

Volvo Cars Used Car Service Plan terms and conditions:

What is covered?

All Volvo cars are serviced in accordance with the official Volvo Cars Service Schedule. All elements of the Volvo Cars Service Schedule are covered by your Volvo Cars Service Plan – this includes the cost of materials, cost of labour and VAT (the VAT rate applicable at time of plan selection will apply). The number of services included in your Volvo Cars Service Plan is detailed on this certificate.

What is not covered?

Anything which is not included within the official Volvo Cars Service Schedule for your vehicle, for example, any extra maintenance work or adjustments. The replacement of timing belts, auxiliary belts, tensioners and rollers, brake fluid, AdBlue and coolant is also excluded. Please note that the duration of your Volvo Cars Service Plan is affected by your anticipated annual mileage. If your annual mileage is higher than that of your model Service Schedule, this will result in servicing dates being sooner than expected and reduce the duration of the plan.

How to make a service claim?

All servicing must be carried out by an authorised Volvo Retailer or Volvo Service Centre in the United Kingdom. When you book your service with them, please let them know that you have a Volvo Cars Service Plan. At the Volvo Retailer or Service Centre, show them this certificate and they will verify your plan details. Once your Volvo Cars Service Plan is confirmed, the Volvo Retailer or Service Centre will proceed with the service. Your Service Schedule is based on the recommended service intervals specified in your Volvo Service Handbook. The key details of your plan are on this certificate. For any other information regarding your Volvo Cars Service Plan, please contact your Volvo Retailer.

Cancelling your Volvo Cars Service Plan

Volvo Cars Service Plans cannot be cancelled and will remain with the car for subsequent owners to use in the event not all services have been carried out.

Termination of your Volvo Cars Service Plan

Your Volvo Cars Service Plan will automatically terminate either:

1. Upon the end date detailed on this certificate; or
2. Upon your Volvo having received the number of services detailed on this certificate.

Customer obligations

You must confirm any changes of vehicle registration number via your Volvo Retailer. You must adhere to the Service Schedule intervals detailed in your Volvo Service Handbook.

Participating Authorised Volvo Retailers or Volvo Service Centre obligations

The authorised Volvo Cars Retailer or Volvo Cars Service Centre will carry out servicing on your vehicle as soon as is reasonably practical.

What to do if you have a complaint

If you have a complaint about the servicing work conducted on your vehicle, you should address the complaint to the authorised Volvo Retailer or Service Centre who conducted the service. If you have a complaint about any other element of the Volvo Cars Service Plan, please contact Volvo Cars Customer Services.

Personal data privacy notice:

Controller

Volvo Car UK Limited, registered in England, with company number 02281044 and having its registered address at Scandinavia House, Norreys Drive, Maidenhead, Berkshire SL6 4FL, hereinafter referred to as “Volvo”, “we”, “our” and “us”, will as Data Controller process your personal data as described below.

Purpose and legal basis for processing

We process the personal data that you provide to administer and fulfil your Volvo Cars Service Plan. The personal data that we will collect, and store will include the following: full name, home address, email address, VIN and vehicle registration number. The legal basis for our processing as described above is performance of a contract.

Disclosure and recipients of your personal data

Your personal data will be disclosed to and processed by our service provider who works on our behalf to fulfil the above purposes. For service providers outside the EEA, any transfer of your personal data will be made with the basis of the Standard Contractual Clauses adopted by the European Commission.

Retention time

We will retain your personal data for the purposes of fulfilling your Volvo Cars Service Plan, for up to 60 days. Your rights and contact information

For more information on your rights in relation to our processing of your personal data and contact details for further information and complaints, as well as contact details of our Data Protection Officer, please visit www.volvocars.co.uk/privacy.

Who administers the Volvo Cars Service Plan?

The Volvo Cars Service Plan is administered by Volvo Car UK Limited, Scandinavia House, Norreys Drive,