

## **1. Car Retail Offers**

- a. 'On the Road' Prices
- b. Official Government Fuel Consumption Figures
- c. Warranty
- d. Citroën Reward
- e. Finance
- f. Contract Hire Rate
- g. Finance Lease
- h. Elect 4 Personal Finance Lease
- i. Citroën SimplyDrive
- j. Motability

## **2. Van Offers**

- a. OTR Prices
- b. Business Class Package

## **3. Aftersales Offers**

- a. Servicing & MOT
- b. MOT
- c. MOT Test Cover
- d. Summer Check
- e. Book Service Online

## **4. Arsenal Gold Season Ticket Holder**

### **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. Spare wheels are standard on all Citroën models excluding C1 Airscape, C1 Touch, New C3 Touch, C4 Touch and C4 Cactus Touch. They are available at extra cost on these models, excluding Airscape versions. C4 Picasso and Grand C4 Picasso will have spare wheels fitted as standard from August 2016 production. Black/metallic/pearlescent/Lipizzan White/Jelly Red/Sport Red/Blue Lagoon/Polar White/Tapenade Grey/Sport Yellow paint optional at extra cost. Bi-tone colour combinations are not available on C1 Touch versions. Available at extra cost on C1 Feel and Flair versions from £445 to £690. Sunrise Red fabric roof available at extra cost of £100 on C1 Airscape versions.

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

Urban Cycle, Extra Urban, Combined (litres per 100km/mpg) & CO2 emissions (g/km); Highest: Berlingo Multispace VTi 95 manual Touch: Urban 8.2/34.4, Extra Urban 5.3/53.3, Combined 6.4/44.1, CO2 148g/km. Lowest: Citroën C4 Cactus BlueHDi 100 S&S manual Feel Airdream: Urban 3.5/80.7, Extra Urban 3.0/94.2, 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 3<sup>rd</sup> year dealer provided warranty, up to a 3 year total of 60,000 miles. 3 years' warranty only on new vans sourced from Citroën UK Limited. 2 years' unlimited mileage manufacturer's warranty and 3<sup>rd</sup> year dealer provided warranty, up to a 3 year total of 100,000 miles.

C-Zero and Berlingo Electric have the following warranty coverage:

- a drivetrain warranty of 5 years/40,000 miles
- a battery warranty of 8 years/60,000 miles
- The rest of the vehicle is warrantied for 3 years/60,000 miles (cars) and 3 years/100,000 miles (vans).

### **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, C1, C3, New C3, C3 Picasso, Berlingo Multispace, C4 Cactus, C4, New C4 Picasso and New Grand C4 Picasso. Vehicles must be ordered and delivered between 01/04-30/06/17. Customers with a centrally negotiated agreement with Citroën UK Ltd, National Fleets, Motability, Contract Hire Schemes and Driving School Programmes are excluded.

### **e. Finance**

Finance offers apply to qualifying new vehicles ordered and delivered between 01/04-30/06/17. Offers available to qualifying retail customers excluding Citroën Contract Motoring. 3 years' 0% APR Conditional Sale with 10% deposit available on New C3 (excluding Touch), C3 Picasso, C4 (excluding Touch), C4 Cactus (excluding Touch), Berlingo Multispace, C4 Picasso, Grand C4 Picasso. 4 years' 0% APR Conditional Sale with minimum 20% deposit available on New C3 (excluding Touch), C3 Picasso, C4 (excluding Touch), Berlingo Multispace, C4 Picasso, Grand C4 Picasso. 3 years' Low Cost Elect 3 4.9% APR available on C1 (excluding Touch), New C3 (excluding Touch), C3 Picasso, C4 (excluding Touch), C4 Cactus (excluding Touch), Berlingo Multispace, C4 Picasso, Grand C4 Picasso. Finance offers apply to UK Mainland only. All Citroën 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. Excess mileage charges will apply if you exceed the agreed annual mileage. Written quotations available on request from PSA Finance UK Ltd trading, Quadrant House, Princess Way, Redhill, Surrey, RH1 1QA. **Citroen UK Ltd is acting as a credit broker and is not a lender**

### **f. 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 01/04-30/06/17 and delivered by 30/06/17. 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 PSA Finance UK Ltd 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.

#### **g. Finance Lease**

An advance rental will be required (equal to 3 months' rentals – 6 for Nemo, Berlingo, Dispatch and Relay Enterprise). Finance Lease rentals include: delivery to dealership, Citroën Roadside Assistance, Government Vehicle Excise Duty, Government First Registration Fee for the period of the primary contract. Offers for business users only for qualifying vehicles ordered between 01/04-30/06/17 and delivered by 30/06/17. Finance subject to status. Guarantees may be required. Over 18s only. Written quotations available on request from PSA Finance UK Ltd, Quadrant House, Princess Way, Redhill, Surrey, RH1 1QA. All rentals are subject to VAT. PSA Finance UK Ltd reserves the right to amend any of the rentals quoted without notice.

