



Instap Garantie conditions

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Who provides this warranty?

The selling car company gives you a warranty according to these warranty conditions. Autotruster carries out the warranty and handles your claim(s) on behalf of the selling car company. If there is a valid claim, Autotruster will pay out directly to you or to the garage.

Deductible & reimbursement

You have a deductible of €45 per defect.

You will be reimbursed for the parts used in the repair based on the Parts Reimbursement Table.

The amount of the reimbursement depends on the mileage and age of the car at the time of the defect. If you use an Autotruster Network garage, the labour costs are fully reimbursed. In all other cases, labour costs will be reimbursed up to the maximum hourly rate of €90 including VAT.

Mileage or age of the car, whichever comes first.	Parts reimbursement
< 110,000 kilometres or less than 7 years old	100%
< 130,000 kilometres or less than 8 years old	80%
< 150,000 kilometres or less than 9 years old	70%
from 150,000 kilometres or from 9 years old	60%

* Autotruster will pay 100% of the labour costs up to the maximum hourly rate.



Which parts are covered by the Instap Garantie?

MOTOR

- egr valve
- egr cooler
- catalytic converter
- lambda probe
- sensors
- exhaust (internal defect)
- cylinder block
- cylinder bushings
- cylinder head
- timing chain***
- timing belt*
- timing gears
- connecting rods
- connecting rod bearings
- hydraulic lifters
- intake manifolds
- internal bearings
- valve guides
- valves
- valve cover
- valve springs
- crankshaft
- crankshaft bearings
- crankshaft pulley
- engine mounts
- camshaft
- camshaft bearings
- camshaft belt*
- camshaft adjusters
- cam followers
- oil pickup tube
- oil pump
- oil pump drive
- gaskets/seals
- belt tensioners
- starter ring gear
- tappet
- rocker arm shaft
- turbo/intercooler
- pistons
- exhaust manifolds
- piston pins

MANUAL TRANSMISSION

- axles
- push rod / shift rod
- main and auxiliary clutch cylinder
- clutch cable
- bearings and bearing shells
- gaskets/seals
- pedal unit
- selector shafts
- selector forks
- synchromesh rings and hubs
- gears
- extension shaft

AUTOMATIC TRANSMISSION

- drive chains
- seals
- hydraulic control unit
- valves
- valve block
- torque converters
- selector lever
- bearings and bearing shells
- modular valve
- oil seal input shaft
- oil pump
- brake bands
- servos
- gears
- transmission mounts

ELECTRIC POWER TRAIN

- drive motors
- ERAD
- reducer (transmission)
- HV coolant pump
- Battery management control unit

COOLING SYSTEM

- electric control units
- oil cooler
- temperature gauge
- thermostat
- thermostat housing
- thermostat motor
- fan
- viscous coupling fan
- water pump

DRIVE

- drive shaft
- axle boots**
- propeller shaft
- differential
- CV joints
- crown and pinion gear

4-WHEEL DRIVE

- axle boots**
- axles
- propeller shaft
- differential rear axle
- differential front axle
- CV joints
- transfer case

ELECTRONICS

- alternator
- voltage regulator
- starter motor (internal fault)

FUEL SYSTEM

- ignition coils
- fuel gauge
- pressure regulator
- ECU
- electromagnetic shutdown
- electronic ignition
- throttle body
- glow plugs
- injectors
- injection pump
- cold-start injector
- air flow meter
- lift pump
- warm-up regulator
- over-rev fuel shut-off valve
- control and distribution system
- sensors
- tank transmitter unit
- vacuum pump
- injectors

EMISSION SYSTEM

- egr valve
- egr cooler
- catalytic converter
- lambda probe
- sensors
- exhaust (internal defect)

* This part is covered, if it has been replaced on time at regular service intervals according to manufacturer's instructions or Autotruck Warranty Conditions. Regular replacement is not covered.

**Reimbursement for labour and parts if < 100,000 km.

*** These parts are subject to a maximum reimbursement of €1500, including VAT.

Definitions

The following terms mean:

Autotruster Instap Garantie: covers almost all parts of the motor, transmission, drivetrain, cooling system, fuel system and emission system.

