



ENCOMPASS

PROGRAMME

ROLLS-ROYCE
MOTOR CARS



GENERAL TERMS & CONDITIONS

Cover is subject to the following conditions:

1. The Product applies only to the specific Rolls-Royce Motor Car described in the Confirmation Certificate denoted by its Vehicle Identification Number (VIN).

The Motor Car is eligible if:

- It satisfies Our multi point inspection.
 - It is still covered by its Original Warranty or Provenance warranty.
 - The Motor Car has a current Encompass Programme programme which will expire in less than 180 days.
 - It has or had less than 120,000 miles / 192,000 kilometres on the odometer at the point of the proposed Joint Package date.
 - It has less than 120 months / 10 years at the point of the proposed Joint Package date.
 - It has completed all the recalls and campaigns and warranty repairs for the Motor Car.
 - It has not been involved in an accident, had major repair works, tampered mileage, reported stolen or a write-off.
 - It has an up-to-date service history.
2. It is a condition that all information provided at the time of the Application should be accurate and truthful. Observance and fulfilment by you of the full terms and conditions of this shall be conditions precedent to any liability of the Dealership to make any payment under this Product.
 3. You may with the prior consent of the Dealership or Us, assign the benefits of this Product.
 4. You have the right to cancel this Product within 14 days of receiving this Product Information. Should you wish to cancel within this period, please contact the supplying Dealership who will arrange a refund.

No refund will be made:

- i) In normal circumstances unless cancelled in accordance with the rights detailed above.
 - ii) In no circumstances if a claim has been made.
 - iii) If the Product was supplied with the Motor Car at no additional charge.
5. We shall not be liable for any statement or representation, written or verbal (by whosoever made), which contradicts the terms and conditions of this Product, unless such statement or representation is supported in writing by Us.
 6. The Period of Cover is as detailed in the Confirmation Certificate. It should be noted that in the absence, for whatever reason, of the standard Rolls-Royce new car warranty, the start date and expiry date of this Product will remain unchanged from that detailed in the Confirmation Certificate.
 7. The Product is transferable to subsequent owners of the car, but not transferable to another car.
 8. The Product is not available for vehicles used commercially or for hire and reward.
 9. The Product is subject to a 10,000km limit. If the mileage limit is exceeded, the policy remains active until the end date. However, claims will not be accepted unless a new package is purchased.
 10. If any warranty claim is fraudulent in any respect, all benefits under this Product will be forfeited.
 11. The following items:
Any legal disputes concerning this Product will be decided by the use of the English version of the Product Information and the application of English Law. Any consumer protection rights you may have under Your local

laws or rights under any other mandatory provisions of statutory law applicable to You will remain unaffected.

12. This Product is valid within the geographic region in which the Cover is purchased. In addition, cover is extended to other countries in different geographic regions where You have informed the Dealership or Us that the Motor Car is being used for travelling for not more than 90 days. If the Motor Car is permanently exported to another geographic region, then the Cover will cease.
13. You can apply for a new product anytime within 180 days prior to expiry of Your current Product. Your application will be subject to meeting the eligibility criteria and conditions applicable at the time of applying. For further details of how to purchase and eligibility, please consult your local authorised Rolls-Royce Motor Cars Dealership or Workshop.

Despite our commitment to providing the highest quality and personal level of service, we understand that things can occasionally go wrong. If you are dissatisfied, or have any comments or suggestions for improvement, we would like to hear from you. Please write to Us at:

Rolls-Royce Motor Cars Limited
The Drive
Westhampnett
Chichester
West Sussex
PO18 0SH
England

Or you can email Us at:
enquiries@rolls-roycemotorcars.com

Please note that this is in addition to your statutory rights as a consumer.

