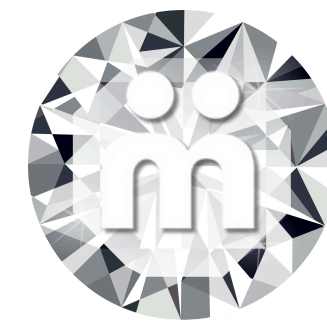


mysyara
care+



**Diamond
Warranty**

**Extended Service
Package & Warranty**

Disclaimer

In consideration of the premium having been paid by or on behalf of the policy holder to the company, the company will, subject to the terms and conditions specified herein, provide the benefits set out in this policy to the said warranty holder.

Please read this policy carefully, this policy contains all details of the warranty protection provided.

If there arises any confusion of the coverages or terms & conditions in the policy between the 2 printed languages, the english version will be considered for the final decision.

Terms & Conditions

This Extended Warranty provides an extension that will commence from the date that the manufacturer’s Base Warranty expires and confirms a period of cover for term and KM, whichever occurs first, as stated on your Warranty Certificate.

Types of warranties



Silver Warranty

- Preowned Car Warranty
- New Car Warranty
- Free Service Package



Gold Warranty

- Preowned Car Warranty
- New Car Warranty
- Free Service Package



Diamond Warranty

- Preowned Car Warranty
- New Car Warranty
- Free Service Package



Plus Warranty

- Preowned Car Warranty
- New Car Warranty
- Free Service Package

Declaration

This extended warranty is a contract that is concluded between the registered vehicle owner and the Administrator/Authorised dealer.

ABOUT YOUR EXTENDED WARRANTY

1. UNDERSTANDING YOUR EXTENDED WARRANTY

1.1 Please read this contract carefully together with the schedule and make sure you understand and fully comply with all the terms and conditions as a failure to do so might jeopardize the authorization of claims for repairs which may arise and could lead to your extended warranty becoming void.

1.2 This contract sets out all you need to know about the extended warranty you have bought to go with your vehicle. It specifies what you are covered for and what you are not covered for. It is important that you read through this document in conjunction with your schedule to understand the terms and conditions of the extended warranty that you have. If you have any questions on the contents please contact the Administrator/Authorised dealer.

2. YOUR EXTENDED WARRANTY

2.1 We will provide the extended warranty as stated in this contract for the period of the extended warranty. This contract, the schedule, your signed declaration and your undertaking to pay the fees constitutes the contract between you and us.

2.2 In consideration of the fees having been paid by you or on your behalf to the Administrator/Authorised dealer, the Administrator/Authorised dealer will, subject to the terms and conditions specified herein, provide the benefits set out in this extended warranty to you.

2.3 Subject to the terms & conditions of this extended warranty, if Your Vehicle suffers a sudden and unforeseen Mechanical & Electrical Breakdown during the extended warranty period the Administrator/Authorised dealer will do the following:

2.3.1 Pay the cost of repair including labor and replacement parts of having the Mechanical & Electrical Breakdown repaired by an Authorized service center.

2.3.2 Upto the Claim Limit mentioned in the attached schedule and subject to the coverage under this Extended Warranty.

2.4 Your schedule sets out the period of extended warranty and the claim limit applicable to this contract.

3. BASIS FOR THIS EXTENDED WARRANTY

3.1 All information supplied by you in connection with your application for extended warranty including any proposal form, application form or otherwise and supplied by or on behalf of you will be incorporated into and form the basis of this extended warranty. It shall be a condition of this extended warranty that all such information is true so far as it is within your knowledge.

3.2 In the event of your breach of any provision of this section, and without reducing any of our rights we may:

3.2.1 Cancel this extended warranty with effect from the date of the breach; or

3.2.2 Reject or reduce any claims connected with the breach and continue this contract on such terms as we may determine.