Warranty certificate: the certificate of your warranty provided to you by Autotruster by e-mail.

Labour costs: cost of performing labour related to the replacement or repair of a defect covered by the warranty.

Mechanical, electronic parts: all moving, mechanical and electrical or electronic parts that have a function in driving and propelling the car, without including those parts listed as exceptions in these conditions.

Market value: The market value (ready-to-drive price) according to the most recent ANWB valuation list at the moment immediately prior to the occurrence of the damage.

Defect: the sudden and unexpected failure of a car part during the warranty period, caused by a permanent mechanical, electrical or electronic defect. A defect exists if the part ceases to function and requires repair or replacement to restore the car to proper working order. A defect only exists if there is 'own failure', meaning that the defect was not caused by external influences, such as water, impact, vibration, dirt, corrosion, temperature, wear, operating and user errors.

Valid claim: a warranty claim where the nature, circumstance and cause of the defect is covered under these conditions.

Transport: costs for transporting the car to the nearest Autotruster Network garage due to a defect covered under the warranty.

Diagnosis: cost of detecting and diagnosing a defect covered by the warranty, including testing and disassembly.

We, Autotruster, means: Autotruster B.V.

Autotruster Network garage: a garage or specialist repairer belonging to a network of selected garages, which may carry out repairs for Autotruster.

Fraud: intentionally misleading Autotruster prior to or during the agreement, with the aim of gaining a (financial) benefit.

Maintenance operation: all operations for the purpose of maintenance and operations by which the failure of the vehicle can be remedied such as: cleaning, lubricating, flushing, adjusting, resetting or updating software, incl. removal of internal contamination etc.

Maintenance parts: all batteries (including drive batteries of a hybrid or electric vehicle), all filters, tyres, spark plugs, prescribed replacement of timing and other belt(s), clutch plate, refrigerant, bulbs, brake pads, brake discs, brake shoes, wiper blades, lubricants and fluids. As a rule, the following parts do not last a car's lifetime and should be replaced at least once:

- the clutch set including pressure group, thrust bearing and clutch of an automatic gearbox;
- the dual-mass flywheel;

Repair or replacement of these parts is not covered by the warranty. The above parts are also excluded if they need to be replaced due to a defect or for carrying out a repair.

External calamity: defects caused, for example, by (water) damage, a collision, shocks caused by bumps and potholes in the road, stone chips, inexpert repair and (cable) breakage.

Our conditions

1. Limits and contributions

1.1. The duration of the warranty is 6 months or ends when the maximum number of kilometres driven has been reached. A limit of 15,000 km applies per six-month term. If the duration and/or kilometre limit differ, this is indicated on your product overview.

1.2. Autotruster Network garages operate according to the Autotruster claims procedure. Please note, you should be aware of the following in case you choose not to go to an Autotruster Network garage:

- If you choose an Autotruster Network garage, labour costs will be fully reimbursed in case of a covered defect. If you choose a garage that is not an Autotruster Network garage, a maximum reimbursement of €90 including VAT per hour applies;
- All costs higher than the costs at an Autotruster Network garage will not be reimbursed. This includes labour costs, cost of parts used in a repair and all other costs;
- Autotruster Network garages are aware of the claims procedure. If you choose a garage which is not an Autotruster Network garage, you are responsible for following the Autotruster claims procedure and providing the necessary data correctly and on time;
- Autotruster Network garages invoice directly to Autotruster. If you choose a garage that is not an Autotruster Network garage, you will have to advance the entire repair bill yourself. You can claim the repair invoice from Autotruster afterwards. Make sure the repair invoice is correctly titled. Costs will not be reimbursed if the repair invoice is not in Autotruster B.V.'s name;
- a second opinion at an Autotruster Network garage is necessary in case the diagnosis of the garage of your choice is not directly adopted by Autotruster. In this case, the cost of diagnosis from the garage of your choice will not be reimbursed.
- the necessary diagnosis costs, if related to a covered defect, may amount to a maximum of 15% of the repair invoice up to a maximum of €250 including VAT.