#### **h. Elect 4 Personal Finance Lease**

Elect 4 Personal finance lease applies to qualifying new vehicles ordered and delivered between 01/04-30/06/17. 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. Based on a 48 month contract with an agreed 6,000 miles per annum for C3, New C3 PureTech 68 manual Feel, Berlingo Multispace and C3 Picasso and 8,000 miles per annum for C4, New C4 Picasso, New Grand C4 Picasso, or based on a 36 month contract with an agreed 6,000 miles per annum for C1 and C4 Cactus. All rentals inclusive of VAT. Finance subject to status. Over 18s only. Written quotations available on request from PSA Finance UK Ltd, Quadrant House, Princess Way, Redhill RH1 1QA. **Citroen UK Ltd is acting as a credit broker and is not a lender**

#### **Elect 4 rate break down:**

C1 VTi 68 manual 3-door Touch from £119 per month with a customer advance rental of £2,308.27

C1 Airscape VTi 68 ETG 5-door Flair from £169 per month with a customer advance rental of £2,278.37

New C3 PureTech 68 manual Touch from £159 per month with a customer advance rental of £2,396.32

New C3 BlueHDi 100 S&S Flair from £235 per month with a customer advance rental of £3,437.41

Berlingo Multispace VTi 95 Feel from £209 per month with a customer advance rental of £3,339.74

Berlingo Multispace BlueHDi 100 manual Feel from £219 per month with a customer advance rental of £3,950.52

Berlingo Multispace BlueHDi 120 S&S 6-speed 120 manual Flair from £265 per month with a customer advance rental of £4,267.79

C3 Picasso PureTech 110 manual Edition from £225 per month with a customer advance rental of

£1,223.50, plus a Citroën contribution of £2,350

C3 Picasso BlueHDi 100 S&S Platinum from £249 per month with a customer advance rental of £1,588.70 plus a Citroën contribution of £2,350

C4 PureTech 110 6-speed manual Touch from £255 per month with a customer advance rental of £3,541.33

C4 BlueHDi 150 6-speed manual S&S Flair from £299 per month with a customer advance rental of £2,346.75 plus a Citroën contribution of £350

C4 Cactus PureTech 82 manual Feel from £219 per month with a customer advance rental of £2,346.75, plus a Citroën contribution of £1,900

C4 Cactus BlueHDi 100 manual Flair Edition from £295 per month with a customer advance rental of £2,472.50, plus a Citroën contribution of £1,900

C4 Cactus PureTech 110 S&S manual W from £275 per month with a customer advance rental of £2,763.58 plus a Citroën contribution of £1,900

New C4 Picasso PureTech 110 S&S 6 speed manual Touch Edition from £269 per month with a customer advance rental of £2,917.16 plus a Citroën contribution of £1,750

New C4 Picasso BlueHDi 150 EAT6 auto Flair from £375 per month with a customer advance rental of £4,489.20, plus a Citroën contribution of £1,750

New Grand C4 Picasso PureTech 130 S&S 6 speed manual Touch Edition from £295 per month with a customer advance rental of £3,759.27, plus a Citroën contribution of £1,750

New Grand C4 Picasso Blue HDI 150 EAT6 Auto Flair from £375 per month with a customer advance rental of £5,468.94, plus a Citroën contribution of £1,750

#### **i. Citroën SimplyDrive - Personal Contract Purchase**

Citroën SimplyDrive applies to qualifying new vehicles ordered and delivered between 01/04 - 30/06/17 or until such time as they may be withdrawn by Citroën at its complete discretion.

Citroën Insurance are trading styles of PSA Finance UK Ltd, a company registered in England and Wales under company registration number 01024322 having its registered office at Quadrant House, Princess Way, Redhill, Surrey, RH1 1QA. PSA Finance UK Ltd is authorised and regulated by the Financial Conduct Authority. A guarantee may be required. Excesses apply. A deposit may be required. Citroën SimplyDrive, minimum age 21, 25 on selected models, maximum age 75.

Policyholder must have a minimum of 2 years NCD to use on the vehicle. All drivers must meet eligibility criteria including minimum 2 years' full UK licence, driving convictions/claims limits.

Excesses apply.

