

All-in from Audi

Audi Financial Services

Finance. Insurance. Fleet. Mobility.

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This guide is designed to provide you with a better understanding of All-in from Audi.

Please take the time to read it and be aware of what is included and excluded to avoid any unnecessary surprises later.

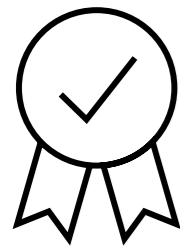
Overview

What is All-in from Audi?

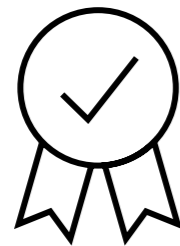
All-in from Audi has been designed specifically for cars aged three to six years at the point of activation. It provides a comprehensive level of cover for your peace of mind. This plan ensures your Audi aftercare needs are covered by Audi trained technicians using only Audi genuine parts and diagnostic equipment.

With All-in, we will take care of you for the next two years by carrying out your next two services and MOT tests and providing Warranty cover and Roadside Assistance for the duration too.

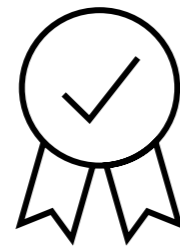
All-in from Audi includes:



2
Services



2 MOT
Tests



2 years'
Warranty



2 years'
Roadside
Assistance

If you choose to purchase All-in from Audi you will have the flexibility to visit a range of Authorised Repairers across our network for your service and maintenance requirements. You will also receive a Confirmation of Cover and full terms and conditions detailing every aspect of your plan.





The Plan at a glance

Eligibility

Before purchasing All-in from Audi, a no obligation initial inspection will be carried out to ensure your vehicle is well maintained and meets the requirements of the warranty and Roadside Assistance. Initial inspections are conducted at Audi Authorised Repairers and take approximately 25 minutes, the inspection is free of charge and valid for 7 days.

All-in has been designed for vehicles that:

- ▶ Are between 36 and 72 months old at point of activation
- ▶ Are an Audi with an engine size of 2.0l or less
- ▶ Have done under 100,000 miles at point of activation
- ▶ Pass the initial inspection at an Audi Authorised Repairer

The following vehicles are not eligible for cover:

- ▶ Vehicles with a warranty already in place
- ▶ Battery electric vehicles (BEV)
- ▶ Vehicles powered by fuel cell or liquid petroleum gas (LPG)
- ▶ Public hire/private hire vehicles
- ▶ Vehicles with a service plan already in place

[Click here](#) to find your nearest participating Audi Centre.

The Plan at a glance

Servicing

To help you manage your finances and to ensure your vehicle receives the best care, All-in covers your next 2 services.

Once you have received your Confirmation of Cover and are ready to book your vehicle in for a service, please contact your local Audi Authorised Repairer direct or book online [here](#).

Tell your Authorised Repairer you are an All-in customer, bring along your Confirmation of Cover and they will complete the service for you and update your service record at the same time.

The Authorised Repairer will contact us for authority to carry out the work required, and you will be asked to agree to any work carried out on your vehicle even if it's covered by the All-in plan.

Only the items listed are covered. Any additional work identified at the time of service will need to be paid for separately.

Cover provided by Audi Financial Services

For full T&Cs [click here](#).

What is included:

Oil Service

- ▶ Oil and filter change as per the Audi recommended service schedule
- ▶ Electronic Vehicle Health Check which includes brakes and tyres check
- ▶ Audi Cam – highlighting any required work
- ▶ Reset service interval display

Oil and Inspection Service with Pollen filter

- ▶ All of the elements listed under 'Oil service' as per the Audi recommended service schedule
- ▶ Complete internal and external visual inspection including:
 - Exterior lights and interior lights including adjustment
 - Windscreen wipers and washers
 - Seat belts and body panels
 - Warning triangle, first aid kit and wheels (including spare)
 - Bonnet latch, front and rear axles
 - Engine, gearbox, final drive, cooling system and steering
 - Underbody check
- ▶ Lubrication of door hinges
- ▶ Pollen filter replacement
- ▶ Vehicle road test

What is excluded:

- ▶ All general wear and tear
- ▶ Tyre replacement or puncture repair
- ▶ Oil, air and fluid top-ups between services
- ▶ Air conditioning



Top tips to keep everything in order:

- ✓ Be aware of your date of registration so that you can service your Audi on time.
- ✓ You should service your car within 30 days or 1000 miles of when it is due.
- ✓ If you still have a service book, ask the Authorised Repairer to stamp it for you.

The Plan at a glance

MOT Test

To make life easier and to ensure the safety of your vehicle All-in includes 2 MOT Tests.*

The MOT is an annual test of the vehicle's safety, roadworthiness and exhaust emissions. It is a legal requirement for which you receive a certificate once passed that you need to keep safe.