1.3. Necessary transport will be reimbursed within reason and up to a maximum of € 175 including VAT per case. Costs resulting from a non-covered defect will not be reimbursed by Autotruster. Autotruster does not offer roadside assistance or an emergency call centre.

1.4. There is a maximum payment per warranty of €6,000 including VAT (€8,500 for 24 months), even if the repair costs exceed the current market value and the claim is not settled on the basis of the repair costs.

1.5. The warranty is not aimed at giving you a financial advantage in case of a defect. This means a co-payment may be required. The percentage of the cost of parts that Autotruster will pay will then depend on the age and mileage of the vehicle at the time of the defect (see Parts Reimbursement Table).

1.6. No repair will take place if the repair costs exceed the daily value of the car at the time the defect occurred, based on the current ANWB price list (daily value). In that case, a maximum of the current market value will be reimbursed

1.7. Defects related to the timing set (timing chain, tensioners and guides) will be reimbursed up to a maximum of € 1500 including VAT (incl. parts and labour).

1.8. If there are any costs that are for your own account, you must pay these costs to the repairing garage yourself. Autotruster claims staff will alert you to these costs prior to the repair. In case your car needs to be transported to carry out a repair, Autotruster will pay the full invoice to the repairing garage and you will receive an invoice for all costs not covered by your car warranty coverage after your agreement.

2. When is there no warranty claim?

2.1. Any information that could affect Autotruster's decision to accept or continue to accept your car for warranty should be shared with us by you and/or the seller immediately and without restraint. If we believe that you have failed to disclose relevant information relating to your car to us, Autotruster may potentially cancel the warranty or your cover may be affected.

2.2. You must comply with these conditions. If you have not met the conditions, your right to reimbursement will lapse.

2.3. You must follow the claims procedure carefully. If you do not, the validity of your claim and the need for repair cannot be determined.

2.4. Autotruster is never responsible for damage caused during the repair process and all related actions, including but not limited to transport, test drive, and other additional activities (see article 3.9).

2.5. If, in Autotruster's opinion, you do not cooperate or insufficiently cooperate in the repair of the vehicle and/or do not make the vehicle available for repair, diagnosis or expertise, or the related transport, any right to repair under this warranty will lapse.

2.6. If you yourself have (partly) contributed to the occurrence of a defect, you are not entitled to repair under warranty. This may be the case, among others, if a defect has occurred due to overloading, negligence, carelessness or operating errors.

2.7. Should it become clear that, during the term of this warranty, the car has not been demonstrably maintained in accordance with the manufacturer's instructions, the right to the warranty will lapse. As the owner, you are responsible for the maintenance, and you should always be able to produce the documentation for this in case of a claim.

2.8. If a defect occurs due to external calamity or the actions of third parties, it has nothing to do with the quality of the car. In that case, you can make no claim under the warranty.

2.9. If a third party can be held liable for (the occurrence of) a defect, you should always recover damages from that party. Claims that are covered by another warranty, guarantee or goodwill scheme, or would be covered if this guarantee did not exist, must be reimbursed by the provider thereof.

2.10. Design or manufacturing defects, and damages resulting from them, are not covered. These are the manufacturer's responsibility.

2.11. In some cases, this warranty does not provide coverage and you should contact the seller of the car. This applies in case a defect:

- reveals itself within the first 15 days of the effective date of the warranty;
- is already present in the vehicle during delivery of the car.

2.12. Excessive oil consumption is usually an inherent property of a vehicle and is generally caused by contamination and/or gradual wear.

Excessive oil consumption is therefore not classed as a suddenly arising defect. Remedying excessive oil consumption will not be reimbursed under this warranty.

2.13. Defects that you noticed or could reasonably have noticed, but continued to drive with, are not covered.

2.14. Cars registered for the first time outside the EU are excluded from this warranty, unless express written permission has been granted by Autotrust before the start of the warranty.

2.15. The warranty is only for the repair of your vehicle. You are not entitled to any compensation for additional costs or other damages that may result from the defect.

2.16. If a part is defective as a result of a defective part that is not covered, Autotrust will not provide any cover or compensation for the damage or defects incurred. (This exclusion of cover applies regardless of the cause or nature of the defect in the non-covered part)

2.17. Defects resulting from mechanical or electronic modifications relative to the factory settings are not covered by this warranty.