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SERVICING TERMS & CONDITIONS

- Rolls-Royce Encompass Programmes covers the following items:
 - The cost of Rolls-Royce Motor Cars Genuine Parts, labour and fluids for the following service items: engine oil service, engine oil top-up, brake fluid, air filter, micro filter, coolant, windscreen wash additive and spark plugs.
 - The cost of Rolls-Royce Motor Cars Genuine Parts and labour for the following maintenance items, if required due to wear and tear:
A set of wiper blades
 - The cost of maintaining the Enhanced Ownership functionality within your Rolls-Royce motor car, subject to availability in the country of use and a signed Get Connected form.
 - Items not specifically mentioned above and items requiring replacement or repair due to excessive wear and tear or misuse are not covered by the Joint Package.
 - Maintenance work carried out under Rolls-Royce Encompass Programme will be indicated by the vehicle's onboard computer and Rolls-Royce Motor Car guidelines. Work must be carried out in line with Rolls-Royce service schedules and Rolls-Royce repair instructions (copies of which are available on request) which may be updated or vary from time to time according to the Manufacturer's instructions.
 - If vehicles have undergone any form of unapproved after-market tuning or performance enhancement including but not limited to any device with the effect of mileage manipulation, any right to request services or parts under the Rolls-Royce Encompass Programme ceases with immediate effect.
 - Servicing must be carried out at a Rolls-Royce Service Authorised Workshop by Rolls-Royce Approved Technicians as specified in the Owner's Manual.
 - Costs paid for Rolls-Royce Encompass Programme are non-refundable.
- Description of the Enhanced Ownership services:
- My Info:** Depending on the technical capabilities of your motor car the service "My Info" provides the option of transmitting destination addresses, phone numbers, and notes from Whispers directly to the motor car via your Rolls-Royce ID account.
 - Remote Services:** Consists of several functions like – Motor car health status, last car position, door and windows status, display due dates of maintenance services, reflect in-car alerts and notifications, current mileage and current range in km/miles.
 - Teleservice Assistance:** Enhanced feature for Rolls-Royce Roadside Assistance. In the unlikely event you need to contact us for Roadside Assistance, using the rotary controller and selecting "Rolls-Royce Roadside Assistance" will activate a call and transmit the location and precise condition data of your motor car, directly to the Roadside Assistance team.
 - Teleservices:** Rolls-Royce Teleservices is an advanced system that allows your car to transmit important service data to your authorised dealer with exceptional accuracy. Whether your Rolls-Royce needs an oil change or a battery charge, your dealer will be alerted and can quickly arrange for the necessary work to be carried out at a time that suits you.
 - Real Time Traffic Information (RTTI):** Using data drawn from sources such as movement profiles from the surrounding mobile phone network, the GPS data of vehicles, smartphone apps and police reports, precise details of the time and duration of traffic delays to the nearest few metres are relayed to your vehicle virtually in real time. This is currently only available in limited markets – the local authorised Rolls-Royce Motor Cars Dealer can be contacted for more details. These items are covered from commencement of the Rolls-Royce Joint Package contract.

