

# TERMS & CONDITIONS

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## 1. Car Retail Offers

### a. 'On the Road' Prices

On the road prices include VAT, delivery to dealer including number plates, Government First Registration Fee and 12 months' graduated vehicle excise duty. Participating dealer contribution or Citroën Reward has been deducted where applicable. All offers are subject to stock availability, from participating dealers. Black/metallic/pearlescent/Lipizzan White/Tapenade Grey/Sunrise Red/Sport Yellow paint optional at extra cost.

### b. Official Government Fuel Consumption Figures (Range)

Urban Cycle, Extra Urban, Combined (litres per 100km/mpg) & CO2 emissions (g/km); Highest: Dispatch Combi HDi 160 6-speed automatic L1H1: Urban 9.0/31.4, Extra Urban 6.8/41.5, Combined 7.6/37.2, CO2 199g. Lowest: Citroën C4 Cactus BlueHDi 100 manual Touch EGS: Urban 3.5/80.7, Extra Urban 2.9/97.4, Combined 3.1/91.1, CO2: 82g. £0 Road Tax applies to the first year only. Fuel consumption figures quoted on this site are achieved under official EU test conditions. Intended as a guide for comparative purposes only. Figures may not be reflected in actual on-the-road driving conditions.

### c. Warranty

3 years' warranty is only on new cars sourced from Citroën UK Limited. 2 years' unlimited mileage manufacturer's warranty and 3rd year dealer provided warranty, up to a 3 year total of 60,000 miles.

#### d. Citroën Reward

Citroën Reward offer available at participating Citroën dealers to qualifying retail customers only and applies to the purchase of selected newly registered Citroën C-Zero, New C1, C3, C3 Picasso, Berlingo Multispace and C4. Vehicles must be ordered and delivered between 01/10-31/12/14. Customers with a centrally negotiated agreement with Citroën UK Ltd, National Fleets, Motability, Contract Hire Schemes and Driving School Programmes are excluded.

#### e. No VAT

No VAT offer is a reduction in the OTR price equivalent to the 20% VAT on the purchase of Selection special edition models ordered and delivered between 01/10-31/12/14. Customers with a centrally negotiated agreement with Citroën UK Ltd, National Fleets, Motability, Contract Hire Schemes and Driving School Programmes are excluded.

#### f. Finance

Finance offers apply to qualifying new vehicles ordered and delivered between 01/10-31/12/14. Offers available to qualifying retail customers excluding Citroën Contract Motoring. 3 years' 0% APR Conditional Sale with no deposit available on C4 Picasso, Grand C4 Picasso and C5 models, with a minimum 30% customer deposit on all Berlingo Multispace models and with 10% customer deposit on C3 (excluding VT), C3 Picasso (excluding VT) and C4 models. Low Cost Elect 3 available on New C1, C3, DS3, DS3 Cabrio, Berlingo Multispace, C3 Picasso, C4, C4 Cactus, DS4, C4 Picasso, Grand C4 Picasso, C5 and DS5 models. Finance offers apply to UK Mainland only. All Elect 3 products quoted with compulsory Citroën Assistance. Finance subject to status. Guarantees may be required. Over 18s only. Elect 3 examples based on 6,000 miles per annum for New C1, C3, DS3, DS3 Cabrio, Berlingo Multispace, C3 Picasso and C4 Cactus and 8,000 miles per annum for C4, DS4, C4 Picasso, Grand C4 Picasso, C5 Saloon, C5 Tourer and DS5 models. Excess mileage charges will apply if you exceed the agreed annual mileage. Written quotations available on request from Banque PSA Finance UK trading as Citroën Financial Services, Quadrant House, Princess Way, Redhill, Surrey, RH1 1QA. All rentals are subject to VAT.

#### g. Contract Hire Rates Car & Vans

An advance rental will be required (equal to 3 months' rentals – 6 for Nemo, Berlingo, Dispatch and Relay Enterprise). Contract Hire rentals include: delivery to dealership, Citroën Roadside Assistance, Government Vehicle Excise Duty, Government First Registration Fee for the period of the contract. Offers for business users only for qualifying vehicles ordered between 01/10-31/12/14 and delivered by 31/12/14. Finance subject to status. Guarantees may be required. Over 18s only. Excess mileage charges will apply if you exceed the agreed annual mileage. Written quotations available on request from Banque PSA Finance UK trading as Citroën Contract Motoring, Quadrant House, Princess Way, Redhill, Surrey, RH1 1QA. All rentals are subject to VAT. Citroën Contract Motoring reserves the right to amend any of the rentals quoted without notice.

