# Warranty - Terms and Conditions

## Details of your Warranty

All new ŠKODA passenger cars in the United Kingdom qualify for a 3 year vehicle warranty consisting of a 2 year/unlimited mileage warranty and a 3rd year warranty with a 60,000 mile limitation. This warranty applies to ŠKODA vehicles which were imported into the UK by ŠKODA UK.

The terms and conditions of this Warranty are not applicable to new Škoda Enyaq Cargo van models.

The ŠKODA warranty begins on the date of delivery to the first owner or on the date of first registration, whichever is earlier. The warranty is automatically transferred to any new owner, subject to the same terms and conditions.

Once the warranty has expired, you can purchase a ŠKODA approved warranty for additional years and higher mileages. The factory extended warranty available is only if ordered at point of vehicle purchase.

Please contact any member of the ŠKODA Authorised Network for further information.

## What Your Warranty Covers

ŠKODA UK warrants that your vehicle will be free from manufacturing defects. 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 member of the ŠKODA Authorised Network. You may be charged, at the ŠKODA Centre'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 member of the ŠKODA Authorised Network 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 ŠKODA Centre**

## What Your Warranty Does Not Cover

Your ŠKODA warranty only covers manufacturing defects. Your warranty 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 ŠKODA UK.
- Damage or defects 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 ŠKODA UK or a ŠKODA Centre. 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 and wear and tear. Items can only be considered 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:
    - Brake linings and disc pads o Brake discs and drums o Clutch release bearings
    - Clutch pressure plates and centre plates (DSG clutches are covered for the full warranty offered with the vehicle)
    - Tyres
    - Wiper blades (wiper rubbers have no warranty owing to their conditions of use)
    - Seat and backrest covers o Floor coverings o Spark plugs
    - Batteries for key fobs and alarms
    - Light bulbs (Xenon/gas discharge bulbs and LED's are covered for the full warranty offered with the vehicle)
    - Shock absorbers

- Mechanical adjustments including:
  - Adjustments to doors, flaps, boot lids, bonnets, sunroof etc… o Brake adjustment
  - Clutch adjustment o Headlight adjustment o Steering geometry adjustment o Wheel balancing

This list is not definitive and similar wear and tear and adjustable items are also excluded from the warranty.

After six months or 6,500 miles, wear and tear and mechanical adjustment items will not be accepted for warranty repairs unless a manufacturing defect can be identified by a member of the ŠKODA Authorised Network as the cause.

We would ask that you report any defect to a member of the ŠKODA Authorised Network 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.

Unless expressly specified in this warranty, ŠKODA 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.

The cost of repairs carried out by unauthorised workshops will not be reimbursed under any circumstances.

These exclusions apply to all parts of the ŠKODA Warranty.

**This warranty does not affect your statutory rights.**

**Claiming for warranty repair or replacement**

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

Any part which is replaced becomes the property of ŠKODA UK. Any replaced parts are warranted for the unexpired period of the vehicle warranty.

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 ŠKODA Centre's decision on your warranty claim, you may be advised to obtain an opinion from another ŠKODA Centre. Your warranty claim may be referred by a ŠKODA Centre to ŠKODA 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.

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 ŠKODA Centre 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.

## Travelling Abroad

Travelling abroad within the first 2 years of your warranty

In the event of warranty repairs being necessary when travelling abroad, any member of the ŠKODA Authorised Network in the country you are visiting will be able to carry out any 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.

Travelling abroad within the 3rd year of your warranty

Should your ŠKODA suffer a manufacturing defect covered by the warranty within its 3rd year and before 60,000 miles while outside the United Kingdom, the repair must be carried out by a member of the ŠKODA Authorised Network in that country. The cost should be settled by you with the Repairer, and a claim made for reimbursement through your local member of the ŠKODA Authorised Network in the UK. In order for reimbursement to be possible the repair invoice must be returned to a UK Authorised Repairer within 14 calendar days of the invoice date.

