

YOUNG USED BUYERS GUIDE.



YOUNG USED MINI APPROVED USED CARS.



CONTENTS.

5. Benefits of buying a Young Used Approved Used MINI.	16. The Young Used MINI Approved Used Car Warranty.	25. Vehicle redelivery – United Kingdom and Republic of Ireland only.
5. How is a Young Used Approved Used MINI different?	16. Wear and Tear exclusion.	25. Vehicle repatriation – Continental European cover only.
5. Checked: MINI experts carefully inspect, test and certify. Vehicle history and mileage check.	16. Does the Warranty include any other benefits?	25. Additional Car Hire – Continental European cover only.
6. Young Used Approved Used MINI car check.	16. How long does the Warranty last?	26. General Terms and Conditions relating to MINI Emergency Service cover.
7. Meticulous technical and mechanical checks.	17-18. Additional terms for the Young Used MINI Approved Used Car Warranty.	26. Car Hire.
7. Fully road tested.	18. How to make a claim.	26. Specialist Charges.
8. Verified service history.		26. Release Fees.
8. Protected: Comprehensive cover for at least a whole year.Minimum 24 month unlimited mileage MINI warranty.	20. MINI MOT Cover.	26. Adverse weather conditions.
9. Minimum 24 month MINI roadside assistance.	20. Definitions used within this section.	26. Auto-route restrictions – Continental European cover only.
9. Minimum 12 month MOT cover.	20. What is covered?	27. Punctures – Mobility System.
10. MINI Accident Support.	21. What is not covered?	27. Parts delivery – Continental European cover only.
10. Quick and easy purchase. Buy online in 3 simple steps.	21. Maximum claim liability.	27. Incorrect fuel.
11. Flexible MINI finance.		27. Vehicle storage.
11. Sell back your MINI.	23. MINI Emergency Service.	27. Lock out/Lost keys.
12. MINI 5 Day Driveaway car insurance.	23. Assistance required?	27. Glass breakage – United Kingdom and Republic of Ireland only.
12. My MINI app.	23. Definitions used within this section.	28. Exclusions relating to your MINI Emergency Service cover.
13. Looking after your pride and joy. MINI Pay Monthly Service plan.	24. United Kingdom and Republic of Ireland.	28. Warranty renewal.
13. MINI Accessories.	24. Continental Europe.	
14. MINI Teleservices.	24 Home and Roadside Assistance – United Kingdom and Republic of Ireland only.	
14. T&Cs.	24. Car Hire	
	25. Onward travel/Hotel accommodation.	

WELCOME.

Thank you for choosing to purchase a 'Young Used' MINI Approved Used Car. You can be sure that in addition to delivering sheer driving pleasure, your MINI also affords complete peace of mind. Here's why.

Every Young Used Approved Used MINI is carefully examined and prepared before it is offered for sale to ensure it is of the highest possible quality. For further reassurance, overleaf are some of the tests and checks carried out on each Young Used Approved Used MINI.



WHAT MAKES A YOUNG USED APPROVED USED MINI?



WHAT MAKES A YOUNG USED APPROVED USED MINI?

Benefits of buying a Young Used Approved Used MINI.

Scroll down to discover why buying a Young Used Approved Used MINI from an authorised MINI Retailer across the UK is the smart choice. Every Young Used Approved Used MINI has passed numerous quality checks before it is given comprehensive manufacturer protection – all to the standard you'd expect from MINI.

How is a Young Used Approved Used MINI different?

The benefits of purchasing a Young Used MINI Approved Used Car are almost identical to that of an Approved Used MINI. The one difference is that a Young Used Approved Used MINI comes with the extra benefits of having a minimum 24 month warranty and a minimum 24 months Roadside Assistance.

Checked: MINI experts carefully inspect, test and certify.

Vehicle history and mileage check.

An independent, certified check to verify mileage and vehicle history, which ensures that the car has not been stolen or written-off and is not subject to any outstanding finance agreement.



WHAT MAKES A YOUNG USED APPROVED USED MINI?

Young Used MINI Approved Used Car Check.

Only used cars that match our strictest standards are ever permitted for official resale – ensuring your vehicle offers the same premium quality as any other MINI.

Safety first.