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WARRANTY TERMS & CONDITIONS

1. In the event of any occurrence giving rise to a claim, and provided the Cover Holder takes the Car to an authorised Rolls-Royce Motor Cars Dealer or Workshop, the claim will be handled on your behalf. We reserve the right to examine the Motor Car and subject the failed parts to expert assessment.
 2. We and the dealership shall be entitled in the event of any loss, to undertake in the name and on your behalf of the Cover Holder the absolute conduct, control and settlement of any proceedings at our or the Dealerships' own expense and for our or the Dealership's own benefit, but in the name of the Cover Holder to recover compensation or secure indemnity from any third party in respect of anything covered by this Product
 3. The Dealership shall not be liable in respect of any claim by you or subsequent holders covered by an existing warranty, insurance or other product providing similar cover.
 4. If any difference shall arise as to the amount to be paid under any section of this Cover (liability being otherwise admitted), such differences shall be referred to the Dealership or us. This procedure is explained in the Complaints Procedure section of this Product Information.
 5. Wear and tear: Unless specifically documented, no liability can be accepted for any loss, defective work or defective materials supplied.
- This Warranty does not cover:**
1. Failure whenever it might occur:
 - i) Which could be reasonably stated by a qualified engineer appointed by Us or the Dealership, to have been owing to a fault(s) present before commencement of cover. Any such pre-existing fault(s) must be rectified before any Dealership's obligation under this Product can come into effect.
 - ii) Which could be attributable, in the reasonable opinion of a qualified engineer appointed by Us or the Dealership to lack of proper maintenance or through neglect.
 - iii) Any damage caused to any components by the use of incorrect or contaminated fuel, coolant or lubricant.
 2. Any loss:
 - i) Caused as a result of the Motor Car not being properly serviced at the time/mileage intervals specified by the manufacturer and otherwise in accordance with the manufacturer's recommendations. Proof of servicing must be accompanied by a receipted tax invoice(s).
 - ii) If the Motor Car's odometer has been tampered with, altered or disconnected.
 - iii) In whole or in part due to any kind of accident or any act or omission that is wilful, unlawful or negligent.
 - iv) Arising if the Motor Car has been modified from the manufacturer's original specification with the exception of genuine retrofit accessories fitted in accordance with the manufacturer's recommendations and or specifications.
 3. Repairs, replacements or alterations:
 - i) Not authorised by Us or the Dealership.
 - ii) Of any part(s) which has not actually failed, but which is repaired or replaced or which is reported or discovered during servicing and/or maintenance work as requiring repair or replacement.
 - iii) Of any part(s) which has been modified when compared with the original manufacturer's specification with the exception of genuine retrofit accessories fitted in accordance with the manufacturer's recommendations and/or specifications.
 - iv) The cost of which is recoverable by the Cover Holder under any other existing guarantee or product providing equivalent cover.
 - v) Any loss of keys.
 - v) To a non-covered component other than under the terms of consequential failure applicable to this Product.
 - vi) Caused by fire or flood, collision, theft, freezing, vandalism, riot, explosion, lightning, earthquake, windstorm, hail, animal or water.
 - vii) Caused by pulling a trailer or another vehicle, unless the Motor Car is equipped for this as recommended by Us.
 - viii) Associated with the labour charges to diagnose, dismantle, reassemble, repair or replace part(s) which are not covered.

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4. The gradual reduction in operating performance of the Motor Car commensurate with its age and mileage including (but not limited to):
 - i) Gradual loss of engine compression necessitating the repair of valves or piston rings.
 - ii) Gradual increase in oil consumption due to normal operating functions.
6. Any Motor Car owned or operated by a garage or motor trader or by any of its subsidiary or associated companies or by the proprietor thereof or any relative of the proprietor or any employee of such motor trader, or of any of its subsidiary or associated companies.
7. Liability, which attaches by virtue of an agreement but which would not have attached in the absence of such agreement.
8. Any liability for death, bodily injury, or damage to other property or any consequential loss of whatsoever nature arising directly or indirectly from the claim or event giving rise to a claim under this Product Nothing in this agreement will exclude or restrict any liability we or the Dealership may have for death or personal injury caused by our or the Dealership's negligence, or for any fraud by us or the Dealership, respectively.
9. Any consequence whether direct or indirect of war, invasion, act of foreign enemy hostilities (whether war be declared or not) civil war rebellion, revolution, insurrection or military or usurped power.
10. Loss directly or indirectly caused by (or contributed to, by or arising from) any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
11. Minor wear-and-tear caused by everyday use, adjustments or replacement at scheduled service intervals, such as: brake pads, spark plugs and wiper blades.
12. The following items:

Glass and glass bonding; paint and bodywork; internal and external trims; upholstery and soft trim including the convertible roof; cosmetic finishes; weather strips and body seals (internal and external); wheels and wheel nuts/ bolts; tyres and wheel balancing; door strikers and hinges; bulbs; batteries; coolant hoses; sweating or misting of fluids associated with weeping seals, gaskets or fittings; tools, jacks, battery conditioners and other items which may be supplied with, but are not an integral part of, the vehicle; exhaust system (although internal failure of the catalytic converter is covered if it fails to meet emission requirements).
13. This is not an insurance product.

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