
HÄNDLER
PROTECT
You’re Covered.

INDEX

2	INDEX
4	WHAT THIS REPAIR PLAN INCLUDES
6	ADDITIONAL OPTIONS
7	DEFINITIONS
8	T&CS | WHAT IS INCLUDED
9	T&CS | WHAT'S NOT INCLUDED
11	GENERAL CONDITIONS (INCLUDING CANCELLATION)
13	REPAIR REQUESTS PROCEDURE
14	REPAIR REQUESTS PROCEDURE IN DETAIL
15	COMPLAINTS PROCESS
16	CONTACT DETAILS

GOLD COVER DOCUMENT

WELCOME TO YOUR EXTENDED REPAIR PLAN

Händler Protect is here to assist you with repairs to covered parts that may become necessary during this repair plan, subject to the full terms, conditions and processes set out within this repair plan.

It is important for you to understand the level of protection that your repair plan provides. No plan will cover every situation or eventuality of a used vehicle, so please ensure you familiarise yourself with the level of cover we are able to provide.

An important part of your repair plan is that it operates on a discretionary basis. We use this discretion and our best endeavours to ensure that you receive a fair and equitable resolution to each repair request you make. This repair plan is an agreement with your dealer, from whom you purchased the vehicle. Please note this is not an insurance product and therefore falls outside the scope of the Financial Conduct Authority.

Only Approved parts by the manufacturer can be covered. Any parts not purposely listed below will not be covered.

BRAKING SYSTEM
Anti-lock braking system (ABS) pump & control unit, calipers, master & wheel cylinders, pressure reducing & proportioning valves, and vacuum servo.

CASINGS
Casings are covered provided they have been damaged as a direct result of the failure of a covered Component.

COOLING SYSTEMS
Engine cooling water radiator, heater radiator, thermostat & housing, viscous cooling fan couplings and water pump.

ELECTRICS
Alternator, electric window motors, engine cooling fan motors, horn, indicator flasher relay, starter motor and sunroof motor/ hydraulic pumps.

CLUTCH
Clutch cable, master & slave hydraulic cylinders and pedal assembly.

ELECTRONIC CONTROL UNITS (ECUS) & COMPUTERS

The engine management ECU - Engine ECU Only. (Not Covered - upgraded or revised software and firmware, including software and firmware patches and updates, relating directly or indirectly to any components of your vehicle and any retro-fitted ECUs & computers are not covered.)

ENGINE
Camshafts & bearings, camshaft followers & rockers (including hydraulic lash adjusters), connecting rods & bearings, crankshaft & bearings, cylinder block, cylinder bores & liners & seals, cylinder heads, internal bushings & bearings, oil pump & drive, pistons & rings, timing gears, chain, tensioner, valves, springs & guides (burnt or pitted valves and valve seats are not covered).

THE FOLLOWING ENGINE PARTS ARE ALSO COVERED:

Crankshaft pulley and cylinder head gasket
Camshaft drive belts are covered as follows:
Camshaft drive belts and tensioners (subject to documentedproofthat thelastchangedue
of the camshaft drive belt has taken place as specified by the manufacturer's recommended servicing schedule).

WHAT YOUR REPAIR PLAN INCLUDES

FLYWHEELS & DRIVE PLATES
Flexible drive plate for the automatic transmission's torque converter, solid & dual mass flywheels (flywheels damaged by clutch friction plates are not covered) and starter ring gear.

FUEL SYSTEM
Air flow sensors and meters, fuel gauge sender unit, fuel pressure regulators & accumulators, fuel pumps (including pre-pumps, low, high pressure pumps & injection pumps), injectors (including petrol, diesel & single-point injectors.
Nox Sensor not covered.

GEARBOXES
(Including automated manual gearboxes, automatic gearboxes, four wheel drive transfer gearboxes, hybrid transaxles, manual gearboxes and transaxles.)
Automatic transmission brake bands & clutches & modulator valves, drive chains, gear lever, gears, hydraulic gear-shift governors & internal servos & valve blocks, internal bearings & bushes, oil pumps, selector forks, shafts (all, including extension shafts), synchromesh hubs and rings and torque converter.

Mechatronics unit not covered.

IGNITION SYSTEM
Camshaft sensors, crankshaft sensors and ignition coils.