Every Young Used MINI Approved Used car undergoes thorough testing to guarantee your safety. Careful testing, on and off the ramp, covers the braking, fuel and engine systems, chassis, axles, seatbelts and more. If we ever aren't completely satisfied, we'll repair or replace it so that we are.

Guaranteed quality.

We thoroughly inspect all aesthetic and entertainment systems to make sure everything works as it should. Our engineers ensure everything from the outer trims to the glovebox, dashboard display, and even Bluetooth work properly – as well as any optional extras.

Excellence in action.

We test drive all used cars before they're approved for resale. Each vehicle also undergoes a full history and mileage check, to ensure everything is legitimate and above board. What's more, we guarantee that any parts fitted by our teams are always genuine MINI parts, keeping you moving for longer.

Young Used MINI Approved Used Cars.

Vehicle Presentation Standards - Under 2 years old or under 20,000 miles.

Body Damage.

Viewing Angles.

Bodywork must be viewed from a standard viewing angle, 1-2 metres at 90 degrees from the vehicle and / or from an angle of 45 degrees each way. Dents or paintwork defects deemed unacceptable must be visible from the standard

viewing angle. Unacceptable defects visible from this view are defined below in Paintwork and Dents.

Obvious evidence of repair such as filler marks, colour mismatch or misalignment between panels is unacceptable.

Paintwork.

Touch-in repairs are acceptable provided there is good colour match and are not easily visible from the standard viewing angle. There should be no visible scratches to any panel. All stone chips must be touched in where there is visibility of undercoat or bare metal. There should be no visible areas of rust.

Dents.

Minor body dents are acceptable provided that:

- They are less than 10mm in either length, width or diameter and there is no more than 1 dent per panel.
- They have not interfered with the swage line or folded edge.
- They have not caused paint cracking or flaking

Bird-Lime Contamination.

Minor contamination is acceptable provided it is no more than 25mm in width or length and does not discolour the paint finish.

Wheel and Wheel Trims.

A dent or damage exceeding 25mm to the rim or main body of a wheel is not acceptable. Wheel trims must be unmarked

Wax.

Minor amounts of wax at panel joins are acceptable providing they are clean.

WHAT MAKES A YOUNG USED APPROVED USED MINI?



Meticulous technical and mechanical checks.

Full vehicle preparation to pass stringent 360° inspection checks performed by qualified MINI Technicians. Any mechanical faults are rectified using only Genuine MINI Parts, most with a two-year Warranty for added peace of mind.

Fully road tested.

A comprehensive road test that ensures the driving experience meets MINI exacting standards. We always encourage you to take a test drive* before purchase to ensure you are completely satisfied.

WHAT MAKES A YOUNG USED APPROVED USED MINI?



Verified service history.

A car's service history must meet Young Used MINI Approved Used standards. If a service is due it will be carried out prior to delivery.

Please note that Young Used Approved Used MINIs share all Approved Used Car benefits excluding verified service history. Please speak to your local MINI Centre for more information.

Protected: Comprehensive cover for at least a whole year.

Minimum 24 month unlimited mileage MINI warranty.

Our extensive manufacturer warranty provides unlimited mileage protection against breakdown and repair costs for parts and labour for a minimum of 24 months. All factory-fitted mechanical and electrical components are covered, even the exhaust and the battery are guaranteed.

WHAT MAKES A YOUNG USED APPROVED USED MINI?



Minimum 24 month MINI roadside assistance.

From assistance roadside to practical advice, you're covered for an accidental or mechanical emergency in the UK, Ireland and continental Europe, with assistance or recovery of your car.



Minimum 12 month MOT cover.

If an MOT test is due during your MINI Warranty cover, then any resulting work will be completed free of charge.

> Find out more

WHAT MAKES A YOUNG USED APPROVED USED MINI?



MINI Accident Support.

Get the help that you need with MINI Accident Support, which is available to any MINI owner, regardless of how old your MINI is. With one call, you'll be connected immediately to a dedicated team of professionals who will ensure that you don't have to face an accident alone.

> Find out more

Quick and easy purchase.

Buy online in 3 simple steps.

Once you have found your perfect Young Used Approved Used MINI, just click 'Reserve and Buy' and secure your dream car with a deposit and the MINI Centre will be in touch to sort out the rest.

> Search our range

WHAT MAKES A YOUNG USED APPROVED USED MINI?