For Citroën SimplyDrive Telematics minimum age 18, maximum age 75. **Drivers are required to install the Telematics Box & consent to Data capture & transmission to qualify for insurance. All drivers must hold a full UK licence & meet eligibility criteria including limits on driving convictions & claims. Insurance subject to cancellation if you receive four warnings for poor driving.** The costs of insurance, servicing and Roadside Assistance are included within the monthly cost of

Citroën SimplyDrive but are provided on a monthly pay-as-you-go basis and can be cancelled at any time without penalty or affecting the remainder of the Citroën SimplyDrive contract. Excesses apply. 3 years motor insurance is provided and underwritten by U K Insurance Limited, which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Citroën UK Ltd is acting as a credit broker and is not a lender. To finance your purchase we will only introduce you to PSA Finance UK Ltd, the exclusive provider of Citroën SimplyDrive.

#### **j. Motability**

People in receipt of the following allowances are eligible to lease a car through the Motability Scheme:

Higher Rate Mobility Component (HRMC) of the Disability Living Allowance (DLA), the Enhanced Rate of the Mobility Component (ERMC) of Personal Independence Payment (PIP) and Armed Forces Independence Payment.

War Pensioners' Mobility Supplement (WPMS).

Customers are advised to check any specifically required vehicle features with their dealer at the point of application. All vehicles shown are for illustrative purposes only. The lease agreement with Motability Operations Ltd comes with a mileage allowance of 60,000 for three year leases and 100,000 for five year WAV agreements. If you go over this amount, you will be charged 5p for each extra mile.

Insurance is included, however, in the event of a claim you will be asked to pay an excess unless a third party is found to be at fault. Full insurance details are included in the Insurance Cover Booklet supplied with the Motability Scheme car.

Restrictions and higher excesses are applied to drivers aged under 25, speak to your dealer for more information. As mobility allowance rates differ on the Isle of Man, customers living there may be subject to an additional fee.

### **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 01/04-30/06/17. 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 01/04-30/06/17 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. Servicing & MOT**

Offer applicable to retail customers only. All prices inclusive of parts, labour, consumables and VAT. Prices correct as at March 2016. '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.

### **Fixed Prices – 10 most common repairs**

Applicable to retail customers only. Offer excludes Motorhomes and vehicles with a V6 engine. All prices inclusive of parts, labour, consumables and VAT. Not applicable in Channel Islands or Isle of Man. At participating dealers only. The 'Originals' Range is applicable for all Citroën vehicles from point of registration. Batteries sold in the 'Originals' Range are Citroën approved parts. The 'Essentials' Range is applicable for Citroën vehicles 36 months and older from point of registration. The 'Essentials' Range is applicable to be used on 'other makes of vehicle' from point of registration. Exclusions apply to certain manufacturers, models and engine types. Battery prices exclude vehicles fitted with Stop & Start technology.

### **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.

### **b. 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.

### **c. 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.

#### **d. Summer Check**

Offer expires 30 September 2017. At participating Dealers only. Applicable to retail customers only. Applicable on 'other makes of vehicle' from point of registration at Dealer discretion. The price of £29.99 (incl VAT) includes the cost of the 23-point Summer Check with the addition of an Air Conditioning Check and Treatment. If any additional work is required this will be advised and quoted for separately. No additional chargeable work will be undertaken without the express agreement of the customer. Citroën reserve the right to change, amend or withdraw this offer at any time. Cannot be used in conjunction with any other offer. Offer and information correct at time of publication. Subject to availability and participating Dealers' terms and conditions.

#### **e. Book Service Online**

This online quotation / proposed service is a provisional suggestion based on the information supplied. It will be subject to confirmation by the Dealer upon inspection of the vehicle and a review of its service history. The Dealer will advise you prior to commencing any work if alternative or additional work is required. The Dealer will provide you with a separate quotation and the work will only be undertaken upon your agreement. Any courtesy vehicle and collection & delivery charges are subject to change - your Dealer will confirm with you. Please note, if the vehicle is under manufacturer's warranty the vehicle must be serviced in accordance with the manufacturer's recommendations if the warranty is not to be invalidated.

#### **4. Arsenal Gold Season Ticket Holder – Terms & Conditions**

The scheme offer applies for all Citroën and DS Automobiles cars ordered between 01/12/2016 and 30/05/2017. Existing deposit contributions remain in place.



The scheme discount above is applied to the Basic Recommended Retail Price that you can find on our website. It includes factory fitted option and excludes dealer accessories.

The Scheme is open to Arsenal Football Club Gold season ticket holders only.

Arsenal Football Club Gold season ticket holders are entitled to four 'Scheme Order Forms' per year, and the scheme is open to family members living at the same address as the Gold season ticket holder being a spouse or children over the age of 17.

The vehicle must be registered in the name of the Arsenal Football Club Gold Season ticket holder, or a family member living at the same address as the Gold season ticket holder being a spouse or children over the age of 17.

The manufacturer reserves the right to amend the terms and conditions at any time.

The above discount applies to UK residents only.

The above discount applies to retail customers only and not to business or fleet sales.

This promotion is being run by Citroen UK Limited(Company registration number 00191579), registered office Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.