OIL SEALS AND GASKETS
The engine crankshaft rear oil seal and the main gearbox input shaft oil seal are both covered and other oil seals and gaskets that would necessitate the removal of the engine, a gearbox or a final drive unit to carry out repairs are all covered subject to any oil leak from them being sufficiently advanced that oil can be seen to be dripping (slight leaks causing only oil misting or staining are not covered).

STEERING COLUMN
Shaft & tilt mechanism & couplings, hydraulic pumps & reservoir & pressure pipes, steering & idler boxes, rack and pinion assembly (including hydraulic rams and electric motors) and track rods & track rod ends.

SUSPENSION
Wheel bearings.

TRANSMISSIONS
(including front & centre & rear differentials, front & rear live axles and drive shafts.)
Constant velocity joints, crown wheels & pinions, differential gears & thrust washers, external drive shafts, internal bushes & bearings (including wheel bearings) & shafts, internal parts of differential locking mechanisms, propeller shafts & propeller shaft couplings & centre bearings and universal joints.

TURBOCHARGER
Turbocharger units.

ADDITIONAL OPTIONS AVAILABLE ON REQUEST, PRIOR TO START OF REPAIR PLAN.

1 Wear & Tear (Wear & Tear cover starts from day one, otherwise any part / component which has deteriorated due to the passage of time. A sudden and unforeseen failure will not be covered until 30 days after repair plan's inception unless in line with expected gradual deterioration of a component, commensurate with the age and mileage of the vehicle)

2 Emissions (catalytic converter, DPF filter & EGR valve) - £350 Repair Reimbursement Limit

3 Suspension (bushes, hydraulic pump, reservoir, regulator valve & pressure spheres, self levelling suspension actuators, shock absorbers, wishbones, control arms & connecting joints, road springs and wheel hubs) - £350 Repair Reimbursement Limit

4 Sat-Nav (Failure of Radio, CD/DVD or Satellite Navigation Equipment provided / fitted by Manufacturer) - £350 Repair Reimbursement Limit

5 Handbrake (Drum Brake Self-Adjusting Mechanisms, Handle Control, Cables & Linkages) - £350 Repair Reimbursement Limit

6 Air-Conditioning (compressor and drive clutch condenser, evaporator, expansion valve, interior fan control switch, pressure & temperature sensors and receive / drier) - £350 Repair Reimbursement Limit

7 Hybrid Battery (contribution to hybrid battery failure. Manufacture diagnostics required) - £500 Repair Reimbursement Limit

The above Options are available prior to the start date. Please discuss with your Dealership.

REPAIR PLAN
Means this booklet together with your online application and Plan Schedule which together contain the full terms and conditions of Your Repair Plan.

PLAN SCHEDULE
Means the document issued by the repair plan company after receiving payment based upon the Application the Dealer has made to us online and which confirms our acceptance of this Repair Plan.

APPLICATION
Means any information you may have supplied to the Dealer in support of your requests, in particular the online application and quote steps at**www.handlerprotect.com**

MECHANICAL BREAKDOWN
Means the sudden and unforeseen failure or breakdown of a component resulting in the stoppage of its function with no other contributing factors.

COMPONENT
Means any mechanical, electrical or electronic part which formed part of the vehicle when it was new and is listed in the schedule of covered components.

NORMAL WEAR AND TEAR & END OF LIFE PARTS
This refers to the expected gradual deterioration of a component, commensurate with the age and mileage of the vehicle. Only unexpected Wear and Tear is covered under this Plan.

CUSTOMER SCHEDULE
Means the schedule attached to, and forming part of this Repair Plan and detailing the cover you have

REPAIR CONTRIBUTION
Means the amount that you must pay towards each repair as confirmed in your customer schedule. Labour times are calculated using Autodata (standard repair times) and do not include, timing adjustments or the cleaning of assemblies or refacing costs

SERVICING HANDBOOK
Means the handbook which the manufacturer issued with the vehicle when it was new. The servicing handbook lists the servicing and maintenance the manufacturer recommends for the vehicle.

VEHICLE
Means the vehicle mentioned in the customer schedule being less than 3.5 tonnes, designed to carry no more than 8 people including the driver.

DEALER
Means the Dealer who sold you your vehicle.

YOU, YOURSELF, YOUR
Means the purchaser named within the customer schedule.

WE, US, OR OUR
Means Händler Protect.

