

# Maintenance

One fixed inflation-proof  
monthly payment, for  
**vehicle maintenance** and  
breakdown cover.



Better with every move.

 **ayvens**  
SOCIETE GENERALE GROUP

## Maintenance and repairs

While it's easy to see how much a car costs to buy or lease, maintenance costs can be a lot harder for people to predict. We created Maintenance to give our customers an easy way to get peace of mind.

With one fixed monthly payment, customers will get:

- ✓ A dedicated booking number (known as the 'Driverline') – 0345 250 0000. We'll arrange everything with our approved garages for our customers.
- ✓ All scheduled servicing and routine maintenance to protect the warranty and ensure the vehicle operates safely.
- ✓ All mechanical repairs or replacements, including 'unexpected' costs, such as a new clutch or gearbox.
- ✓ All electrical repairs or replacements.
- ✓ Tyre replacements for anything except theft, vandalism, and tyres damaged through driver misuse (so it includes normal tyre wear, punctures and blow-outs). Replacement tyre repair canisters for cars with no spare wheel. You can learn more about tyres on our website.
- ✓ Replacement of items failing due to normal wear and tear, including bulbs, batteries, brakes, exhausts, wiper blades and so on.
- ✓ MOT tests (from three years onwards).
- ✓ Cars can be collected for servicing from, and delivered to, a home or office, if booked in advance through our Driverline.

**Please be aware:** Ayvens approved garages and tyre fitters must be used – and all work has to be authorised by Ayvens before it begins. Collection and delivery may not be available in your area.

## Breakdown cover

Although our maintenance plan keeps cars in the best-possible condition, we know breakdowns can still happen. That's why we also include extensive AA breakdown cover as standard.

Our breakdown cover offers:

- ✓ Roadside repair whenever possible with 4 out of 5 cases fixed at the roadside (source: AA data, 06/23).
- ✓ Recovery of the vehicle and up to 8 people to an onward destination and free-of-charge replacement vehicle for the first 24 hours. You'll need to make your own arrangements after this period.
- ✓ Home breakdown assistance.
- ✓ European roadside repair, recovery and repatriation.
- ✓ Onward travel including car hire for 24 hours.
- ✓ Foreign travel documentation service (subject to a document fee).



## We like to be transparent

We have a handful of exclusions for vehicle maintenance – none of which will be a surprise:

- ✗ Repair or replacement of parts due to driver error, damage or negligence (including misfuelling).
- ✗ Tyres damaged due to misuse (e.g.: damage to the tyre wall such as cracks, bubbles, bulges and cuts usually caused by impact).
- ✗ Repairs due to accidents (whether at fault or not), impacts, vandalism, theft or misuse.
- ✗ Missing or broken items (such as badges or wheel trims).
- ✗ Vandalised or stolen wheels, tyres or mechanical parts.
- ✗ Lubricants, AdBlue or fluid top ups at service intervals.
- ✗ Vehicle glass.
- ✗ Adding or removing artwork or lettering.
- ✗ Washing, frost damage, valeting or waxing.
- ✗ Winter tyres.
- ✗ Accident management.
- ✗ Relief vehicles and replacement vehicles unless arranged at point of contract.
- ✗ Some limitations apply to European breakdown cover, please refer to the AA website for more information.
- ✗ Please also be aware that in some parts of Europe, winter tyres are a legal requirement. We recommend researching the laws of each country you plan to visit.

## Top tip

Always use the Driverline to book a repair and book well in advance for a routine work - where available. A collection and delivery service may be more likely if you do this but remains subject to availability.

For more information, please email [newbusiness@avyens.com](mailto:newbusiness@avyens.com)

# Better with every move.

 **ayvens**  
SOCIETE GENERALE GROUP