Definitions

4.1 The following words or terminology have the same meaning wherever they appear in this document:

4.1.1 **Administrator/Authorised Dealer** means Accelution (FZE) license No SC241068301 as issued by Sharjah Research Technology and Innovation Park Free Zone Authority who will provide administrative services for this extended warranty;

4.1.2 **Application** means any written together with any additional information you may have supplied to us in support of your application for this extended warranty;

4.1.3 **Authorized service center** means the network of garages/service centers as published and updated from time to time in the website of Administrator/Authorised dealer with URL ae.mysyara.com/garages as per the policy of the Administrator/Authorised dealer;

4.1.4 **Base Warranty** means the manufacturer warranty provided to you, the terms and conditions of which are set out in your base warranty booklet;

4.1.5. **Claim limit** means the maximum amount that this extended warranty contract will pay for any on claim and all claims in total during the period of extended warranty as shown on your schedule and up to the claim limit shown on your schedule;

4.1.6 **Cooling-Off Period** means no claims can be made before One (1) month or 2,000 Kilometers whichever is later;

4.1.7 **Component** means any mechanical, electrical or electronic component;

4.1.8 **Excluded Usage** means use of Your Vehicle being used for competitions, racing, pace making, off-road and towing use, the provision of a short-term self-drive contract, as a taxi or by a driving school, a dispatch or delivery courier or for any form of commercial use, hire or reward; or used for public services (such as, but not limited to police, fire brigade, ambulance, rescue, military purposes);

4.1.9 **Extended warranty** means your application, the schedule, this contract and any endorsements issued by which forms a legal contract between you and the Administrator/Authorised dealer providing cover under this contract;

4.1.10 **Extended warranty** start date means the date on which this extended warranty starts as shown in your schedule;

4.1.11 **Extended warranty expiry date** means the date that this extended warranty under this contract ends as per the events in.....;

4.1.12 **Extended Warranty Inspection Report** means extended warranty inspection report to be obtained from any of the Authorized service center as inspected and approved by the Authorized service center;

4.1.13. **Fees** means the amount that you have agreed to pay us in full in advance the amounts as per the Schedule without any set-off, deduction or objection, via cash, bank transfer or digital payment link, simultaneously upon you signing this contract in respect of this extended warranty in accordance with the terms of this contract;

4.1.14. **Geographical limits** mean the area in which this extended warranty is effective being United Arab Emirates;

4.1.15 **Mechanical or electrical breakdown** means the sudden and unforeseen failure of a component arising from any permanent mechanical or electrical defect (for a reason other than Normal wear and tear, normal deterioration or negligence) causing a sudden stoppage of its function, necessitating the immediate repair or replacement of the component before normal operation can be resumed;

4.1.16 **Normal Wear and Tear** means the gradual reduction in operating performance of a covered component, having regard to the age of the Vehicle and the distance travelled;

4.1.17 **Schedule** means the attached schedule which contains details of you, the vehicle, the period of insurance and the Claim limit;

4.1.18. **Service History Log** means the scheduled maintenance record which forms part of the Service plan and serves as a record of the servicing work;

4.1.19 **Service Intervals** means the service intervals which the manufacturer recommends for Your Vehicle and which are set out in the Service Plan;

4.1.20 **Service Plan** means the service recommendations provided by the manufacturer or dealer to you when you purchase Your Vehicle;

4.1.21 **Period of extended warranty** means the period between the extended warranty start date and the extended warranty expiry date;

4.1.22 **You/your** means the person named in the schedule as the registered owner of the vehicle.

4.1.23. **Vehicle** means the vehicle shown in the schedule that is covered by this extended warranty;

4.1.24 **Warranty Certificate** means the Warranty Certificate which is to be issued to you by the Administrator/Authorised dealer to evidence your rights to acquire the extended warranty services as described herein;

4.1.25. **We/us/our** means Administrator/Authorised dealer.

Terms & Conditions for this extended warranty

5.1 The terms and conditions of this extended warranty cannot be altered by any person except by specific written endorsement jointly by the Administrator/Authorised dealer and you.

5.1.1 Owner's Responsibilities

- a. It is a condition of this extended warranty that you are required to service and maintain your vehicle as outlined in the original Manufacturer's Service booklet at the authorized service center. Please ensure that the vehicle's Service History Log, or Digital Service Book, is updated with every scheduled service.
- b. You must ensure that all reasonable precautions are taken to safeguard the vehicle from loss or damage, and should a fault become evident the vehicle must be stopped as soon as possible to minimize any further damage.
- c. We would like to inform you that the extended warranty of your vehicle will only be valid if you comply with the following regulations:
 - (i) Present Your Vehicle to the Authorized service center as soon as possible after You become aware of the defect/damages and all times within ten (10) days after the fault has become evident;
 - (ii) The service should be done at only the Authorized service center;
 - (iii). Ensure that Your Vehicle is properly, regularly and punctually serviced and maintained in accordance with the recommended Service Intervals. You should also ensure that your Service History Log is updated and that You retain all relevant invoices/ receipts;

