ROYAL ENFIELD

Royal Enfield UK Ltd – Motorcycle Service Activated Warranty

Terms and Conditions

This document sets out the terms on which Royal Enfield UK Ltd (REUK) offers a service activated warranty (SAW) exclusively for internal combustion engine (ICE) motorcycles sold and distributed by REUK in the United Kingdom under the brand name 'Royal Enfield'. Electric vehicles (including the Flying Flea brand/range) are expressly excluded from this SAW scheme.

The SAW offers extended warranty cover beyond the expiry of the manufacturer's original warranty, provided the motorcycle has been serviced in the REUK authorised repairer network.

The SAW is operated and managed in the UK by REUK on behalf of its parent company, Eicher Motors Ltd (EML), who are the motorcycle manufacturer. REUK also acts as a UK importer and distributor for EML.

1. Eligible customers:

Customers are eligible to claim the SAW if they are:

(a) UK residents;
(b) private individuals; and
(c) not using their Royal Enfield motorcycle for commercial purposes.

2. Eligible motorcycles:

All Royal Enfield motorcycles are covered by the SAW automatically if they:

(a) were sold and serviced through the REUK repairer network in the UK;
(b) are UK registered motorcycles based in the UK; and
(c) have been serviced according to the manufacturer's specification within the authorised REUK repairer network during the manufacturer's warranty period.

The cover under the SAW ends once the motorcycle has reached either:

(a) 10 years from first registration of the manufacturer's warranty.
(b) a mileage of 70,000 miles and beyond

Customers who have had their motorcycle serviced in accordance with the manufacturer's service schedule at a different repairer that is not part of the REUK authorised repairer network in the UK are still able to have their motorcycle serviced at an REUK authorised repairer. The repairer will then perform a complimentary health check on the motorcycle and may specify rectification work that the customer has to pay before the SAW can be activated. After such repairs the motorcycle will be covered by the SAW, but excluding any claim under the SAW in the first 30 days since the service at the REUK authorised repairer.

Customers whose motorcycles have had informal servicing arrangements, including home maintenance, will not be eligible for the SAW.

These models are excluded from the SAW programme as they are discontinued as new models.

- *Classic 500*
- *Bullet 500*
- *Bullet Electra 500*
- *Bullet Electra Delux 500*
- *Himalayan 411*
- *Scram 411 Models.*

3. What the SAW covers:

Upon completion of the last scheduled periodic maintenance with an REUK authorised repairer and subject to any rectification work to any component identified and carried out, we will provide customers with an additional 12-month warranty. This cover renews automatically for additional 12-month periods if the motorcycle continues to receive scheduled services with an REUK authorised repairs, up to a maximum of 10 years from the date the original manufacturer's warranty was registered.

If the identified rectification work is not carried out for any reason, that component and associated parts will not be covered under the SAW.

SAW will cover the repair or replacement of mechanical, electrical and factory-fitted components to the same terms and level as the manufacturer's standard warranty. The repair or replacement includes parts and labour and the work must be carried out by a REUK authorised repairer.

Electrical and mechanical factory-fitted components are covered against electrical or mechanical failure, other than:

a) Wear and tear items and consumables, such as filters, fuses, spark plugs, clutches, brake shoes and pads, discs and cables, lubricants and coolant, drive belts, hoses, bulbs, HT leads, (including catalytic convertors, unless it fails the exhaust emissions standard), chains and sprockets, all control cables, fasteners, tyres and tubes, electrical and electronic parts, wiring harness, shock absorbers, starter motors, all kinds of bearings.

b) Seals or gaskets causing oil leaks including O-rings

c) Bodywork of any kind, paintwork, powder coating and chrome work

d) Non-genuine parts.

e) Damage or defects arising from the use of non-genuine parts, accessories or modifications.

f) Parts replaced under standard maintenance or servicing.

g) Components that need to be repaired or replaced when they have not been adjusted in accordance with the manufacturer's specification.

h) *Pre-existing defects that were present prior to the start of the SAW.*
i) *Sticking, pitted or valves damaged by inappropriate use.*

The SAW does not pay for diagnostic costs unless a claim for a defective component is covered by the SAW.

