

MotorEasy Battery Failure Protection

This discretionary plan is designed to pay for the replacement of one failed car battery and fitting of one new replacement battery.

How To Claim:

If you believe your vehicle's battery has failed, book a battery and electrical system check via the MotorEasy website.

MotorEasy will arrange for you to visit an approved MotorEasy workshop, where your battery will be tested and you will be given a copy of the test results.

If your battery has failed, MotorEasy's workshop will replace the battery at no cost.

Exclusions

The following are specifically excluded from this plan:

Batteries not fitted to the vehicle by the manufacturer to power the engine's starter motor including but not limited to batteries that power the car's Hybrid system or key fobs.

Claims made in the first 30 days.

Vehicles that do not have a valid MOT, are SORN or are travelling less than 250 miles per month on average while on cover.

Batteries that had failed, or we have reasonable reason to believe may have failed, prior to the commencement of this plan.

Limits

The total claim value of this plan is limited to £200+VAT.

Term

This plan lasts for two years from the purchase date.

Claim Decision Timeframe

You have 30 days from receiving a claim decision to accept, or the claim will be closed and the offer rescinded and case closed. If you fail to provide evidence or information required in order to make a claim decision, the claim will be declined and the case will be closed.

Definitions:

Failed car battery means the battery fitted to the vehicle by the manufacturer to power the engine's starter motor achieves less than 35% performance in a state of charge test.

Replacement car battery means a battery, selected at MotorEasy's discretion, of equivalent power to the failed car battery.

Engineer means a MotorEasy claims engineer.

Approved Workshop means a workshop appointed by MotorEasy to perform a battery inspection or test.

For full policy details, login to your account to view your documents.

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Complaints

If you have a complaint about any of our services, or you are unhappy with how we have exercised our discretion in relation to any decline decision, please let us know so that we have the opportunity to investigate the problem and put things right.

You should submit your complaint via your MotorEasy account.

MotorEasy will investigate your complaint.

Nobody directly involved in the issue you are dissatisfied with will be involved in the investigation.

1. We will usually acknowledge your complaint on the same day, but in any case within five working days.
2. We may require more information, and we will message and email you to request this if it is necessary.
3. We will give you a clear explanation for our action. If we need to pay any undisputed amount due under the plan, we will do this quickly and this will not affect your complaint.
4. If we need to take action to settle the problem, we will inform you and update you with any developments.
5. Within eight weeks of receiving your complaint, we will send you: a final response; or a response which will explain why we cannot yet settle your complaint and advise you when our experts are able to provide you with a final response.

Cancellation

It is at our discretion if we decide to cancel the plan. If we cancel the plan we will refund you in full.

If, after buying a plan from us, you decide at your discretion that you do not want it, simply contact us via your MotorEasy account within 24 hours from receipt of your plan document and, subject to there not having been any repairs requested or paid for, we will waive refund you in full. After the first 24 hours you will not receive any refund.

Discretion

An important aspect of your plan is that we both contractually and legally operate on a discretionary basis. We use this discretion to ensure that you receive a fair and equitable resolution to each and every repair request you make. In the event of any complaint which cannot be resolved to your satisfaction the CEO of MotorEasy is the final arbiter for the exercise of this discretion. This does not affect your statutory rights.

English Law

This plan is governed by English law. Contractually and legally this plan operates on a discretionary basis. It is not a contract of insurance and so falls outside the jurisdiction of the Financial Conduct Authority. The bodies governing this type of agreement are the Trading Standards Institute and The Motor Ombudsman. Any legal proceedings will be held in the courts of England 29 and Wales.

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