Flexible MINI finance.**

MINI Financial Services offers finance options to suit your personal needs and make acquiring a Young Used MINI Approved Used Car as straightforward as possible.

> Find out more

Sell back your MINI.

Why not sell your MINI back to the experts and get a trusted price for your car? You may wish to consider part exchange but there is absolutely no obligation. Simply provide us with the details and your local MINI Centre will be in touch with a provisional valuation.

> Request a valuation

WHAT MAKES A YOUNG USED APPROVED USED MINI?



MINI 5 Day Driveaway car insurance.

This comprehensive policy, once activated by you, provides cover from the moment you collect your Young Used Approved Used MINI for five full days, so you can get into the driving seat and on the road with peace of mind.

> Find out more



My MINI app.

Whether it's booking a service, checking the status of your MINI or sending your planned trip directly to your car, the My MINI App opens up the world of MINI from the convenience of your smartphone. The My MINI App is optimised to work on MINI vehicles built from 2014 onwards. Features are dependent on model and specification. A compatible smartphone is required.

> Download now

WHAT MAKES A YOUNG USED APPROVED USED MINI?



Looking after your pride and joy.

MINI Pay Monthly Service plan.

Spread the cost of your future servicing, much like you would your household bills. As part of the Pay Monthly plan you'll also get a number of additional benefits such as a free MOT as well as free map updates, health checks, wash & vacuums and fluid top ups.

> Find out more

MINI Accessories.

The extensive range of authentic MINI Accessories to add to your MINI includes stylish exterior accessories, practical transport solutions, latest technology and communication products as well as motorsport inspired JCW Accessories.

> Find out more

WHAT MAKES A YOUNG USED APPROVED USED MINI?



MINI Teleservices.

By signing up to MINI Teleservices, you needn't worry when a service is due. Your MINI uses its on-board sensors to know when and what service is required, and automatically shares this data with your preferred MINI Service Centre. They then contact you to confirm an appointment and ensure they're all prepared to give your car their expert attention by qualified MINI Technicians, who only use Genuine MINI Parts for repairs or replacements.

T&Cs.

Please ask the Sales team at your local MINI Centre for more information and details of terms and conditions that apply.

*Test drive subject to applicant status and availability.

**MINI (UK) Ltd is a credit broker not a lender.

Finance available from MINI Financial Services (GB) Limited, Summit ONE, Summit Avenue, Farnborough, Hampshire GU14 0FB. Finance subject to status. Over 18s only. Terms and conditions apply. Offers available to UK residents only. A guarantee may be required. MINI (UK) Ltd introduces customers to MINI Financial Services only.

> Sign up

WARRANTY.



WARRANTY.

The Young Used MINI Approved Used Car Warranty.

We believe that the minimum 24 month Warranty* covering your Young Used MINI Approved Used Car is one of the finest and most extensive of its type available.

Designed to protect your investment and reduce your cost of ownership, the Young Used MINI Approved Used Car Warranty even guarantees your vehicle's battery and exhaust system for the duration of the Warranty.

The Young Used MINI Approved Used Car Warranty covers all factory fitted mechanical and electrical components. In fact, the Young Used MINI Approved Used Car Warranty is so comprehensive we thought it more helpful to list those few items it does not cover – rather than all those that it does.

The only items not covered by the comprehensive Young Used MINI Approved Used Car Warranty are:

Brake and clutch facings, discs and drums, bulbs (except Xenon), fuses, channels and guides, weather strips and seals, handles, hinges and check straps, trim, upholstery and cosmetic finishes, wheels and tyres, wiper blades and arms, glass, auxiliary drive belts, coolant and fuel hoses, the cleaning and adjustment of any component and all service items or items that will require periodic replacement. This Young Used MINI Approved Used Car Warranty does not cover corrosion.

Wear and Tear exclusion.

As the vehicle's age and mileage increases, components will reach the end of their serviceable life due to normal wear and tear or age. The repair or replacement of components where required due to normal wear and tear or age will not be covered by this Warranty.

Does the Warranty include any other benefits?

Yes. This Young Used MINI Approved Used Car Warranty also includes MINI MOT Cover and MINI Emergency Service. Your car may also have the benefit of any remaining term of the MINI Anti-Corrosion Warranty and the Paintwork Warranty which were provided when the vehicle was first registered.

