

DRIVER GUIDE



CUPRA LEASE & CARE





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THIS GUIDE IS DESIGNED TO PROVIDE YOU WITH A BETTER UNDERSTANDING OF YOUR CHOSEN CUPRA LEASE&CARE AGREEMENT.

Please take the time to read it so that you are aware of what you are entitled to under your agreement. You can also access information about your agreement and other packages online.

[CLICK HERE TO LEARN MORE](#)

YOUR RESPONSIBILITIES

It is your responsibility as the hirer to ensure the vehicle is serviced at the manufacturer's recommended intervals by an authorised CUPRA Retailer or CUPRA approved repairer and, where applicable, that the vehicle has a current MOT certificate. You are responsible for ensuring that the vehicle is in good repair and condition at all times and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

To help take care of your CUPRA you should regularly:

- Check the coolant levels and refill as necessary in-between services
- Check tyre pressures, depth of tread, and condition
- Check all lights and indicators

If the vehicle is required to be repaired at any time during the contract for accidental damage or similar, please refer to specific requirements as mentioned in the terms and conditions of your agreement.





ADDITIONAL INFORMATION

Fines and charges

You are responsible for the payment of any fines or charges relating to your vehicle, e.g. parking fines, fixed penalty notices, traffic camera offences, congestion charges, etc. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

Fitting of non-standard equipment

The costs to fit/purchase and maintain 'extras' are solely at your expense. We recommend that all extras are supplied and fitted by an approved/qualified installer and that they conform to all legal requirements.

Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes in the bodywork or trim must be repaired to the standard required by SEAT Financial Services, and any electrical alterations must be restored to the original standard.





ADDITIONAL INFORMATION

Fitting a personalised number plate

If you wish to transfer a cherished number plate onto your vehicle, you must first gain authorisation from us by going to myseatfinance.vwfs.co.uk

If you wish to assign a cherished registration number, we will complete the process for you as we are able to release the registration documents to a third party. The registration number will be assigned to the vehicle and we will charge a £50 (including VAT) administration fee for each plate change. This is in addition to any costs associated with the assignment or retention of the cherished plate. To avoid additional costs, please allow two months for this process.

Please ensure that all documentation is available with inspection and returned with the vehicle as follows:

- Vehicle handbook
- Spare keys
- Driver handbook

We also ask that you sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear, including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred (for a definition of fair wear and tear, please refer to the BVRLA Fair Wear and Tear guidelines). For each mile covered by the vehicle over the agreed annual mileage, or the maximum total mileage, you must pay us the excess mileage charge shown in your agreement.

End of contract – vehicle return

We shall contact you before the end date of the contract to remind you that the vehicle is due for return. Our collection company will then contact you to make arrangements to inspect and collect the vehicle.





ADDITIONAL INFORMATION

Road Fund Licence

Every year, we will automatically renew your Road Fund License (RFL) for you, as part of your contract. The vehicle must still be taxed, even if it is exempt from any payments due to being an electric vehicle. Confirmation that the RFL has been renewed will be sent in the post annually, however, if you have a specific enquiry, please go to myseatfinance.vwfs.co.uk

Contract amendments

If you wish to make any amendments to your contract, such as address, bank details or mileage allowance, please go to myseatfinance.vwfs.co.uk

MOT certificate

An MOT test is not required in the first three years of a vehicle's life. When an inspection is required an authorised CUPRA Retailer or repairer should undertake it.

Foreign travel

Before taking the vehicle outside of the UK, please ask us for a letter of authority – form VE103 – as we are the registered keeper of the vehicle. Please apply at least 14 days before the date of travel, providing the names and addresses of all those driving the vehicle, registration number, departure, return date and email to travelabroad@vwfs.co.uk You must inform your insurance company to arrange a 'green card', and ensure you have adequate insurance cover for the country you are visiting. To find out country specific laws and requirements that you will need to know whilst driving abroad, visit gov.uk/driving-abroad

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle is not covered for breakdown, repair or vehicle hire.

You are strongly advised to check your level of breakdown cover on 0330 100 8910 and if required, arrange additional cover for your trip.

CARE PACKAGES

Your chosen Care Package

As part of your Lease&Care agreement you will have selected either a Small, Medium or Large Care Package, depending on your needs. You'll find a summary of what's included below.

SMALL CARE PACKAGE

A Small Care Package covers you for essential servicing, this includes:

- All routine manufacturer servicing
- Brake fluid changes
- Dust & pollen filters
- Driverline concierge service
- Roadside Assistance





MEDIUM CARE PACKAGE

A Medium Care Package includes everything on the previous page in Small, as well as:

- Brake, Suspension and cooling system repairs
- Electric system maintenance
- All fluid top ups

With a Medium Care Package you are also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period.

All work is carried out in accordance with the manufacturer's recommended change schedule, and it is your responsibility to ensure the vehicle is serviced at the correct intervals. The service light will come on and advise you when the service is due. Failing to get the vehicle serviced in-line with the manufacturer's service schedule may invalidate the vehicle's warranty, which could leave you liable for costs on repairs.



LARGE CARE PACKAGE

A Large Care Package includes everything in Small and Medium as well as:

- Repairable punctures (to be confirmed by our dedicated tyre repair specialists)
- Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment
- Wheel alignment and Geometry check where necessary due to fair wear and tear
- Wheel balance
- Tyres changed at one of over 900 approved outlets across the UK.

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers should make regular checks in order to keep within safety and legal requirements.