#### h. Elect 4 Personal Finance Lease

Elect 4 Personal finance lease apply to qualifying new vehicles ordered and delivered between 01/10-31/12/14. One initial bulk advance rental will be required. Excess mileage charges may apply if the agreed annual mileage is exceeded. Citroën contribution on selected models only. Payment of the optional final rental extends the rental term (this does not transfer title of the vehicle) & requires an annual rental equivalent to one months' rental. All

based on a 48 month contract with an agreed 6,000 miles per annum for New C1, C3, DS3, DS3 Cabrio, Berlingo Multispace, C3 Picasso and C4 Cactus and 8,000 miles per annum for C4, DS4, C4 Picasso, Grand C4 Picasso, C5 Saloon, C5 Tourer and DS5 models. All rentals inclusive of VAT. Finance subject to status. Over 18s only. Written quotations available on request from Citroën Financial Services, Quadrant House, Princess Way, Redhill RH1 1QA.

Elect 4 rate break down:

New C1 VTi 68 manual 3-door Feel from £99 per month with a customer advance rental of £2,345.17

New C1 Airscape VTi 68 ETG 5-door Flair from £149 per month with a customer advance rental of £2,091.04

C3 PureTech 68 manual VT from £139 per month with a customer advance rental of £2,413.19

C3 e-HDi 90 ETG6 Exclusive from £229 per month with a customer advance rental of £2,053.06, plus a Citroën contribution of £2,000

DS3 PureTech 82 manual DSign from £169 per month with a customer advance rental of £2,526.16

DS3 BlueHDi 120 6-speed manual Ultra Prestige from £259 per month with a customer advance rental of £5,968.42, plus a Citroën contribution of £500

DS3 Cabrio VTi 120 manual DStyle from £199 per month with a customer advance rental of £3,642.79, plus a Citroën contribution of £1,500

DS3 Cabrio BlueHDi 120 6-speed manual DSport from £249 per month with a customer advance rental of £3,761.74, plus a Citroën contribution of £1,500

Berlingo Multispace HDi 90 manual VTR from £199 per month with a customer advance rental of £3,337.46

Berlingo Multispace HDi 115 manual XTR from £279 per month with a customer advance rental of £2,612.81

C3 Picasso VTi 95 manual VT from £159 per month with a customer advance rental of £2,788.22

C3 Picasso HDi 115 6-speed manual Exclusive from £249 per month with a customer advance rental of £1,806.29, plus a Citroën contribution of £2,750

C4 VTi 120 manual VTR+ from £219 per month with a customer advance rental of £3,128.83

C4 HDi 150 6-speed manual Exclusive from £299 per month with a customer advance rental of £4,310.94

C4 Cactus PureTech 82 manual Feel from £189 per month with a customer advance rental of £3,282.9

C4 Cactus BlueHDi 100 manual Touch from £249 per month with a customer advance rental of £3,036.68

DS4 VTi 120 manual DSign from £199 per month with a customer advance rental of £1,317.00, plus a Citroën contribution of £4,500

DS4 HDi 160 6-speed automatic DSport from £295 per month with a customer advance rental of £3,410.60, plus a Citroën contribution of £4,500

C4 Picasso VTi 120 manual VTR+ from £249 per month with a customer advance rental of £3,797.50, plus a Citroën contribution of £1,000

C4 Picasso HDi 90 manual VTR+ from £249 per month with a customer advance rental of £3,350.85, plus a Citroën contribution of £1,000

C4 Picasso BlueHDi 150 manual Exclusive+ from £335 per month with a customer advance rental of £4,788.99, plus a Citroën contribution of £1,000

Grand C4 Picasso e-HDi 90 ETG6 VTR from £249 per month with a customer advance rental of £4,391.05, plus a Citroën contribution of £1,000

Grand C4 Picasso BlueHDi 150 manual Exclusive+ from £345 per month with a customer advance rental of £6,510.12, plus a Citroën contribution of £1,000

C5 Saloon HDi 115 manual VTR Techno Pack from £299 per month with a customer advance rental of £6,071.59