- A 6 year MINI Anti-Corrosion Warranty covering the bodywork is provided on new vehicles first registered before 31 December 2003
- A 12 year MINI Anti-Corrosion Warranty is provided on new vehicles first registered from 1 January 2004
- Vehicles registered from 1 January 2004 benefit from a 36 month Paintwork Warranty.
A 24 month Paintwork Warranty covering defects including blistering, discolouration or staining of the visible surface of painted body panels which have occurred as a result of faulty manufacture or workmanship is provided on new vehicles first registered between 1 November 2001 and 31 December 2003.

Please ask your Retailer for details of these Warranties.

* MINI ALPINA vehicles under one year old will be covered by the balance of the two year/unlimited factory Warranty until the car is two years old. If your vehicle is over two years old it will be covered by a minimum of 24 months Young Used MINI Approved Used Car Warranty. If your vehicle is between one and two years old, it will be covered by a minimum of 24 months Warranty comprising the balance of the original Retailer Warranty until the car is two years old, and after that the Young Used MINI Approved Used Car Warranty will provide cover to bring you up to a minimum of 24 months Warranty cover.

How long does the Warranty last?*

If your vehicle is under three years old it will be covered by the balance of the three year/unlimited mileage new car MINI Retailer Warranty until the car is three years old.

WARRANTY.

If your vehicle is over three years old, it will be covered by the Young Used MINI Approved Used Car Warranty.

If your vehicle is between one and three years old, it will be covered by a minimum of 24 months Warranty comprising the balance of the MINI Retailer Warranty until the car is three years old and after that the Young Used MINI Approved Used Car Warranty will provide cover to bring you up to a minimum of 24 months Warranty cover.

Please refer to your MINI Retailer Warranty and Emergency Service Handbook for details of the new car MINI Retailer Warranty. The details of the Young Used MINI Approved Used Car Warranty are set out within this section.

Additional terms for the Young Used MINI Approved Used Car Warranty.

The terms and conditions of the Warranty listed below must be adhered to. Failure to do so may result in the rejection of a claim or the termination of your Warranty cover. This does not affect your statutory rights.

1. Servicing your MINI.

An Authorised MINI Retailer reserves the right to reject any claim where the cause of the defect is due to non compliance with the service intervals recommended by the Manufacturer and or the Manufacturer's recommendations for care and maintenance of the vehicle. If servicing has been carried out by a Non Authorised Workshop, the Authorised MINI Retailer and/or MINI Service Authorised Workshop reserve the right to reject any claim where the cause of the defect is due to inadequate servicing or the use of inadequate parts by the Non Authorised Workshop.

2. Your Warranty may be invalidated if you continue to drive when a fault becomes apparent.

3. Any repair work carried out to the vehicle covered by Warranty (other than servicing or maintenance) must be carried out by an Authorised MINI Retailer or MINI Service Authorised Workshop at whose sole discretion any defective parts will be repaired or replaced. Parts for which replacements are made become the property of the selling retailer. Any part replaced under Warranty is warranted to be free from manufacturing defects until expiry of the original vehicle Retailer Warranty. Your vehicle may be taken to any convenient Authorised MINI Retailer or MINI Service Authorised Workshop for Warranty work to be carried out.
4. Reasonable diagnostic charges associated with covered parts only will be accepted as part of a claim.
5. MINI (UK) Ltd reserves the right to inspect the vehicle and examine damaged parts.
6. No cash alternative or refund is available if you do not wish to receive or wish to cancel this Warranty. You may wish to transfer any unexpired period of Warranty to another private owner who buys the car from you, but not to a buyer engaged in the business of purchasing, selling or servicing of vehicles.
7. This Warranty will not cover:
 - i) damage or loss which can be claimed under any other Warranty or insurance;
 - ii) repair or replacement required due to gradual reduction in the operating performance of a covered part, commensurate with its age or mileage. Please refer to Wear and Tear exclusion above;
 - iii) repair or replacement wholly or partially due to a lack of maintenance, abuse or neglect or as a result of accident;
 - iv) liability for death, bodily injury, or damage to property or any consequential loss or damage whether arising directly or indirectly from an incident affecting a part covered by this Warranty;

WARRANTY.