During the MOT, important parts of your vehicle will be checked to make sure they meet the legal standards. If it doesn't pass, the required repairs will be highlighted to you but are not covered by the MOT itself.

For customers in Northern Ireland, two MOT pre-checks are also included, as well as drop-off and collection to and from the local government MOT test centre.



Top tips to keep everything in order:

- ✓ If the timings work for your Audi, it is possible to carry out your service and MOT at the same time.
- ✓ Be aware of your date of registration so that you can book your MOT on time.

Cover provided by Audi Financial Services

*MOT Tests applicable for UK and NI.



The Plan at a glance

Audi Roadside Assistance

For total peace of mind All-in provides 2-years' Roadside Assistance.

Roadside Assistance

In the event of a breakdown, Audi Roadside Assistance will attend to either repair or recover the vehicle.

Home Assistance

In the event of a breakdown at home, Audi Roadside Assistance will attend to either repair or recover the vehicle.

Vehicle recovery

In the event that the vehicle cannot be repaired at the roadside or at home, Audi Roadside Assistance will arrange for the vehicle to be taken to the most appropriate Audi Authorised Repairer.

Accident recovery

If the vehicle has been immobilised due to a road traffic accident, Audi Roadside Assistance may, at our absolute discretion, arrange for the vehicle to be taken to an authorised body shop or the most appropriate Audi Authorised Repairer.

Secure storage

In the event that the immobilised vehicle needs overnight storage following a breakdown, we may, at our absolute discretion, arrange for such storage.

Message service

Audi Roadside Assistance will pass on any urgent messages to friends, family and business colleagues following a breakdown, and at our absolute discretion, following an accident.

Caravan/trailer assistance

Audi Roadside Assistance will arrange for any caravan or trailer that is being towed by the recovered vehicle to be transported to a place of safety. Size/weight restrictions apply.

European Assistance

Audi Roadside Assistance will also provide roadside assistance, recovery, and, at our absolute discretion, repatriation, replacement vehicle and accommodation whilst you are travelling outside the UK within Europe.

Audi Roadside Assistance
0800 699 999

Continued on next page.



Top tips for preventing your Audi from breaking down:

- ✓ Keep your vehicle well maintained by regularly checking your oil levels and tyre tread. Always check your vehicle before you drive, especially when planning to go on longer journeys.
- ✓ Speak to your Authorised Repairer if a warning light is showing and you are unsure what to do.

The Plan at a glance

Audi Roadside Assistance

➤ Onward travel

In the event of recovery following a breakdown, where your vehicle cannot be repaired within a reasonable time, Audi Roadside Assistance may, at our absolute discretion, organise and cover the costs of one of the following:

Car hire*

In the event of mechanical or electrical breakdown only, Audi Roadside Assistance may arrange and pay for a replacement vehicle up to a maximum of two days. This excludes road traffic accidents.