C5 Saloon HDi 160 6-speed automatic Exclusive Techno Pack from £429 per month with a customer advance rental of £5,546.35

C5 Tourer HDi 115 manual VTR Techno Pack from £309 per month with a customer advance rental of £6,234.07

C5 Tourer HDi 160 6-speed automatic Exclusive Techno Pack from £429 per month with a customer advance rental of £5,733.13

DS5 BlueHDi 120 manual DSIGN from £259 per month with a customer advance rental of £6,219.03, plus a Citroën contribution of £1,000

DS5 Hybrid4 200 DSport from £439 per month with a customer advance rental of £8,403.72

## 2. Van Offers

### a. Manufacturer's Recommended Basic Prices

Van prices exclude VAT, delivery, number plates, Government First Registration Fee and Vehicle Excise Duty. Metallic paint optional at extra cost. Offer prices shown are Basic price less participating dealer contribution where applicable.

Offer applies to qualifying Citroën Vans ordered and delivered between 01/10-31/12/14.

Offer subject to stock availability from participating dealers, excluding National Fleet, Motability and Contract Hire schemes.

### b. Business Class Package

Offer applies to outright purchase of qualifying new Citroën vehicles ordered and delivered between 01/10-31/12/14 for business users only. Not applicable to National Fleet customers as defined by Citroën UK. 4 years' servicing covers vans up to 60,000 miles, whichever comes first. Servicing must be carried out at a Citroën authorised outlet, in line with manufacturer's minimum maintenance requirements & service intervals. Citroën Assistance is provided by The AA & includes Roadside, At Home Assistance, Recovery, Onward Travel & European Cover. Offers, prices & specification correct at time of going to press from participating dealers. Terms & conditions apply. Please ask us for details. Subject to stock availability.

## 3. Aftersales Offers

### a. Complimentary Servicing

Complimentary servicing offer is for DS3, DS3 Cabrio, DS4 and DS5 models purchased through Elect3 or Elect4 and ordered and delivered between 01/10-31/12/14. Offers apply to qualifying retail and small business customers only. Price includes 20% VAT. Servicing offers are not available in conjunction with ALL consumer offers. Please speak to your local dealer for full details. Servicing element includes: scheduled servicing, annual service (for vehicles on 2 year cycle, where needed) and brake fluid. Expires at 36 months or 35,000 miles (whichever occurs sooner). Start date for Servicing is original date of vehicle registration. Full details of the terms and conditions will be supplied with a confirmation letter and Service Contract Card approximately 8 weeks after the vehicle registration.

### b. Servicing & MOT

Offer applicable to retail customers only. All prices inclusive of parts, labour, consumables

and VAT. Prices correct as at March 2014. 'Originals' range offer applicable for all Citroën vehicles from point of registration. 'Essentials' range and servicing offer applicable for Citroën vehicles 36 months and older from point of registration. For other makes, the offer is applicable for vehicles from point of registration. Exclusions apply to certain manufacturers, models and engine types, ask your dealer for more details. Available at participating Citroën dealers only. To find the nearest participating dealer use the 'Find your Dealer' tool on the Servicing Offers page. We reserve the right to change, amend or withdraw these offers at any time. Cannot be used in conjunction with any other offer. Offer excludes Motorhomes.

#### 36 month+ Servicing and MOT

Price match is not applicable to 36 month+ servicing offers. Not applicable in Channel Islands or Isle of Man. Option to add in MOT test not available in Northern Ireland. Pre-MOT check applicable in Northern Ireland for vehicles 48 months and older. Servicing and MOT offer includes MOT Test but not any subsequent re-tests. Offer excludes Motorhomes. Available at participating Citroën dealers only.

#### Price Match Guarantee

If another garage offers a 'like for like' price for a repair within a 5 mile radius of the Citroën Authorised Repairer we will either match the quote or we'll refund the difference if you find a lower price for a fixed price repair within 7 days. The price match covers the following fixed price repairs: front/rear brake pads, front/rear brake pads and discs, front windscreen wipers, timing belts, clutch and batteries. The customer has to present a quotation from a bona fide competitor within a 5 mile radius of the Citroën Authorised Repairer. Any claim for a refund must be made within 7 working days. We reserve the right to refuse a claim that cannot be adequately substantiated. 'Like for like' is defined as follows: for the 'Originals' range the repair has to be completed utilising Citroën Original equipment parts. For the 'Essentials' range the repair has to be completed utilising parts sourced from an Original equipment manufacturer. Citroën vehicles only.