(iv). In all cases, before any repair work is carried out to Your Vehicle, You must produce Your Service History Log is updated to show what servicing work has been completed and if so requested, produce the invoices/receipts, which relate to the servicing work which is shown as having been completed;

(v). Regularly check Your Vehicle at the standard frequencies and odometer specified by the manufacturer in the Service Plan in respect of including without limitation radiator coolant levels, battery, tires, brake fluid and engine oil levels and adjusting the same where required;

(vi) Inform the Administrator/Authorised dealer as soon as possible of any defect or failure in Your Vehicles odometer or of the fitting of any replacement odometer to Your Vehicle;

(vii). Obtain an extended warranty inspection report from any of the Authorized service center as inspected and approved by the Authorized service center.

(vii). Pay the fees in full in advance the amounts as per the Schedule without any set-off, deduction or objection, via cash, bank transfer or digital payment link, simultaneously upon you signing this contract. In the event that the fees is not paid in full as mentioned herein, the Administrator/Authorised dealer shall have no obligation to provide any, including without limitation, coverage, benefits, or services under this extended warranty even if you have signed this contract, without prejudice to all the rights and remedies of the Administrator/Authorised dealer.

d. All components which are replaced under this extended warranty shall belong to the Administrator/Authorised dealer.

e. The coverage and the claims under this extended warranty will be up to Claim Limit and as per the attached schedule.

5.1.2 How to make a Claim

a. In the event that your vehicle requires a repair, the following procedure should be followed:

(i). Take your vehicle to the Authorized service center;

(ii) Inform the Authorized service center that your vehicle is covered by extended warranty;

(iii) Present your contract of this extended warranty and schedule along with the Extended Warranty Inspection Report to the Authorized service center;

(iv). The Authorized service center will then diagnose and advise the required repair(s);

(v). Should the failed component be covered under this extended warranty, the Authorized service center must request authorization from the Administrator/Authorised dealer;

(vi). Sign the invoice on completion of the authorized repair(s) upon collecting your vehicle;

(vii). Any claim within ONE month and 2000kms from the extended warranty purchase date will be invalid. Repair for any such defects will be borne by you. It is further mandatory to obtain a fresh (post repair) extended warranty inspection report from any of the Authorized service center as inspected and approved by the Authorized service center as mentioned above for the extended warranty to be valid;

(viii). Warranty issued from the Administrator/Authorised dealer shall be serviced and repaired at each listed Authorized service centers;

(ix) No repairs will be undertaken without an issued authorization by the Administrator/Authorised dealer. The Administrator/Authorised dealer reserves the right to examine the vehicle whenever necessary. If there may be expenses incurred which are not covered by this extended warranty, e.g. (but not limited to) components which are not covered, normal wear and tear and other components subject to routine maintenance or periodic repair or replacement, such costs should be settled directly between you and the Authorized service center. The Authorized service center must be given permission by you to carry out any fault finding/diagnosis or dismantling. The cost of dismantling/testing will be paid by you, other than in the event of a valid claim pursuant to this extended warranty;

(x) You agree to pay for all additional or excess costs which are not covered by this extended warranty.

5.2. Normal Wear and Tear Related Parts Replacement

This extended warranty is designed to protect you from the expenses of repairs associated with unanticipated failure of a covered part and/or component as a result of a mechanical or electrical breakdown. Therefore, coverage is limited to sudden failures only. However, there are components or parts in your vehicle that are subject to gradual deterioration or wear as a result of normal driving habits, conditions, or general use of the vehicle. "Wear and Tear" can happen even when a component is used competently and with care and proper maintenance, both movable and immovable components can have such failures.

5.3. Reconditioned/Remanufactured Components

The Administrator/Authorised dealer reserves the right, in respect of any repairs to the vehicle under this extended warranty, to specify the use of reconditioned or remanufactured component whenever appropriate.

5.4. Extended Warranty Liability Limits

The maximum liability or total of aggregate claims limit, during the period of cover must not exceed the Claim limit specified in the Schedule.

