the cause. Aesthetic defects, e.g. scratches, marks, must be notified to a CUPRA Retailer within the first 30 days/600 miles.

Please note that wheel balancing and wheel alignment will not be carried out under the terms of your warranty, as the frequency with which this needs to be done is dependent on individual driving technique and road conditions.

We would ask that you report any defect to a CUPRA Retailer as soon as it becomes apparent. Any consequential damage arising from the continued use of a vehicle with a defect may not be covered under warranty.

Your vehicle must be serviced in accordance with the manufacturer's recommendations. Any damage to or defect in the vehicle caused by poor or insufficient servicing will not be remedied under the warranty. Please ensure that you maintain sufficient records to enable the CUPRA Retailer to confirm that the vehicle has been appropriately serviced. In any event, please ensure that the digital service schedule has been updated by the business carrying out the service work, or detailed invoices supplied with date, mileage, plus specified parts and fluids used.

Unless expressly specified in this warranty, CUPRA UK is not responsible for any consequential loss or damage, whether direct or indirect, that arise from any incident necessitating warranty repairs. This includes towing fees, hotel charges, alternative transport costs, loss of income, loss of business, damage to goodwill, damage to or loss of personal effects and clothing or fuel costs.

These exclusions apply to all parts of the CUPRA Warranty.

This warranty does not affect your statutory rights.

### **Travelling Abroad?**

In the event of warranty repairs being necessary when travelling in Europe in the first two years of your warranty any CUPRA Retailer in the country you are visiting will be able to carry out rectification work under the terms of the warranty.

They will require the vehicle information data details contained in the front of your vehicle's service schedule booklet to enable them to carry out the repairs. They will undertake the repairs free of charge.

Should your vehicle suffer a manufacturing defect covered by the third year warranty while outside the UK, the repair must be carried out by a CUPRA Retailer in the country you are visiting. The cost should be settled by you with the repairer and a claim made for reimbursement by providing the repair invoice to a CUPRA Retailer in the UK within 14 calendar days. For vehicles ordered on or after 3<sup>rd</sup> April 2024, all warranty repairs up to the stated time and distance limits will be able to be carried out at a CUPRA retailer in Europe under the terms of the warranty.

If you are travelling abroad you must take documentation showing proof of purchase and service. This helps the CUPRA Retailer make an eligible claim (in the first two years) or confirm that a repair was made under warranty (in the third year).

If you have had to pay for a repair in the 3<sup>rd</sup> year.60,00 mile limit (vehicles ordered before 3<sup>rd</sup> April 2024) in order for reimbursement to be possible, the repair invoice must be returned to a UK authorised CUPRA Retailer within 14 calendar days.

### **CUPRA Retailer workmanship warranty**

CUPRA Retailers give a warranty for their workmanship on all warranty repairs. The warranty on most repairs is 1 year or 12,000 miles from the date of the work, whichever occurs first. Should any repairs be required in that period on work carried out by a CUPRA Retailer, the original CUPRA Retailer will carry out such repairs free of charge, provided that:

- Repairs are required as a direct result of faulty workmanship by that CUPRA Retailer.
- Repairs are not required due to normal wear and tear or other exclusions. Items replaced under the terms of this warranty become the property of CUPRA UK.

For paint and bodywork warranty repairs, CUPRA Retailers warrant their workmanship for a minimum of 3 years from the date of the repair or for the remainder of the vehicle's original warranty if this is later.

### **Compliance with Recall Notices**

CUPRA UK may contact you in relation to product safety recall campaigns or service campaigns. We would ask that you promptly comply with the instructions given. In the event that you do not comply then the warranty may be invalidated if an incident arises that relates to the applicable product safety recall or service campaign.

**Note:** "CUPRA UK" means Volkswagen Group United Kingdom Limited. "CUPRA Retailer" means any Retailer in the UK authorised by CUPRA UK to carry out warranty repairs. "The Manufacturer" means CUPRA S.A. Autovía A-2, Km 585 – 08760 Martorell, Spain.

No party, other than CUPRA UK, may amend the terms and conditions of the warranty in any way.