- v) a vehicle that has been subject to alterations, has had experimental equipment fitted or has in any way been modified from MINI's approved specification, or;
 - vi) a vehicle used for courier or private hire services, competitions or racing of any kind.
8. The quality of Warranty repairs will be the responsibility of the repairing Retailer.
9. The maximum aggregate claims liability covered by the Young Used MINI Approved Used Car Warranty is limited up to the purchase price paid for the vehicle, inclusive of VAT.
10. You may authorise repair work outside of the UK, Republic of Ireland, Channel Isles and Isle of Man and claim reimbursement under this Warranty (up to the usual cost for the work if completed in the UK) on the following terms:
- Monies for valid claims will be paid in pounds sterling at the rate of exchange for the relevant currency at the time of failure
 - A receipt must be provided, and
 - The repair work must be covered under this Warranty
11. If a vehicle is registered to a VAT registered company or individual, any VAT content of a valid claim will be the responsibility of that company or individual.

How to make a claim.

Any repair work to the vehicle under the Warranty must be carried out by an Authorised MINI Retailer or MINI Service Authorised Workshop. In the unlikely event that your vehicle should develop a fault, please contact your local Authorised MINI Retailer or MINI Service Authorised Workshop who will arrange to investigate the fault and to repair or replace (at its sole discretion) any defective parts if covered within the terms and conditions of the applicable Warranty.

Should you require further assistance with your claim, all communications and enquiries should be referred to:

MINI Customer Information Centre

Summit ONE

Summit Avenue

Farnborough

Hampshire

GU14 0FB

Warranty@MINIfin.com

MINI MOT COVER.



MINI MOT COVER.

MINI MOT Cover.

MINI MOT Cover provides cover in the unlikely event that your Young Used MINI Approved Used Car fails its MOT tests throughout the period of this Warranty.*

Definitions used within this section.

Geographical limits: United Kingdom and Republic of Ireland. (including Channel Isles and Isle of Man).

Vehicle: The vehicle described in the schedule.

We, our, us: MINI (UK) Ltd.

You, your, yourself: The customer named in the schedule.

What is covered?

- If you have an MOT test on your Young Used MINI Approved Used Car carried out during the Warranty period (and no more than 30 days before its due MOT date), and the vehicle fails the test, the cost of repair or replacement of any of the following components which the MOT Failure Document (VT30) identifies as having caused the failure of the test and as

necessary to be repaired or replaced will be covered (subject to the terms below):

- Electrical and lighting equipment – all lamps, bulbs and reflectors, horn, windscreen wipers and washers (excluding impact damage)
- Brakes – all braking system components, but excluding adjustments or frictional material related to normal wear and tear
- Steering and suspension – all steering and suspension components, including failure from wear and tear, but excluding adjustments
- Seat belt and seat belt fitting – all seat belt components and mountings
- Fuel system – carburettor, fuel injection components and ECU replacement as a result of calibration failure to meet MOT test exhaust gas emission standards. Fuel leakage from the tank and pipe is covered except where failure relates to road accident or external impact damage
- Vehicle structure – is covered for corrosion damage, but not where the failure relates to road accident damage, external impact damage or any previous repair

MINI MOT COVER.

What is not covered?

- Road wheels and tyres
- Windscreen
- Routine adjustments or damage resulting from impact or accident
- The cost of the MOT test or re-test
- Repairs which are not completed within 30 days of the issue of an MOT inspection form failing the vehicle for its MOT test
- Advisory items cited on an MOT inspection report passing the vehicle on its MOT test
- Circumstances where the fault causing need for repair or replacement was evident before sale or the subject of a manufacturer's safety recall campaign
- Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles
- Vehicles which are not serviced in accordance with the manufacturer's requirements
- Components which have been modified from the manufacturer's specification

- Any vehicle used for competitions, racing, pacemaking, rallies, off road use or for hire or reward or by a driving school
- Any repair or replacement caused by any act or omission, which is wilful, unlawful or negligent
- Faulty repair of any item
- Loss or damage caused by ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel
- Loss or damage caused by the radioactive, toxic, explosive or other dangerous properties or of any explosive nuclear equipment or nuclear part of that equipment

NB: MINI MOT Cover only applies to MOT tests taken in the period of the Warranty and only if the test is taken no more than 30 days before the MOT due date. (MOT Cover applies only where an MOT is required).

Maximum claim liability.

The maximum claim liability is the purchase price of the vehicle.

MINI EMERGENCY SERVICE.



MINI EMERGENCY SERVICE.