5.5. Transfer To Next Owner

1. Subject to the approval of the Administrator/Authorised dealer your extended warranty can be transferred to a new private owner only who is not directly engaged in the business of vehicle Manufacture, sales and trading. At the sole discretion of the Administrator/Authorised dealer, the Administrator/Authorised dealer may permit transfer to a new owner if the Vehicle Owner sells the Vehicle provided the Administrator/Authorised dealer is notified within 30 days of the Vehicle sale. The transfer of this extended warranty cannot be made to another vehicle.
2. To complete the transfer procedures contact the Administrator/Authorised dealer with the documents proving the change of vehicle ownership.
3. This extended warranty will be automatically null and void if the transfer is made to a new owner who does not comply with this clause 5.5.
4. The subsequent owner is required to take the vehicle to Authorized service center for periodic maintenance and services as per the terms of this extended warranty.

5.6. Void

1. This extended warranty will be automatically be null and void in the following cases at any stage during the period of extended warranty; however, no refund in part or whole will be made:
 - (a) If the vehicle is reported stolen or is significantly damaged as a result of a collision;
 - (b) Not maintaining/servicing vehicle as recommended by Authorized service center;

- (c) Any modifications or alterations that change the vehicle from its original technical design specifications;
- (d) Obtaining an additional extended warranty on the vehicle;
- (e) If the vehicle identification number has been altered or cannot be read;
- (f) If the odometer has been replaced and not documented by Authorized service center, or is inoperative or tampered and the true mileage of the vehicle cannot be determined;
- (g) If the vehicle has been used in any manner as per the Excluded Usage;
- (e) If the vehicle is exported;
- (f) If the vehicle is declared a total loss/write off by an insurance Company or equivalent.

2. If you make a claim, knowing the claim to be false and/or fraudulent and/or did not disclose to the Administrator/Authorised dealer the events which make this extended warranty void, this extended warranty shall be void with immediate effect, and the Administrator/Authorised dealer reserve their right to claim for all costs and claims, including without limitation, interest, damages including for breach of contract, losses, compensation, expenses, fees, without prejudice to our rights to proceed ahead with appropriate legal/litigation steps in order to safeguard our rights and interests, without further notice and the same will be solely at your risk and cost.

5.7 Means of Communication

The means of communication will be by email, which can be disputed by you no later than 15 (fifteen) days.

What's Covered?

6.1 Our limitation of liability is only towards the components which are covered and stated in the attached schedule and also listed hereinbelow:

Covered Parts

Engine	<ul style="list-style-type: none">• Balance shafts and balance shaft bearings• Camshaft and followers• Bearings and followers• Camshaft Timing sprockets• Variable Valve Timing mechanism• Connecting rods and bearings• Crankshaft and main bearings• Cylinder bore• Cylinder heads (If is manufacture defect only)• Front Crank shaft drive pulley• Oil pan, Oil pump• Pistons, Piston rings and pins• Push rods• Rocker arms• Shafts• Bushings• Timing gears• Guides and tensioners• Timing Chain• Timing Chain vibration damper• Timing chain cover• Valve covers• Inlet & Exhaust valves (excluding pitted or burnt valves)	<ul style="list-style-type: none">• Valve guides• Lifters• Springs and seats• Manifold• Intake• All internally lubricated parts contained within the cylinder block and head (s)• Vacuum pump and gaskets• All engine's sensors and engine electricals included• Ignition coil• Low- and high-pressure fuel pump• Mechanical and Electrical fuel pump(s)• Lift pump• Fuel tank sender unit fuel injector (Evidence of improper fuel usage will be not be covered)• Fuel sensors & sender unit• Fuel gaskets & seals• Fuel injector
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Turbocharger/ Supercharger Unit (Factory Fitted)	<ul style="list-style-type: none">• Turbo unit repair kit• Wastegate and actuator• Supercharger repair kit and spring
Transmission (Automatic, Manual)	<ul style="list-style-type: none">• Shafts• Gears• Selectors• Bearings• Pumps• Gear shift cable• Governor assembly• Release hubs and bearings• Torque converter• Differential Gear assembly (repair kit / used)• Shift solenoid valves• Transfer Gears• Automatic transmission (Repair kit /used)• Fluid Temperature sensor• Vehicle Speed sensor• Park/Neutral position switch• Gear Range position sensor• Vacuum modules• Automatic Transmission Fluid Cooling unit• All transmission's sensors and transmission's electricals included.