DISCRETION/DISCRETIONARY
An important part of your repair plan is that it operates on a discretionary basis. We use this discretion and our best endeavours to ensure that you receive a fair and equitable resolution to each repair request you make. This repair plan is an agreement with your dealer, with whom you purchased the vehicle from. Please note this is not an insurance product and therefore falls outside the scope of the Financial Conduct Authority.

REPAIR NETWORK
Means Händler Protect appointed repairers.

INTRODUCTION

This document explains how your repair plan works. Please make sure you fully understand the terms and conditions relating to the repair plan and always keep this document in your vehicle, along with your repair plan schedule. Your repair plan will be provided by Händler Protect Ltd. An important part of your repair plan is that it operates on a discretionary basis. We use this discretion and our best endeavours to ensure that you receive a fair and equitable resolution to each repair request you make. This does not affect your statutory rights.

REPAIR BREAKDOWN

This repair plan is intended to pay for the cost of repairing the vehicle detailed on the customer schedule up to the limit detailed in the customer schedule following the breakdown of any covered component. We will not pay for the repair or replacement of components which have not suffered a Breakdown, for example, components fitted because of your vehicle being serviced or which were faulty prior to the commencement of this repair plan. Your customer schedule details the scope of your repair plan and is partly based on the application you and the Dealer completed online when requesting Repair Plan Cover. Please see the section 'what is not included' for full details of what we will not cover.

OTHER BENEFITS

The repair plan includes the following benefits.

VEHICLE RECOVERY

On approved repair reimbursements we will pay for the cost of recovering the vehicle to the nearest garage, for covered repairs, up to £120 including VAT.

If you don't have breakdown cover then you can call the Händler Protect Breakdown 24 hour pay on use roadside assistance line for immediate help on **01206 812812**. They will provide 30 minutes roadside help, to get you back on the road. If your problem cannot be solved at the roadside, they will recover you to the nearest network workshop.

All costs involved will be your responsibility and payment will be required by credit/debit card before help is provided.

OVERSEAS USE

This Repair Plan covers repairs undertaken in Great Britain and Northern Ireland. If you use your vehicle overseas for less than 60 days per year this protection is extended to cover repairs carried out overseas. You will have to pay the repairer direct and request reimbursement from Händler Protect.

Non-covered or non-listed parts will not be covered, and will not receive any reimbursement if replaced during a repair. We will not pay for any costs caused by, arising from, or connected with, the following:

1 The repair contribution applicable to the repair plan as stated in your customer schedule.

2 Within the first 30 days of your plan starting we will not cover -

2.1. Breakdown of any part / component which has deteriorated due to the passage of time alone and is not a sudden failure.

2.2. Breakdown due to a failure that was developing at or developed prior to the time of the repair plan inception.

3 Breakdown or damage caused by the use of incorrect or contaminated fuel, oil, lubricant coolant or other fluid will not be covered.

4 Vehicles that are being or have been used for competitive purposes including but not limited to; rallying, racing, time trials, pace making. Vehicles that have been used for hire or reward, as a taxi, by a driving school, for commercial delivery purposes such as dispatch or delivery courier, vehicles that are used off-road. Vehicles not properly taxed, insured and serviced in line with the manufacturer's recommendations during the term of the plan or those with modifications made to the manufacturer's original specification.
(Unless agreed in writing by us).

5. Any loss arising from your failure to have the vehicle serviced in accordance with the conditions of this repair plan, or lack of routine maintenance as detailed in your Servicing Handbook, or through failure to use the manufacturer's recommended type, grade and quality of engine oil or where the cambelt has not been changed in accordance with the manufacturer's recommendations.

6. Any loss where the odometer has been tampered with or altered or disconnected.

7. Repair or replacement of components which have not suffered a Breakdown or the replacement of any components to enable your Vehicle to pass the Government Vehicle Testing Requirements (MOT).

8. The cost of any exploratory, investigation or dismantling work not associated with a covered repair.

9. Any repairs or replacement, loss or damage or liability, which is covered by any other existing repair plan or guarantee, or any form of consequential loss related to the vehicle or experienced personally experienced, including loss of earnings, time inconvenience, or any other indirect financial losses faulty design, or faults which are subject of a recall by the manufacturer.

10. Parts that are recommended by the manufacturer for replacement at a certain reachedmileagewill not be covered by the repair plan. (Example a clutch has a lifespan of 120,000, and has not been replaced will not be covered by the repair plan, if the mileage exceeds the recommended duration.

11. If a component has reached the end of its lifespan, and is simply being replaced due to the fact it hasstopped due toage and use, this cannot be deemed a sudden failure and can no longer be considered a successful repair reimbursement.