## Servicing

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 ŠKODA Authorised Network 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.

## Replacement parts warranty

All ŠKODA Original replacement parts carry a parts warranty for a period of 2 years/unlimited mileage, from the date of purchase. Items with warranties in excess of 2 years will be advised to you at the time of purchase. The 2 year parts warranty does not apply to parts fitted under the terms of the vehicle warranty, which are warranted for the remaining period of the vehicle warranty.

## Accessories warranty

If you specify a ŠKODA Authorised Network approved, supplied and fitted accessory at the time of vehicle purchase, and it is included in the purchase price, this accessory is covered for the vehicle warranty, excluding any extended warranty period.

If you purchase a ŠKODA Authorised Network approved supplied and/or fitted accessory, after delivery, then the accessory is covered for 2 years/unlimited mileage, from the date of purchase.

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

## Three Year Paint warranty

All ŠKODA passenger cars are provided with a warranty for a period of 3 years from the date of first registration or delivery to the first owner (whichever is later) against any manufacturing defects with the paintwork.

The only preconditions are:

- The defect must be reported to a member of the ŠKODA Authorised Repairer network as soon as it is discovered. This must of course be within the warranty period.

- The defect must not be due to external influences such as accident damage, stone chips, climatic, thermal, plant resin, animal pollutants, chemical or industrial pollution, insufficient care or maintenance. This will be determined by the member of the ŠKODA Authorised Network at the time of inspection.

## Body Protection warranty

All current ŠKODA vehicles have full protection against rust attacking the internal cavities from the inside to the outside leading to perforation.

The only preconditions are:

- The defect must be reported to a member of the ŠKODA Authorised Repairer as soon as it is discovered. This must, of course, be within the warranty period.

- A member of the ŠKODA Authorised Repairer 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 specification and procedures, using only approved parts and materials, so the original level of anti-corrosion protection is maintained.

## ŠKODA Authorised Network workmanship warranty

Members of the ŠKODA Authorised Network give a warranty for their workmanship on all repairs and servicing. The warranty on repairs is 1 year/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 member of the ŠKODA Authorised Network, the original Repairer will carry out such repairs free of charge, provided:

- Repairs are required as a direct result of faulty workmanship by that member of the ŠKODA Authorised Network.
- 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 the ŠKODA Authorised Network. A member of the ŠKODA Authorised Network may choose to pay for work under this warranty to be carried out by another member of the ŠKODA Authorised Network.

For paintwork repairs, members of the ŠKODA Authorised Network warrant their work against poor workmanship for a minimum period of 36 months from the date of the repair or for the remainder of the vehicle's original warranty if this is later.

## Compliance with Recall Notices

ŠKODA 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.

## Electric Vehicle Batteries

All the terms, conditions, exclusions and limitations of the new vehicle warranty apply to Electric Vehicles save 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 for 3 years or up to 60,000 miles, whichever comes first.

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 ŠKODA UK 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.

<u>For vehicles purchased with the UK government's Office for Low Emission Vehicles (OLEV) electric car grant from 2025 onwards</u>

- This warranty only applies to new vehicles purchased with a qualifying OLEV electric car grant.
- 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 ŠKODA UK authorised repairer and is found to be less than 80% at three years or 40,000 miles (whichever comes first) or less than 70% during the remaining 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 80% 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 vehicle 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 ŠKODA UK 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.

ŠKODA UK 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 ŠKODA UK. Any replaced high voltage batteries are covered for the unexpired period of the battery warranty.

**Note:**

"ŠKODA UK" means Volkswagen Group United Kingdom Limited. "ŠKODA Centre" or "ŠKODA Authorised Network" mean any retailer or repairer in the UK authorised by ŠKODA UK to carry out warranty repairs. "The Manufacturer"

means ŠKODA Auto a.s. whose registered office is tř. Václava Klementa 869, 293 01 Mladá Boleslav, Czech Republic.

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