#### c. MOT

Collection and delivery service bookable in advance. Available at participating dealers only. Available for all Citroën vehicles (cars & vans). MOT Test offer not available in Northern Ireland. We reserve the right to change, amend or withdraw this offer at any time.

#### d. MOT Test Cover

The MOT Test Cover is in addition to your legal rights, and does not affect your statutory rights as a consumer. There must be a minimum of 3 months before your MOT test is due. Any exploratory dismantling charges will only be reimbursed as part of a valid claim. It is the responsibility of the vehicle owner to authorise dismantling and to pay charges if such dismantling proves that the failure is not covered by the MOT Test Cover. If any claim is fraudulent in any respect all benefits under this MOT Test Cover will be forfeited. The reimbursement for any claim under this MOT Test Cover shall not exceed the manufacturer's list prices for parts and labour costs necessarily incurred in repair of covered components up to the maximum claim liability stipulated on in this document. The Administrator shall not be liable for any statement or representation, written or verbal (by whomsoever made), which contradicts the terms and conditions in this MOT Test Cover, unless such statement or representation is supported in writing by the Company on their behalf. A VAT receipted invoice from your Citroën dealer must support all claims.

This MOT Test Cover does not cover:

The cost of the MOT test or re-test. Any parts which have not actually failed, which are

replaced or reported during routine servicing and/or repair of other parts which have failed. Any component covered by any other existing warranties or insurances. Any loss to the MOT Cover Holder in excess of the maximum claim liability. Liability which attaches by virtue of an agreement but which would not have attached in the absence of the said agreement.

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 MOT Test Cover.

#### Territorial Limits

Cover under this MOT Test Cover may only be granted to individuals residing, or corporate bodies registered in the United Kingdom.

#### How to Claim under your MOT Test Cover

Simply take your vehicle to the nearest or supplying Citroën dealer. The dealer will then take responsibility for establishing that the parts involved in the repair, deemed necessary by the “notification of refusal to issue a MOT Certificate” (VT30), are covered by this MOT Test Cover. The dealer will be responsible for obtaining prior authorisation from Citroën Extended Warranty Administration.

Claims telephone number: 0844 573 8191.

Important: No repair should commence until the Citroën Extended Warranty Administration Customer Services Department gives authorisation.

Citroën Extended Warranty Administration reserves the right to examine any vehicle and subject the parts being repaired to expert assessment before commencement of any repairs. It shall be clearly understood and agreed that in the event of any dispute arising as to the extent of the liability, the decision of the assessor shall be final and binding on both the Administrator and the MOT Cover Holder.

\* In Northern Ireland your authorised Citroën repairer will carry out a pre-test MOT Inspection, and will submit your vehicle for the MOT test on your behalf.

Note: Claims must be received by Citroën Extended Warranty Administration within 30 days of the date of completion of the repairs, otherwise they cannot be accepted. Claims received beyond this date will be subject to review in terms of the reason for delay and it will be at the Administrator’s discretion to accept such claims.

#### Complaints and Arbitration

##### How to make a complaint

We hope that you will be pleased with the service we provide. In the unlikely event of a complaint, you should contact the Administrator on 0844 573 8191, or in writing to: The Customer Services Manager, Citroën Extended Warranty Administration, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG.

Your statutory rights as a consumer are not affected by the above procedures. To maintain the highest quality of service and for staff training purposes, telephone calls will be monitored and/or recorded.

#### Data Protection Authorisation Statement

In processing and managing this agreement, the Administrator will collect, transfer and store the information you have provided in their secure servers based in the United States of America. The Administrator has taken measures to ensure that there is an adequate equivalent level of protection of your information in the U.S.A. in accordance with legislation in the United Kingdom. In compliance with the Data Protection Act 1998, you are entitled to ask us to amend our records about you if they are not correct, and you may request a copy of the information we hold about you by applying to us in writing addressed to: Compliance Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG or by emailing [CCPH\\_DPA@carcareplan.co.uk](mailto:CCPH_DPA@carcareplan.co.uk). We may charge you the statutory fee of £10 for this service.