The repair plan is in place to cover sudden and unforeseen mechanical failures; it is not in place to cover worn parts or parts that failed due to the fact they have reached their lifespan.

12. Health Check. This repair plan is in place to cover sudden and unforeseen mechanical failures. It is not the purposes of the repair plan to better a used vehicle after it has been recently purchased.

13. Oil leaks that are not specifically mentioned as covered, or oil leaks where there is only evidence of oil marking and staining and no oil is dripping from a joint or seal, or when repairs to rectify the oil leak do not necessitate the removal of the engine, transmission or final drive unit.

14. Damage to covered components caused by frost or the freezing of liquids, worn friction materials (including a worn clutch friction plate damaging a flywheel), or corrosion.

15. Breakdown (including repeat repairs) or damage caused by poor workmanship or faulty parts.

16. The repair or replacement of components which were faulty or had suffered a Breakdown prior to the start of the repair plan.

17. Service and maintenance related parts including (but not limited to):

Anti-freeze, brake drums, brake discs, brake fluid & brake friction materials (brake pads & brake shoes), clutch covers, clutch friction plates, clutch release bearings, exhaust pipes & exhaust pipe gaskets, filters, grease, oils, batteries, batteries, sparking plugs, glow plugs refrigerants and tyres.

18. Burnt or worn out clutch components, burnt or carbonised valves.

19. Any faults, damage or connected loss arising from errors, viruses, omissions or defects in any application or systems software.

20. Vehicles which are owned temporarily or otherwise (resulting from trade-in or acquisition for the purpose of resale) by a business formed for the purpose of selling and servicing motor vehicles.

21. Any liability for death, bodily injury or damage to other property or to other components of the vehicle, or any connected loss of whatsoever nature arising directly or indirectly from mechanical Breakdown.

22. The cost of the contribution applicable for any repairs made under the repair plan as specified in the customer schedule.

23. Components damaged by impact or accident.

24. Damage to any covered part caused by breakdown of a non-covered part unless the failure was a result of a covered part.

25. Service History – A Vehicle is required to be serviced in accordance with the Manufacturers Servicing Schedule. Proof of Full Service History may be required on certain submitted repair reimbursements.

26. Repair Authorisation – No Repairs (if the repair is to apply) are to be commenced until Händler Protect have given authorisation in writing.

27. Noisy, Worn, Corroded or "Stretched" parts will not be covered. The part being reimbursed must have failed.

28. Specialists Diagnostics – We will not cover the total cost, unless pre-authorised by Händler Protect, otherwise the customer will be liable for the shortfall.

29. Good Practice – No authorisation will be given for any "Good Practice" replacement parts.

Händler Protect has a discretion to refuse any repair request. That discretion will be exercised fairly, transparently and in good faith. A repair will only be refused where there is a valid reason for doing so, which may include, for example, the following (non-exhaustive) reasons, where it is material to your repair:

- We consider on reasonable grounds that you have failed to service the vehicle in accordance with the manufacturer's recommendations
- We consider on reasonable grounds that you have failed to respond appropriately to warning devices and gauges on the vehicle
- There are reasonable grounds to consider that you have failed to maintain the vehicle in a legal and/or roadworthy condition
- There are reasonable grounds to consider that you have materially misled Händler Protect in relation to the repair
- There are reasonable grounds to consider that the repair is fraudulent in any way
- You have failed to notify us of a fault within a reasonable period of time, and in any event within 14 days of you becoming aware of the fault
- You have failed to provide reasonable cooperation with Händler Protect in diagnosing or rectifying the fault.

TERMS & CONDITIONS

GENERAL CONDITIONS(INCLUDING CANCELLATION)

THIS REPAIR PLAN IS SUBJECT TO THE FOLLOWING CONDITIONS:

1. SERVICING

In order to maintain the validity of your repair plan you must have the Vehicle serviced by a VAT registered repairer, look after the Vehicle in accordance accordance with the manufacturer's Servicing Handbook and ensure that the manufacturer's recommended type, grade and quality of engine oil is used.

To prove this you should make sure the garage fills in and stamps your Servicing Handbook.

You should also keep all service invoices (with oil specification used) as you must verify that correct servicing has been completed when repairs are made under the repair plan.

You should also ensure that the cambelt is changed in line with manufacturer's recommendations (documented proof of this will be required in the event of a repair for cambelt failure).