2.18. If the odometer reading, as visible on the odometer of the car, is changed and does not correspond to the actual kilometres travelled by the car, any right to compensation under the terms of this warranty will lapse.

2.19. If a component functions normally, it will not be replaced or repaired. If there is a (secondary) noise or changing characteristics and there is no defect, it is not a reason for repair.

2.20. Autotrust has the right to commission an independent expert to inspect your vehicle before accepting a claim. Autotrust is never responsible for damages arising from possible delays.

2.21. If an Autotrust employee is treated in a seriously abusive, insulting or threatening manner, the management may decide to terminate the warranty.

2.22. If fraud (see article 4) is established, the cover under this Warranty will lapse.

2.23. The warranty on your vehicle will be terminated if it is or has been used for competition purposes such as rallies, racing, time trials or track driving. This also applies to cars used for hire or rental, as a taxi, by a driving school or commercial purposes such as shipping or delivery or included in a trading stock. The warranty is also terminated if a car is actively used for driving off paved roads (Off Road) and in case of overloading due to driving in the limit range. If your vehicle is found to have been totalled, the warranty will also be terminated and offers no cover.

2.24. Excluded are:

Bodywork: antennas, body parts, door handles, glass, sheet metal, rubbers and (rear) door controls, sliding, convertible and tilt roofs and parts located on the (outside) of the body (such as lights, sensors, etc.), locks, mirrors.

Interior: the parts located in the cabin such as fittings, benches, upholstery, (door) handles, buttons, switches, sensors (in the seat), seat controls, seats, seat heating, etc.

Media system and accessories: Bluetooth, camera and displays, integrated on-board computer and infotainment system including navigation and radio function, speakers and sound system, handheld transmitters and charging cables, keys and TV & internet as well as (traffic) data services.

Maintenance operation: all operations for the purpose of maintenance and operations by which the failure of the vehicle can be remedied such as: adjusting, flushing, resetting or updating software, cleaning, lubricating, incl. removal of internal contamination etc.

Maintenance parts: all batteries (including drive batteries of a hybrid or electric vehicle), all filters, tyres, spark plugs, prescribed replacement of timing and other belt(s), refrigerant and clutch plate, bulbs, brake pads, brake discs, brake shoes, wiper blades, lubricants and fluids. Repair or replacement of these parts is not covered by the warranty. The above parts are also excluded if they need to be replaced due to a defect or for carrying out a repair.

External calamity: defects caused, for example, by a collision, inexperienced repair and (cable) breakage, shocks caused by bumps and potholes in the road, stone chips and (water) damage

3. Submitting a claim

3.1. As soon as you notice an (incipient) defect, we ask you to report it immediately. This can be done through the claims portal: www.autotrust.nl/claims. You should report your claim within 5 days of discovery. Late notification may affect coverage.

3.2. Autotrust's claims department staff will recommend a garage. The garage looks for the nature and cause of the defect and checks with Autotrust's claims officer whether the defect is covered under warranty.

3.3. No repairs may be started until Autotrust has issued a price agreement, with corresponding authorisation number.

3.4. Your garage owner's opinion does not count as proof of a covered defect. Only if you have received explicit permission for repair from Autotrust is it obliged to reimburse you for the repair.

3.5. Autotrust can only give a price approval if the repairer issues a quotation and this is submitted to Autotrust. This quotation should contain a detailed budget in which parts and labour (based on an hourly rate) are specified separately. The quotation always serves as the basis for the payment.

3.6. If you still allow the garage to start the repair without having obtained an authorisation, you will no longer be entitled to compensation.

3.7. Where aftermarket, nearly new, exchange or remanufactured parts are available, these may be used for the repair. Autotrust has the right to arrange the transport of the vehicle on your behalf and have it arranged by third parties.