Hotel accommodation

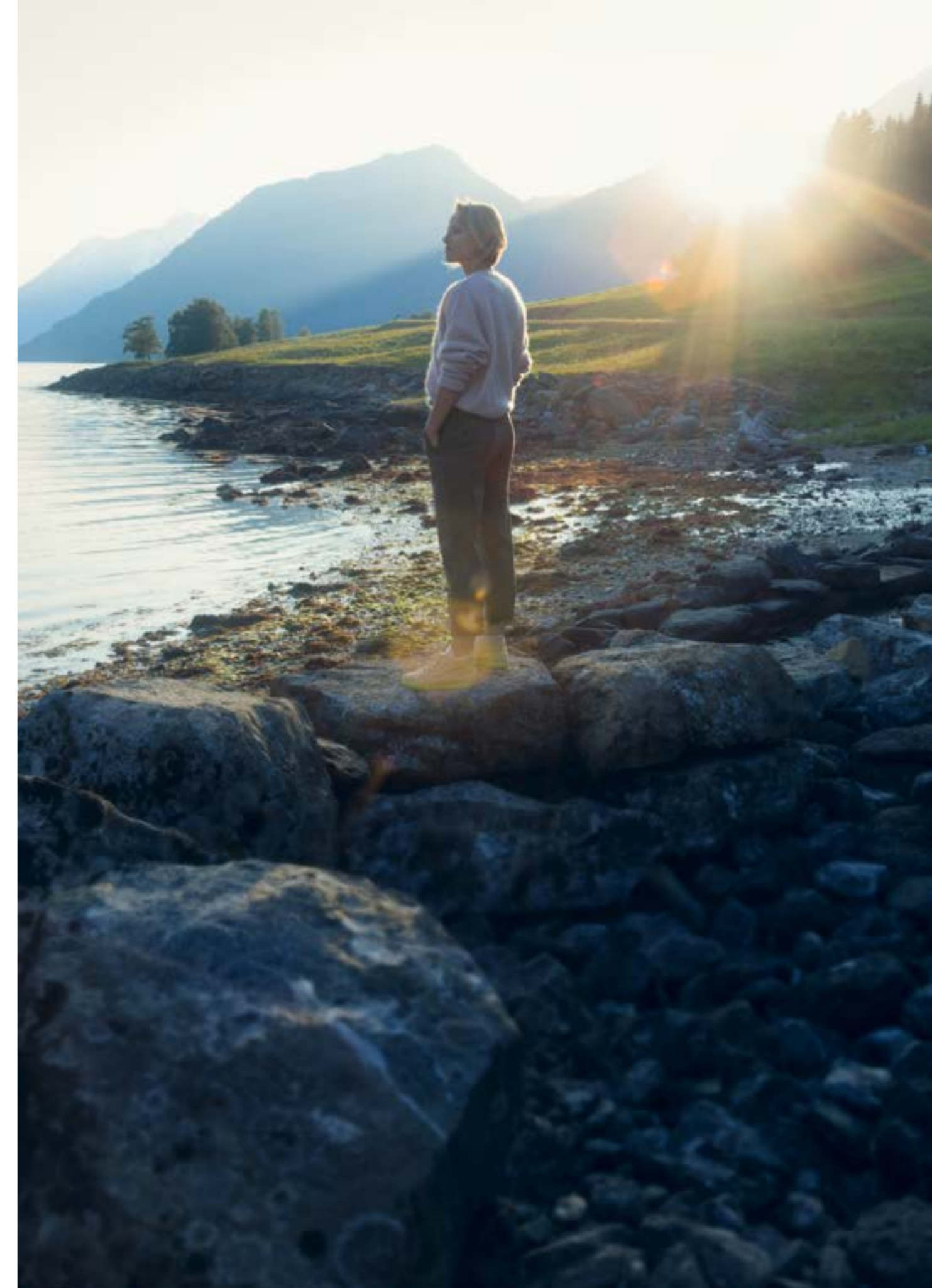
Overnight accommodation for the driver and up to seven passengers. (This does not include the cost of meals and drinks).

Alternative travel

Audi Roadside Assistance may arrange alternative transport for the driver and up to seven passengers to the driver's destination, e.g. by taxi or train.

Cover provided by Audi Financial Services

*Subject to eligibility and availability. [Click here](#) for the Roadside Assistance terms and conditions.



The Plan at a glance

Warranty

To help avoid unexpected repair costs, and to prevent you from worrying about what might happen in the months ahead. All-in from Audi includes a 2-year mechanical and electrical component warranty at no additional cost*.

This warranty policy covers the costs* of repairing or replacing the covered components that have suffered a sudden electrical or mechanical failure during the period of cover. This includes cover for electrical or mechanical failure due to water ingress and consequential failure (up to £5,000 per claim inclusive of VAT for the latter).

The warranty is valid in the United Kingdom and for up to sixty days during the period of cover in Continental Europe.

The key exclusions are:

- ▶ All bodywork, paintwork, body components
- ▶ Certain wear and perishable items

- ▶ Wear and tear where it occurs over 100,000 miles from first registration
- ▶ Any defects that are likely to have existed before the period of cover
- ▶ Faulty repairs, incorrect servicing or failure to have the vehicle serviced in accordance with the manufacturer's recommendations
- ▶ Losses or damage due in any way to any type of accident, misuse or any act or omission which is wilful, unlawful or negligent
- ▶ Vehicles modified in any way from the original manufacturer's specification
- ▶ Any vehicle which is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward or by a driving school
- ▶ Any vehicles used for competitions of any kind, racing, pacemaking, rallies, off-road use including track days

Cover provided by Audi UK and administered by Audi Financial Services

*2 year warranty funded by Audi UK. *Limited to parts and labour (inclusive of VAT) up to the market value for the covered vehicle at the time of the claim (inclusive of VAT) and all policy inclusions only apply to the covered vehicle. ^Participating Audi Centres only. Please note that a courtesy vehicle needs to be booked in advance and cannot be guaranteed.

Your warranty policy does not cover anything required as part of the service and MOT Test.

Always make sure your service record is kept up to date, this can help to prevent any discrepancies later. If you fail to have the covered vehicle serviced correctly in accordance with the manufacturer's specifications during the period of cover, or you are unable to produce proof of such servicing if we request it, then this may invalidate your cover or we may not pay all or any part of a claim you make.

Please ensure you read the terms and conditions relating to your Warranty cover, which you can find [here](#). This will give you information about your warranty policy, including all exclusions and inclusions, as well as how to make a claim.



Top tip for your warranty:

- ✓ If your vehicle is being repaired as part of a Warranty claim, your Audi Authorised Repairer might be able to offer a courtesy car^ wherever possible, if you book in advance.



All-in from Audi

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

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