Any repair completed under the SAW will be by a REUK authorised repairer, using Royal Enfield genuine parts, subject to availability.

4. Limit of cover:

Repairs are only covered by the SAW if the warranty labour rate cost of a repair amounts to less than the market value of the motorcycle at the time of the requested repair. The motorcycle value is determined by REUK.

5. SAW documentation:

The authorised repairer will apply a stamp in the service schedule section of the handbook as evidence that the motorcycle benefits from SAW for a period of 12 months or until the next scheduled service. The authorised repairer's invoice will be a second form of evidence that the motorcycle is covered by the SAW.

6. What the SAW does not cover

As with the manufacturer's warranty, the SAW does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

a) *Corrosion, discolouration of paintwork, peeling paintwork or powder coating, weathering from extreme conditions, water ingress or flooding*
b) *Wear and tear, normal ageing, routine maintenance and software updates.*
c) *Failure to have the covered motorcycle serviced in accordance with the manufacturer's specification or faulty repairs*
d) *Lack of the correct lubricants or fluids, cooling, or lubrication systems; or the use of incorrect lubricants or parts.*
e) *Motorcycle that has been modified in any way*
f) *Losses arising from faked mileage or any person connected with the motorcycle preventing REUK from inspecting it to identify its true age and mileage.*
g) *Any motorcycle used for competitions, racing, speed or duration tests.*
h) *Damage or losses arising from misuse however caused and continuing to use the motorcycle after a fault becomes evident.*
i) *Components covered elsewhere and subject to a recall.*
j) *Normal everyday maintenance, cleaning, tampering, incorrect adjustments or repairs.*
k) *Damage caused by a part that is not covered.*

l) Depreciation, loss of earnings, death and injury, or any other loss or damage which is a direct or indirect result of the failure of a covered item or any time for the motorcycle to be in the workshop.
m) Acts of terrorism or war, rebellion or revolution.
n) Freak weather conditions or sonic booms.
o) Any claims caused by physically overloading the motorcycle.

7. Repair time and alternative transport arrangements

REUK will not be liable for

a) Any delay in repair due to the non-availability of parts
b) Any reasonable delay in the time taken to make a repair under the SAW
c) Alternative transportation arrangements during the time the SAW repair is being carried out.

Customers should check that other insurances they have cover items that the SAW terms and conditions does not.

8. How to make a claim

To submit a claim under the SAW, the customer must contact an REUK authorised repairer prior to any repair work being undertaken. The customer must present proof of coverage (stamped service handbook or qualifying service invoice). Repairs under the SAW must be pre-approved by REUK or the authorised repairer before work commences.

9. Refund value and transfers:

This SAW cover is offered on a complimentary basis with a qualifying Royal Enfield scheduled service and holds no monetary cash value. No cash refunds are available. If a customer sells a qualifying Royal Enfield motorcycle, then there is no refund amount to claim but customers can transfer the remaining benefit of the SAW to the new owner. Please contact the authorised repairer if this applies.

10. Complaints:

We take all expressions of dissatisfaction seriously. Should a customer have reason to complain, please call our dedicated customer service team on 08000260501 or email support.uk@royalenfield.com

11. Governing Law and jurisdiction

Governing Law: These Terms and Conditions and any dispute or claim arising out of or in connection with them or its subject matter or formation (including non-contractual disputes or claims) shall be governed by and construed in accordance with the laws of England and Wales.

Jurisdiction: The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions or its subject matter or formation (including non-contractual disputes or claims), unless all parties expressly agree otherwise in writing.

12. Statutory Rights

Nothing contained within these Terms and Conditions shall affect, limit, or reduce a customer's statutory rights under applicable consumer protection legislation.