<p>Drive Axle (Front & Rear)</p>	<ul style="list-style-type: none"> • Bearings (wheel bearings excluded) • Drive shafts • Constant velocity joints (unless damage caused by torn drive boots) • Universal joints and couplings • All internally lubricated components contained within the drive axle boot. • Propeller shaft • Differential: crown wheel and pinion, gears, shafts, bearings and bushes, thrust washers and spacers.
<p>Electrical</p>	<ul style="list-style-type: none"> • Window Switch • Alternator and regulator pack • Starter motor • Starter motor solenoid • Distributor assembly and shaft • Distributor cap and rotor • Ignition module • Engine control unit (repair/used) • Transmission control unit (repair / used) • Parking brake actuator • Windshield Washer tank • Horn • Front and rear windshield wiper and washer motors • Sunroof Motor & Mechanism • Central Locking Solenoid • Heater fan motor

<p>Engine Cooling System</p>	<ul style="list-style-type: none"> • Water Pump • Radiator and radiator fan • Thermostat • Thermostat housing • Universal joints and couplings (excluding gaiters) • Radiator Cooling fan resistor • Coolant Level sensor temperature sensor • Coolant shut off valve • Coolant tank + Coolant cap
<p>Steering</p>	<ul style="list-style-type: none"> • Linkages and couplings • Power steering reservoir • Pulley assembly • Power steering pump • Steering rack and pinion housing • Manual and power (includes all internal parts • exclude gaiters) • Steering box • Power Steering .
<p>Front and Rear Suspension</p>	<ul style="list-style-type: none"> • Upper and lower arms • Control arms • Suspension • Tie rods • Spring link (both sides) • Stabilizer bar assembly and stabilizer link (Mechanical only)

<p>Brakes</p>	<ul style="list-style-type: none"> • Anti-lock brake module • Pump and sensors (ABS – Factory fitted) • Power brake booster • Caliper seals • Combination valve • Lines and fittings • Parking brake linkage and cables • Retainers and clips • Self-adjusters • Shaft Brake pedal • Park brake return springs
<p>Air Conditioning and Heating</p>	<ul style="list-style-type: none"> • A/C compressor • Condenser • Evaporator dryer
<p>Fuel Injection and Emissions Management Systems</p>	<ul style="list-style-type: none"> • Air control valve • Mass Air Flow sensor • Air idle control valve • Air supply valve and tube Relay • EVAP vapor storage canister • Knock sensor • Positive Crankcase Ventilation system (excluding hoses) • Temperature sensor • Vacuum restrictor • Throttle Body and throttle position sensor • Fuel accumulator and pressure regulator • Engine Cooling Temperature sensor • Camshaft Position sensor

Special Coverage	<ul style="list-style-type: none">• Transmission box control unit• ABS pump and control unit• Soft-door close programming (Mechanism excluded)• Rear spoiler programming (Mechanism excluded) Roof switch?• All software recall is covered• All service bulletin related with software is covered• Front nose lift mechanism.
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6.2 Sundry materials such as anti-freeze and refrigerant are covered where their replacement is essential as a direct result of breakdown of a covered component.

6.3 The amount of time allowed for a repair will be as per the assessment of the Authorized service center provided to the Administrator/Authorised dealer.

7. GENERAL EXCLUSIONS

7.1 Misuse and Abuse

“Misuse and Abuse” refers to any failure caused by misuse, neglect, abuse, vandalism, negligence and/or lack of normal maintenance, improper servicing and/or any failure caused by the incorrect grade, the contamination and/or the failure to maintain proper levels of any fluids or lubricants.

Also due to but not limited to:

1. Extreme severe handling or operation of a vehicle pursuant to the Excluded Usage;
2. Overloading with passengers and/or cargo;
3. Vehicle operations and handling contrary to the instructions in the owner's manual;
4. Continued use of vehicle after any fault has become evident.

