



Saab Lifetime Replacement Parts and Labour Limited Warranty
Parts for Life Coverage
Terms and Conditions UK
September 12, 2017

Orio UK extends this Saab Lifetime Replacement Parts and Labour Limited Warranty coverage for the life of Owner's vehicle ("Parts for Life Coverage") exclusively to retail consumers in the UK ("Owner" or "Customer") Saab Original part supplied and fitted by a Saab Official Service Centre on or after September 12, 2017 ("Covered Part") and satisfies the conditions below.

Parts for Life Coverage covers defects in materials and workmanship of Saab original parts for the life of Owner's vehicle ("Warranty Period"). Parts for Life Coverage does not extend to any subsequent owner or other transferee of the Owner's vehicle.

In the event an Owner's vehicle is sold or transferred, the part's remaining original limited warranty (3 years/36,000 miles, whichever occurs first), if any, remains in place.

Subject to the limitations described in this Limited Warranty document, with respect to any defective Covered Part during the Warranty Period, Orio will, in its sole discretion, either: (a) repair or replace such Covered Part, including Orio approved labour and installation costs, free of charge, or (b) refund the Orio purchase price of the Covered Part 7 labour to the workshop when they submit a claim.

Vehicle Recovery & Alternative transportation costs incurred by a Customer while their vehicle is awaiting repair is not an eligible expense. If a Covered Part is replaced and its failure directly caused the failure of a non-covered part, the non-covered part is also eligible for Parts for Life Coverage.

If the Saab Original part is discontinued and no alternative Orio part is available, at the sole discretion of Orio, an aftermarket alternative may be used. If necessary, subsequent replacement of the aftermarket part will be administered solely by the aftermarket source and will cease to fall under the Parts for life warranty. If no aftermarket part is available, Orio shall reimburse workshop for the cost of the original defective part plus its installation at an agreed annual cost reduction rate 10% for every year fitted to the vehicle after the 3 year warranty period.

Parts for Life Coverage claims are subject to verification of Customer submitted data and receipt of their Parts for Life Certificate (as described below), inspections, return of parts for testing and audit. Orio reserves the right to reject claims when a manufacturing or material defect is not apparent.

Exclusions

Parts for Life Coverage does not include coverage for any damage to a part due to:

- 1) Failure to properly maintain the vehicle, including but not limited to conducting regularly scheduled maintenance of the vehicle
- 2) Failure of the part due to another vehicle part or component
- 3) Part determined to be repairable
- 4) Misuse and/or abuse of Owner's vehicle or the part, including but not limited to unauthorised repairs of the vehicle
- 5) Failure of the part due to normal wear and tear
- 6) Damage caused by transportation or improper handling/storage by Customer
- 7) Modification of parts
- 8) Parts incorrectly ordered by Customer
- 9) Improper fitment or repair method elected by Customer
- 10) External causes such as collisions, or other actions or events beyond Orio's reasonable control
- 11) The following are not eligible for Parts for Life Coverage: batteries, fuses, belts, brake pads, brake linings, bulbs, clutch lining, service items including filters, floor mats, brake discs, caliper, hoses, diesel water pumps, spark plugs, timing belts, wiper blades, fluids, chemicals, cable, handbrake, wheel screws/nuts and tires.
- 12) Parts supplied by Orio, that are not part of the Saab Original Portfolio
- 13) Parts supplied by our webshop
- 14) Parts supplied to the service centre, from other suppliers.

Warranty Claim Procedure

- 1) On or before sixty (60) days from the date Customer purchases a Covered Part, Customer visits www.partsforlife.com/en_uk/claims and completes necessary information to receive a Certificate confirming coverage for the Covered Part; All submissions will be reviewed and in the event of any issues the customer will be contacted
- 2) Owner returns to the authorised Service Centre that installed the defective Covered Part and provides receipt or copy of receipt and the Parts for Life Certificate for the defective part and its installation; (If the Service Centre that installed the original repair or service is no longer a Service Centre, please call **01234 756800** or email our Customer Care team at customercare@orio.com)
- 3) Upon request, present Owner's properly completed Service Record Booklet confirming Owner has performed scheduled and necessary non-scheduled maintenance in a timely manner; proof of ownership of the vehicle may be required to ensure the eligibility of the Parts for Life warranty

In the event of a claim being required under the Parts for Life warranty, customer must return to the supplying service centre. Any repairs/replacement to a part covered under Parts for Life, and replaced outside of these terms or by another non approved service centre will not be eligible for refund under the Parts for Life warranty at a later date, and the part will cease to be covered.

For Saab original parts not covered under Parts for Life, the part will be covered under the Orio limited warranty for 3 years, 36,000 miles, whichever occurs first, unless this part is subject to wear and tear restrictions or annual changing as per servicing schedule.

Orio reserves the right to change or terminate the availability of Parts for Life Coverage in its sole discretion; any such changes or termination will not be retroactive.

If you have questions regarding Parts for Life Coverage, call 01234 756800 or email our Customer Care team at customercare@orio.com during the Warranty Period.