MINI Emergency Service.

MINI Emergency Service has been designed to provide assistance for motoring emergencies and includes a comprehensive range of benefits including roadside assistance, vehicle recovery, redelivery and onward travel.

As a MINI driver, you also have access to an extensive network of Emergency Service resources available 24 hours a day, every day of the year, by experienced multilingual staff.

MINI Emergency Service will offer all possible assistance under the terms of the agreement set out in this booklet. Please remember that if Your Vehicle requires repair, MINI Emergency Service will take Your Vehicle to an Authorised MINI Retailer, Approved Bodyshop or a MINI Service Authorised Workshop. By doing so you can be assured that only Genuine MINI Parts and materials will be used and fitted by fully qualified MINI Technicians.

As with any service of this nature there are some exclusions. Please refer to the section 'Exclusions relating to your MINI Emergency Service cover'.

Assistance required?

If you are in any doubt as to whether you require assistance, please telephone MINI Emergency Service first. Do not make your own arrangements without first contacting MINI Emergency Service.

Should you require assistance following an accident, vehicle breakdown, fire or theft, contact MINI Emergency Service on **0800 777 111** or **020 8686 2444**.

Phoning from within Continental Europe.

If you are calling from outside the United Kingdom, you can contact MINI Emergency Service by using the International Access Code followed by: **+44 (0)20 8686 2444**

To ensure the minimum of delay, please have the following information available:

- Your name and location.
- A telephone number where you can be contacted.
- Registration number or MINI Emergency Service Policy Number and colour of Your Vehicle.
- Details of what has happened.

Definitions used within this section.

Immobilisation: electrical or mechanical breakdown; road accident; loss of keys; loss, damage or destruction by fire, theft or vandalism.

Passengers: those persons travelling in Your Vehicle at the moment assistance is required.

You: the owner or user of Your Vehicle.

Your Vehicle: A Young Used MINI Approved Used Car for which MINI Emergency Service has been included for a minimum of 12 months from the date of sale.

If you are in any doubt as to whether the MINI Emergency Service is valid, please telephone MINI Warranty Services on **0370 5050 195**.

MINI EMERGENCY SERVICE.

United Kingdom and Republic of Ireland.

United Kingdom ('UK') is defined as:

England, Scotland, Northern Ireland & Wales (includes Channel Islands and Isle of Man).

Continental Europe.

Continental Europe is defined as:

Albania, Andorra, Austria, Belgium, Bulgaria, Bosnia and Herzegovina, Croatia, Cyprus, Czech Republic, Denmark (excluding Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland and Turkey.

MINI Emergency Service benefits.

The following pages detail the extensive range of benefits provided by MINI Emergency Service. Please read these carefully.

All costs quoted within this document are inclusive of VAT.

Home and Roadside Assistance – United Kingdom and Republic of Ireland only.

In the event of the Immobilisation of Your Vehicle, whether at home or elsewhere, MINI Emergency Service will arrange assistance for you. We will always endeavour to arrange assistance by a MINI Customer Service Vehicle but if the problem cannot be resolved at the roadside, we will pay the costs of

taking Your Vehicle to the nearest Authorised MINI Retailer or MINI Service Authorised Workshop or to the Authorised MINI Retailer or MINI Service Authorised Workshop nearest to your home address in the UK or Republic of Ireland.

Roadside Assistance – Continental Europe.

In the event of the Immobilisation of Your Vehicle whilst travelling in Continental Europe and where the problem cannot be resolved at the roadside, we will organise and pay for the recovery of Your Vehicle to the nearest Authorised MINI Retailer or MINI Service Authorised Workshop.

Car Hire.

In the event that, following assistance by MINI Emergency Service, Your Vehicle cannot be repaired, we will endeavour to organise and pay for a replacement vehicle for up to two days. The rental provider will need to see the paper counterfoil of your valid driving licence and you will be asked for a deposit to cover petrol charges and any additional, potential charges.

In Continental Europe we will endeavour to organise and pay for a replacement vehicle up to a maximum period of two weeks, provided that Your Vehicle has been recovered by MINI Emergency Service.

Please note that we cannot guarantee availability of a MINI Group replacement vehicle or accessories such as roof racks and tow bars.

For further information please refer to the section 'General Terms and Conditions relating to MINI Emergency Service Cover'.