3.8. After reporting a claim, a diagnosis and quotation for repair must be submitted to Autotrust within 30 days. After this period, the cause of the defect and any consequential damage cannot be properly assessed. Should no diagnosis and quotation be received by Autotrust after this period, an outstanding claim report will expire unless otherwise agreed with Autotrust. If a price approval has been issued and the defect has been repaired, you or the garage should e-mail the original repair invoice within 30 days of the repair to claims@autotrust.nl or mail it by post to Autotrust, otherwise the right to compensation will be lost.

3.9. After approval, the repair should be scheduled at the repairing garage within 5 days.

4. Acceptance and validity

4.1. If fraud is established, we take the following measures:

- we will stop your warranty;
- we do not pay out any damages;

- we record the incident in an internal register;
- we make you reimburse the costs incurred for claim handling;
- we can report it to the police if necessary.

4.2. In connection with the (legally stipulated) verification of the applicant, Autotrust reserves the right to unilaterally terminate the warranty, without giving reasons, up to a maximum of 7 business days after conclusion (acceptance reservation).

4.3. The warranty is only for the buyer of the vehicle and is not transferable.

4.4. In all countries on the list below, you have a warranty and are entitled to repair of a covered defect. The cost of the repair abroad may not exceed the market-based cost in the Netherlands.

- The Netherlands
- The following countries, provided you use your vehicle less than 60 days per year (alternatively or cumulatively) there: Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Croatia, Luxembourg, Norway, Austria, Poland, Portugal, Slovenia, Slovakia, Spain, Czech Republic, United Kingdom, Sweden and Switzerland.

4.5. If your car suffers a defect abroad, you can make a claim through our website. You will then go to a local garage to get diagnosed and you can e-mail a repair quote to claims@autotrust.nl. Autotrust will reimburse up to 1 hour of diagnosis time.

4.6. We do not accept vehicles whose software and/or hardware has been modified. We reserve the right to cancel the warranty in case a warranty has been taken out on such a vehicle. The amount already paid for the warranty will be refunded pro rata to the selling car company, provided no expenses were incurred during the warranty period.

4.7. Cars should be registered no later than six (6) days from the date of vehicle registration. If a car is registered later than six (6) days after its vehicle registration, Autotrust reserves the right to cancel the warranty. Exceptions to this period are only possible after prior consultation and (written) approval by Autotrust.

5. Other

5.1. Any warranty you conclude with us is governed by Dutch law.

5.2. Do you have a complaint about Autotrust or one of our employees? You can find our internal complaints procedure at www.autotrust.nl.

5.3. By purchasing a car with Autotrust Garantie, buyer agrees to the Autotrust warranty conditions. The validity of the warranty entitlement or claim is always at Autotrust's discretion. The Autotrust Garantie does not affect the legal rights the buyer has against the seller of the car.

5.4. As a buyer of a car, you are a beneficiary of the warranty taken out by the seller with Autotrust. All rights which may be derived by the beneficiary (you) from the Autotrust Garantie lapse if:

5.4.1. no (full) payment in respect of the warranty has been made by the seller to Autotrust;

5.4.2. the warranty has not been properly applied for by the seller;

5.4.3. the warranty cover has been rejected by Autotrust;

5.4.4. there are concealed or unreported defects to the vehicle of which it can be reasonably assumed that the seller, or the buyer, was or could have been aware (as defined in article 5).

5.5. We handle any personal data you give us in accordance with the General Data Protection Regulation (GDPR). We use this to:

- enter into a contract with you;
- maintain that contract;
- combat fraud;
- comply with legal obligations;
- keep you informed about our products and services;
- improve our products and services to better suit your needs.

We may also provide your personal data to other legal entities that are part of Autotruster for these purposes.

5.6. We may record telephone calls:

- to verify and investigate orders and transactions;
- to combat fraud and monitor integrity within financial institutions; - to comply with legal obligations.

Recorded telephone calls will not be kept for longer than necessary for these purposes. You have the right to listen to the recorded telephone conversation or receive a verbatim transcript of the conversation in the event of a dispute over the content of recorded telephone conversations.

5.7. We sometimes engage other companies to perform services for us related to the performance of the agreement with you. For example, an expertise agency. We remain responsible for processing your data. We make arrangements with these parties to handle your data so that your privacy is maintained.

5.8. Coverage will be provided only for defects that occurred during the warranty period.