A maximum allowance of 30 days or 1,000 miles (whichever occurs first) in excess of the manufacturer stipulated time or mileage for scheduled servicing is permitted.

2. PROCEDURE FOR REFUNDS AND RECOVERY OF REPAIR COSTS

You must follow our 30 day rules.

If your vehicle develops a fault, contact the repair plan company within 30 days

When logging a new Repair Request, forward all requested documentation within 30 days of being

Acceptance of repair repayments must be completed within 30 days of being notified.

All other decisions must be acted upon within 30 days of notification, as failure to do so will result in non-reimbursement of your repair.

3. REPAIR AUTHORISATION

No repairs are to be commenced until we have given authorisation and issued an authorisation number.

4. INVESTIGATION COSTS

It is your responsibility to give the repairer permission to commence exploratory, investigation or dismantling work to establish the primary component failure and cause of the primary component failure and to pay the costs if such work proves that the fault is not our responsibility.

Any exploratory, investigation or dismantling costs will only be reimbursed if they are part of a valid repair.

5. USE OF ENGINEERS

We reserve the right to instruct an independent engineer to inspect your vehicle before authorising any repair.

When this right is exercised we shall have no liability for any loss to you arising from any possible delay

Should you decide to give permission to the repairer to commence repairs, without authorisation being obtained from us, you do so in the full knowledge that we may not meet the cost of your valid repairs because you have denied us our right to inspect the vehicle prior to its repair.

6. CONTRIBUTION

It is not the intention, implied or otherwise, of the repair plan to make new vehicles from old.

Where replacement components are fitted to replace replace old worn components which have suffered a breakdown, this results in your vehicle being in a better condition than it was before the breakdown, so you are required to pay a contribution towards the cost of the repairs up to the current market value or repair limit selected.

For vehicles older than 6 years or with more than 60,000 recorded miles this repair plan will provide cover based upon the limits detailed in the customer schedule and in accordance with the following table based upon age and mileage at the time of failure.

Please note the maximum combined reimbursement paid out cannot exceed the current market value of the vehicle, nor the repair limit selected (if applicable).

Contribution Scale: Age or Mileage

AGE OR MILEAGE	YOUR REPAIR CONTRIBUTION
(Only Parts - 100% Labour)	
Up to 6 Years or 60,000 miles	**0%**
Over 6 Years or 60,000 miles	**20%**
Over 7 Years or 70,000 miles	**30%**
Over 8 Years or 80,000 miles	**40%**
Over 9 Years or 90,000 miles	**50%**

SUMMARY DETAILS

GENERAL CONDITIONS (INCLUDING CANCELLATION)

The mileage limits as stated above are the total miles from the date of the vehicle's first registration for use on the road. Where a vehicle has high mileage for its age, the mileage will be used to determine the contribution scale that is applied to your repair request. Where the vehicle has low mileage for its age, the age will be used to determine the contribution scale that is applied to your repair request.

The repair contribution is applied to the net cost of repair excluding VAT.

Option to purchase 100% Parts & Labour Cover available at start of cover (only available to vehicles with less than 110,000 miles), contact your selling dealer for more information.

7. RETURN OF REPAIR PLAN COST

No return of your repair plan charge can be made if a repair has been accepted under the plan or if you sell the vehicle.

8. FRAUD

If any repair request is found to be fraudulent or if any fraudulent means or devices have been used by you or anyone acting on your behalf we will not repair your vehicle or return any costs.

9. CANCELLATION

You have 30 days from the date that you purchase the repair plan to change your mind about your purchase and receive a refund of what you paid for it.

This is subject to some conditions, as set out below:

If you (i) notify Händler Protect or the Dealer that you wish to cancel within 30 days of purchasing the repair plan and (ii) you have not requested that we meet any repair costs, your repair plan will be cancelled and any payments made by you will be refunded in full without deduction.

If you (i) notify Händler Protect or the Dealer that you wish to cancel within 30 days of purchasing the repair plan and (ii) you have requested that we meet any repair costs, your repair plan will be cancelled and any payments made by you will be refunded after deducting a proportion of payments calculated on a daily basis to the date of cancellation.

If you (i) notify Händler Protect or the Dealer that you wish to cancel the repair plan more than 30 days after purchasing the plan; and (ii) you have not requested that we meet any repair costs, your repair plan will be cancelled and any payments made by you will be refunded after deducting a proportion of payments calculated on a daily basis to the date of cancellation. The amount will be in proportion to what has been supplied, in comparison with the full coverage of the contract.