7.2 Body, Interior and Paint

7.2.1 The following components are excluded:

- a. Alignment and rectification of car body parts & bumpers;
- b. Rattling, squeaking or similar noise & vibration;
- c. Paint damage, rusting or corrosion;
- d. Peeling off and cosmetic damages;
- e. Fixtures such as chrome plated parts, weather strips, beadings, interior/exterior trims, interior furnishings & upholstery;

- f. Interior illumination lamps & lights; Dashboard panel, cluster lights, Navigation unit and Entertainment Systems;
- g. Seats, seat frames & folding seat and mechanisms; Seat heaters;
- h. Convertible covers, sun blinds & shades;
- i. Window/door glasses, front & rear windscreen, mirror lens & housing, air conditioner vents, cup/card/sunglass holders;
- j. Dashboard, glove box lock, door/hood/trunk stoppers, hinges, struts & stays.

7.3 Alterations, Modification and Tampering

Any alteration, conversion, modification, tampering or fitting of non-authorized parts, devices and/or body fittings, which have not been performed or officially authorized by Manufacturer are not covered by this extended warranty.

7.4. Incidental Costs

The extended warranty will not cover any incidental expense(s) as a result of the vehicle being repaired. Such expenses may include, but are not limited to the following:

- a. Telephone charges;
- b. Towing charges;
- c. Accommodations;
- d. Alternative transportation costs;
- e. Rental or loaner car expense;
- f. Travel or business loss;
- g. Loss of any personal belongings;
- h. Physical injury to people or damage to property of any kind.

7.5. Consequential Damage

- a. Damage caused to a covered component as a result of failure by a non-covered component;
- b. Damage caused by the direct effects of airborne fallout (chemicals, tree sap), airborne industrial pollutants (e.g acid rain), stones, hail, storm and lightning, explosions, tree sap or similar occurrences, earthquake, water or flood, fire, charring, freezing, or any other natural calamities;
- c. Damage caused by corrosion, erosion and rusting;
- d. Damage caused by any external factors including but not limited to:
 - Chewing or destruction by animals or vermin;
 - Any road traffic accidents/hazards or external impacts such as fire accident, collision;
 - Any liability for comprehensive and collision insurance;
- e. Damage caused by warfare of all kinds, civil war, internal unrest, strikes, lockouts, confiscation or other governmental interventions or by sonic boom, nuclear radiation or explosion or from object striking the vehicle;
- f. Damage caused by any deliberate or willful act, illegal removal (theft), unauthorized use, robbery or misappropriation;
- g. Secondary damage/repeat repair (follow-up costs and product liability) which occurs subsequently after the occurrence of the claim;
- h. Damage caused due to any usage pursuant to the Excluded Usage;
- i. Damage which results from any foreign matter getting into or onto a component;
- j. Damage due to any third party modifications or enhancements to the engine management system on Your Vehicle;
- k. Damage caused by any Recalled Campaign or Technical Service Bulletin;
- l. Damage caused by sludge formation, contamination of fuel and oil, carbon deposits and/or carbonization of components.

8. Governing Law and Dispute Resolution

This extended warranty shall be governed by and shall be construed in accordance with the laws of Emirate of Dubai and the Federal laws of the United Arab Emirates as applied in the emirate of Dubai. Any dispute, controversy, or claim arising out of or in connection with this this extended warranty, including (but not limited to) any question regarding its existence, validity, interpretation, performance and termination, shall be subject to the exclusive jurisdiction of the local courts of Dubai (Dubai courts), UAE. For the purpose of clarity, the jurisdiction of the courts of the Abu Dhabi Global Market (ADGM courts) and the jurisdiction of the courts of the Dubai International Financial Centre (DIFC courts) are expressly excluded.

Schedule



Warranty Type : _____

Reference No #: _____

Registered Owner's Details

Registered Owner (you) : _____

Phone Number: _____

Email: _____

No of Free Services: _____

Vehicle Details

Make & Model Year: _____

Vehicle Registration No: _____

Present Odometer Reading: _____

Chassis / V.I.N No: _____

EXTENDED WARRANTY DETAILS

Contract Issue Date: _____

Contract Purchase Date _____

Contract Expiry Date _____

Mileage Expiry: _____

Claim Limit: _____

Declaration

Authorised Dealer

Retail Sales hereby certify the vehicle is qualified
for a warranty product mentioned in the Schedule

DEALER'S SIGNATURE & DATE OF ISSUE:

You

I have read, understood and agree to be bound by
the terms and conditions of this policy

OWNER'S SIGNATURE & DATE OF ACCEPTANCE

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