MINI EMERGENCY SERVICE.

Onward travel/Hotel accommodation.

Following assistance and in the event that repairs to Your Vehicle cannot be completed as a result of Immobilisation, we will endeavour to organise and pay for you and your Passengers to continue your journey or return home by the most appropriate means.

Alternatively, if the breakdown occurs more than 50 miles from your home address and overnight accommodation is a more practical option, we will pay for the cost of bed and breakfast for you and your Passengers up to £100 per person, per night for one night within UK and Republic of Ireland and a maximum of four nights within Continental Europe.

Vehicle redelivery – United Kingdom and Republic of Ireland only.

Provided that Your Vehicle has been recovered by MINI Emergency Service to an Authorised MINI Retailer or MINI Service Authorised Workshop other than your local Authorised MINI Retailer or MINI Service Authorised Workshop, we will arrange for it to be returned to your home address in the UK or Republic of Ireland. Alternatively, if you wish to collect Your Vehicle personally, we will pay the appropriate transport costs to enable you to do so.

Vehicle repatriation – Continental European cover only.

If Your Vehicle cannot be repaired in Continental Europe, or if the repairs will not be completed before your intended return date to the UK or Republic of Ireland, we will arrange and pay for the repatriation of Your Vehicle to the Authorised MINI Retailer or MINI Service Authorised Workshop nearest to your home address in the UK or Republic of Ireland. Alternatively, following your return to the UK or Republic of Ireland and on completion of the repairs, should you wish to collect Your Vehicle personally, we will arrange and pay the costs of your outward journey.

If the only qualified driver travelling in the party is repatriated to the UK or Republic of Ireland due to illness, we will arrange and pay the cost of an alternative driver to return Your Vehicle to your home address in the UK or Republic of Ireland and arrange and pay for the costs of returning other Passengers to their homes in the UK or Republic of Ireland.

The maximum amount payable by MINI Emergency Service for vehicle repatriation shall not exceed the market value of Your Vehicle.

If you experience any issues whilst travelling in Continental Europe with Your Vehicle, even if you encounter a legal or medical problem our experienced team of multilingual staff may be able to provide you with practical help and advice.

If Your Vehicle has to be repatriated from Continental Europe, you should ensure that any items of value are removed. You will be asked to provide MINI Emergency Service with a signed inventory of any items left in Your Vehicle. Neither MINI Emergency Service nor its agents accept any liability for the subsequent loss of or damage to any items not declared on this inventory.

Additional Car Hire – Continental European cover only.

If Your Vehicle is being repatriated or has been left in Continental Europe pending completion of repairs following electrical or mechanical failure we will endeavour to organise and pay for a replacement vehicle in the UK or Republic of Ireland up to a maximum of three days. Terms and conditions for UK and Republic of Ireland car hire apply in this instance. Please refer to the section 'General Terms and Conditions relating to MINI Emergency Service cover'.

MINI EMERGENCY SERVICE.

General Terms and Conditions relating to MINI Emergency Service cover.

Car Hire.

Whenever possible, MINI Emergency Service will attempt to provide you with a replacement vehicle from the repairing Authorised MINI Retailer or MINI Service Authorised Workshop. If we are unable to do so, we will attempt to source a vehicle through one of the major vehicle rental companies. Under any circumstances you must be able to comply with the applicable conditions of hire.

You will be responsible for any fuel costs incurred during the period of hire. Certain endorsements on your licence may prejudice your eligibility to hire a vehicle. Insurance requirements stipulate that you must have held a full UK driving licence for a minimum of 12 months. Please note that we cannot guarantee availability of a MINI Group replacement vehicle or accessories such as roof racks or tow bars.

Specialist Charges.

In the event that the use of specialist equipment is required to provide assistance when Your Vehicle has, for example, left the highway, is in a ditch, is standing on soft ground, sand, shingle, stuck in water or snow or has been Immobilised by the removal of its wheels, we will arrange recovery but you may be responsible for the costs.

Release Fees.

Should Your Vehicle be stolen and subsequently recovered by the police, you may be asked to pay a release fee before we can remove Your Vehicle to an Authorised MINI Retailer or MINI Service Authorised Workshop or to your home address. Although we can arrange to guarantee these costs on your behalf, the payment of such fees is your responsibility.

Adverse weather conditions.