If you would like to cancel more than 30 days after you purchased the plan and you have made a repair request, there will be no refund of payments. To change your mind and cancel the repair plan please either contact your Dealer or Händler Protect via email at: repairs@handlerprotect.com or complete and send our cancellation form available on our website. Please provide us with your name, repair plan reference number, vehicle registration and dealer name.

10. REFUNDS

You will receive a refund as soon as possible and within 14 days of you telling either the Dealer or Händler Protect that you've changed your mind. You will be refunded by the method you used for payment.

We do not charge a fee for the refund , however, we may make deductions from the refund, as described above.

If a refund is due (please see 9 above) and your repair plan was included by the Dealer in the cost of the vehicle purchased by you, the plan's residual value is £1.00.

11. USING YOUR INFORMATION FOR MARKETING PURPOSES

We will only use your data in accordance with the data protection laws and as set out in our privacy privacy policy (available on our website on request) Händler Protect may use your information to tell you about products and service available from us if you have opted into marketing information or we have a legitimate interest in providing you with this information (please see our privacy policy for full information and details of how to opt out)

Your information has been supplied to us by the Selling Dealer, who has set up this Repair Plan via their Online Dealer Software Portal, which will gather your Name, Address, Phone Number & Email address. This information is

This information is required to set up the Repair Plan

Your information will not be shared with any other 3rd party company, for any marketing or analysis purposes.

DATA PROTECTION ACT 2018

For the purposes of the Data Protection Act 2018, we are the Data Controller in relation to any personal information you supply.

12. TELEPHONE CALLS

Some telephone calls may be monitored or recorded This is for the purposes of maintaining and improving service standards, training staff and assisting in customer queries and appeals.

13. JURISDICTION

Unless we agreed otherwise in writing, the contract will be governed by English law.

The repair plan contract is governed by The Chartered Trading Standards Institute (CTSI).

TERMS & CONDITIONS | REPAIR REQUESTS PROCEDURE

WHAT DO I DO IN THE EVENT OF A FAILURE?

STOP DRIVING THE CAR AS SOON AS YOU ARE AWARE OF AN ISSUE

IMPORTANT NOTE:
For repair costs to be considered you must request a repair within 30 days of noticing the related issue

STEP 1

Call Händler Protect repairs, on **0800 044 3131**

STEP 2

Receive diagnosis authorisation from our repair reimbursement team.

STEP 3

Send Professional Diagnosis, Proof of last service & Copy of MOT to our repairs team **repairs@handlerprotect.com**



We are accredited by the Motor Ombudsman and subscribe to the 'Motor Industry Code of Practice for Vehicle Warranties

PREVENT FURTHER DAMAGE

- We will not pay for repairs caused by your failure to look after your vehicle.
- If you experience a fault with your vehicle, please contact Händler Protect Repair Requests on **0800 044 3131**
- You may take your vehicle to any VAT registered Independent Repairing Garage for a professional Diagnosis.
- If your repair is found, during diagnosis, to be covered by the repair plan, any diagnostic costs will be refunded to you immediately.
- You can use any VAT registered garage. In which case you must provide a Diagnostic Report with estimated costs (before any work commences), your current MOT certificate (copy), and proof of the last service carried out (According Manufacturer's Schedule). You may need to pay for the diagnostic cost, then request reimbursement from Händler Protect once the repair is approved
- Correctly submitted requests for reimbursement will be paid within 14 days of receipt
- The Händler Protect Administration Department must receive requests for reimbursement within 30 days of the date of completion of the repairs. Requests for repair or reimbursement received beyond this date will have the reason for delay reviewed and it will be at our discretion to accept such requests.
- Repair documentation including a professional diagnostic report and a repair estimate are required to be submitted to the repairs department prior to the expiry date of the repair plan. Failure to do so, will result in the reimbursement request being denied.

CONTACT HÄNDLER PROTECT SUPPORT TEAM

PHONE

Main Line 0800 088 7889

Repairs 0800 044 3131

Pay on use Recovery Helpline 01206 812812

EMAIL

info@handlerprotect.com

sales@handlerprotect.com

repairs@handlerprotect.com

ADDRESS

Händler ProtectLtd

PO Box 1631

WOKING

GU22 2XL

HÄNDLER PROTECT