As part of your Large Care Package, replacement tyres are provided when necessary due to fair wear and tear.* We will specify the make of any replacement tyres and they can only be repaired or replaced by a tyre specialist authorised by us.

The coverage applies to the standard tyre fitment for your vehicle. Only premium brand tyres will be used and optional upgrades to the standard specification (factory or aftermarket) are the responsibility of the driver.

→ IF YOU NEED TO USE YOUR TYRE COVER, CALL CUPRA DRIVERLINE ON 0330 100 8910

*For a full list of the Lease&Care plan inclusions and exclusions, please refer to the terms and conditions detailed in your CUPRA Lease&Care agreement.



MEDIUM AND LARGE CARE PACKAGE INCLUSIONS ARE LISTED HERE, SMALL CARE PACKAGES ARE LIMITED TO ROUTINE SERVICING ONLY.

MEDIUM AND LARGE CARE PACKAGE INCLUSIONS

Electrical system including:

- Battery
- Bulbs
- Central locking
- ECU
- Fuses
- Instruments
- Standard alarm
- Standard immobiliser
- Window regulator
- Wiper motor
- Wiring

Transmission including:

- CV joints
- Gaiters
- Gearbox
- Differential
- Drive shafts
- Wheel bearings

Brake repairs including:

- Calipers
- Cylinders
- Discs and Pads

Cooling system including:

- Coolant
- Heater components
- Hoses
- Radiator
- Reservoir
- Sender units
- Water pump

Suspension including:

- Anti-roll bar
- Bushes
- Shock absorbers
- Springs

Miscellaneous items such as:

- Air conditioning service (max. one per contract if necessary)
- Key batteries
- MOT
- UK Roadside Assistance for the term of your agreement, provided that your vehicle is serviced and repaired by an authorised CUPRA Retailer or repairer in accordance with the manufacturer's instructions
- Wiper blades

High Voltage Components including:

- High Voltage Battery
- Electric Drive Motor
- Control Units



WHEN YOUR CUPRA NEEDS SERVICING AND MAINTENANCE

Your Lease&Care agreement makes servicing and maintenance easy.

- When your vehicle requires servicing or maintenance, contact your local CUPRA Specialist or CUPRA approved repairer to book your vehicle in. Remember to mention that you have a Lease&Care agreement.
- The authorised Retailer or repairer will contact us for authority to carry out the work required and you will be asked to sign only for the completion of the job
- Have your service book stamped by the servicing Retailer or repairer. Your digital service record will also be updated by the servicing Retailer.

That's all there is to it. There's just a few things to remember:

- If you ask the Retailer or repairer to carry out any work not included within your Care Package, you will have to pay for it when the work has been completed
- Any services not carried out before the contract end or mileage limit cannot subsequently be claimed for
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you.

EXCLUSIONS

The following are excluded from our Small, Medium and Large Care Packages (unless otherwise stated):

- All non-standard service work
- Glass, including windscreens and all light units resulting from damage/ outside influences
- Tyre replacement or puncture repair (Available with Large Package only)
- Wheel alignment and Geometry check (Available with Large Package only)
- Air and fluid top-ups between services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken aerials
- Warranty work
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Anti-theft devices
- Body repairs
- Accidental damage
- Irreparable punctures (to be confirmed by our dedicated tyre repair specialists)
- Misuse or vandalism
- Replacement of non-standard tyres
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives
- Wheel alignment as a result of kerb damage or any other negligence
- Winter and all season tyres.

Damage caused by:

- Negligence, abuse or misuse, and accidents
- Food, drink, and cigarettes
- Any form of corrosion including pollution, water, chemicals, salt and weather.

Damage to:

- In-vehicle entertainment (including audio, communications and navigation systems)
- Internal and external trim and bodywork
- Damage to HV charging cables or incompatible charge points.

→ FOR A FULL LIST OF THE LEASE&CARE PLAN INCLUSIONS AND EXCLUSIONS PLEASE REFER TO THE TERMS AND CONDITIONS DETAILED ON YOUR CUPRA LEASE&CARE AGREEMENT.





CUPRA DRIVERLINE

Your Lease&Care package also gives you instant access to a range of services from CUPRA Driverline – a dedicated telephone line for all your motoring needs:

- Breakdown and recovery services
- Reporting accidents and damage
- Service booking or maintenance enquiries
- Tyres
- Glass repair
- General enquiries

→ TO ACTIVATE YOUR CUPRA DRIVERLINE SERVICES, OR FOR MORE INFORMATION, PLEASE CONTACT US ON 0330 100 8910

ENSURANCE

As part of your agreement, you're also eligible for Ensurance*, our free accident and repair cover. It works alongside your existing comprehensive motor insurance policy to help get your vehicle back on the road as smoothly as possible, with the guarantee that your vehicle will be repaired in a CUPRA approved repairer using only genuine CUPRA parts.

→ To activate your CUPRA Ensurance cover, visit insurewithseat.co.uk

*For more details on what's covered, please refer to the Ensurance Cover Booklet that can be found at insurancewithseat.co.uk

Ensurance from SEAT Financial Services is sold and administered by Lawshield UK Limited and underwritten by UK General Insurance Limited on behalf of Watford Insurance Company Europe Limited.

VWFS UK, Lawshield UK Limited and UK General Insurance Limited are not part of the same corporate group.





SEAT Financial Services is a trading name of Volkswagen Financial Services (UK) Limited, Brunswick Court, Yeomans Drive, Blakelands, Milton Keynes MK14 5LR, which is authorised and regulated by the Financial Conduct Authority (FCA). Volkswagen Financial Services (UK) Limited financial services register number is 311988.

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