On those occasions when we experience adverse weather conditions, such as high winds, snow and floods, external resources may be stretched and some operations become physically impossible until the weather improves. At such times, our priority is to ensure that you and your Passengers are taken to a place of safety and so the recovery of Your Vehicle may not be possible until weather conditions permit.

Auto-route restrictions – Continental European cover only.

Where assistance is required on a French auto-route and certain auto-routes in some other Continental European countries, you must use the official SOS boxes at the side of the road in order to arrange initial recovery. You will be connected to the authorised motorway assistance service because the roads are privatised and we are prevented from assisting on them. You should contact MINI Emergency Service at the earliest opportunity so that we can arrange for the most appropriate assistance once Your Vehicle has been recovered from the auto-route.

Reasonable costs incurred for recovery from the auto-route can be claimed back from MINI Emergency Service.

MINI EMERGENCY SERVICE.

Punctures – Mobility System.

Should you experience a puncture and Your Vehicle is equipped with a MINI Mobility System, details regarding its operation can be found in your Owner's Handbook or on the device itself. Alternatively, we will be happy to explain how the system works to help you carry out a temporary repair and resume your journey.

Parts delivery – Continental European cover only.

If the parts needed to repair Your Vehicle are not available locally, we will organise and pay for the despatch of these parts from elsewhere.

Incorrect fuel.

If Your Vehicle is Immobilised as a result of refuelling with incorrect fuel, we will only arrange and pay for the cost of recovering Your Vehicle to the nearest Authorised MINI Retailer or MINI Service Authorised Workshop. The additional benefits detailed in this document will not be provided in the event of refuelling with incorrect fuel.

Vehicle storage.

If Your Vehicle has to be stored following recovery by MINI Emergency Service, we will pay for the cost of storage up to a maximum of £50 for storage in the UK and Ireland and up to £100 in Continental Europe.

Lock out/Lost keys.

Whilst we will always endeavour to provide assistance by the most practical method should you be unable to gain entry to Your Vehicle, modern security systems make it extremely difficult for this to be achieved should spare keys not be available. If a forced entry is required, you will be asked to sign a declaration stating that you have given permission for this to take place and that any costs for resultant damage will be your sole responsibility.

Glass breakage – United Kingdom and Republic of Ireland only.

In the UK or Republic of Ireland we can, if required, contact an Authorised MINI Retailer or MINI Service Authorised Workshop on your behalf that will usually be able to arrange replacement glass for you. Alternatively, if a repair cannot be affected at your location, we can arrange to have Your Vehicle stored securely until the necessary parts are available for repair. The additional benefits detailed in this document will not be provided in the event of glass breakage and you will be liable for the cost of replacement parts.

MINI EMERGENCY SERVICE.

Exclusions relating to your MINI Emergency Service cover.

We will not pay for:

Any expenses incurred without the prior authorisation of MINI Emergency Service.

Expenses which would normally have been payable by you, such as fuel and toll charges.

The cost of replacement parts.

Any costs resulting from participation in motor racing, rallies, speed or duration tests.

Any costs resulting from Your Vehicle being kept in an unroadworthy condition or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of MINI Emergency Service, we believe that a recurring fault is due to poor maintenance of Your Vehicle, we reserve the right to request proof of servicing.

Any costs as a result of your participation in a criminal act or offence.

Any costs as a result of your being under the influence of intoxicating liquor, solvent abuse or drugs.

Any claim resulting from participation in winter sports.

Any loss of profit, goodwill or contracts, and any indirect, economic and/or consequential losses arising directly or indirectly from the breakdown.

Any expenses which could be recovered under a reciprocal agreement between the British or Republic of Ireland Government and/or any other Government.

MINI Emergency Service cover is not transferable from vehicle to vehicle but is transferable to subsequent owners of the vehicle.

Warranty renewal.

As your Young Used MINI Approved Used Car Warranty nears expiry, you will be invited to extend your vehicle Warranty with a MINI Insured Warranty. A MINI Insured Warranty offers a choice of three levels of cover as well as the option to include MINI Insured Emergency Service and can help to protect you against the cost of repairs and replacement parts should something unexpectedly go wrong. A MINI Insured Warranty enables you to tailor your MINI Warranty protection to your own individual needs.

For full details of MINI Insured Warranty products, please contact MINI Insured Warranty Services on: **0345 641 9790**.