



The UK's Largest Dealer Network

CARAVAN 

Mechanical Breakdown & Habitation

GUARANTEE

Your Guarantee
April 2026 Edition



Contents

• Understanding Your Guarantee	3
• Definitions	4
• What is Covered	5
• Additional Features and Benefits	8
• What is Not Covered	9
• Excluded Caravans	10
• Excluded Caravan Uses	10
• General Conditions	11
• How to Claim for Repairs under Your Guarantee	12
• Making a Complaint	13
• Data Protection	14
• Caring for Your Caravan - Service Record	15

Before any work is undertaken, **you** may contact **our administrator** so that the claims procedure can be fully explained to **you**. All repairs should be carried out by **us**, unless **we** agree otherwise. To make a claim please contact 024 7652 7847 during normal office hours.

Thank you for entrusting your most valued custom to Marquis, the UK's largest caravan dealer network.

I am pleased to confirm that your caravan has been prepared to our highest standard that includes a multi-point habitation and mechanical inspection.

Whilst Marquis sincerely hope that you will never have cause for complaint or need of assistance, for your peace of mind the enclosed guarantee is provided with qualifying pre-owned products.

Please may I ask you to take time to fully read the terms and conditions together with the servicing schedule to maintain the validity of the guarantee.

Marquis Service Centres are approved by The National Caravan Council (The NCC) and comply with industry standard Approved Workshop Scheme (AWS). When the time is right for service or repair, please be assured that your caravan will be in safe hands.

May I take this opportunity to wish you many years of pleasurable camping and touring holidays.

Thank you for choosing Marquis.

Alan Doherty, Group Aftercare Manager

Understanding Your Guarantee

Mechanical Breakdown Dealer Guarantee and Habitation Cover

Your Guarantee

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this guarantee and will appear in bold. Please refer to the '**Definitions**' section of this book for the defined terms.

As **your** supplying dealer **we** have certain responsibilities under The Consumer Rights Act 2015 to deliver **your caravan** as described, fit for purpose and of satisfactory quality. The aim of this guarantee is to cover faults that may develop after delivery of **your caravan**.

This guarantee document contains details of the cover **you** have, what is excluded from cover and any conditions that apply. Please refer to the '**What is Not Covered**', '**Excluded Caravans**' and '**Excluded Caravan Uses**' sections of this document for a full list of exclusions.

Please read this document carefully and make sure **you** fully comply with its terms and conditions, failure to do so may lead to the guarantee becoming void. Please ensure **you** keep it in a safe place so **you** can read it again if **you** need to.

Please ensure **you** comply with the service requirements as detailed in the '**General Conditions**' and the '**Caring for Your Caravan - Servicing Record**' sections of this guarantee.

This guarantee is a non-insured product, any obligation to repair **your caravan** will be **our** sole responsibility. Should **we** cease to trade, then this product will no longer be valid.

*It is important that **you** read and understand the eligibility criteria for each level of cover in the '**What is Covered**' section of this guarantee document.*

The Guarantee Schedule

This must be kept with this guarantee document, and contains **your** details, details of the **caravan** and the cover provided to **you** under this guarantee. Please check that the information contained in the guarantee schedule is correct.

Legal Rights

This guarantee is in addition to **your** legal rights. It does not affect and cannot exclude any of **your** statutory rights as a consumer. For more information on these statutory rights contact a local authority Trading Standards Department or Citizens Advice Bureau.

The Law Applicable to This Contract

You and **we** are free to choose the laws applicable to this guarantee. As **we** are based in the United Kingdom, **we** propose to apply the laws of England and Wales and by purchasing this guarantee **you** have agreed to do this.

This guarantee is administered on **our** behalf by:

A1 Guarantee Limited, 5th Floor West, Bourn,
1 Manor House Drive, Coventry CV1 2FX.

Definitions

*Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this guarantee and will appear in **bold**.*

1. **Agreed labour rate** means the maximum contribution **we** will make towards a repair per hour of labour time in respect of any **repair cost** or **replacement cost**.
2. **Administrator** means A1 Guarantee Limited, 5th Floor West, Bourn, 1 Manor House Drive, Coventry CV1 2FX. **Administrator** telephone number: 024 7652 7847.
3. **Breakdown** means the sudden and unforeseen failure of an guaranteed **component** arising from any permanent mechanical, electrical or electronic defect, causing sudden stoppage of its function, necessitating immediate repair or replacement before its normal operation can be resumed.
4. **Caravan** means only the **caravan** as identified on the guarantee schedule for private use, supplied by **us**.
5. **Claim(s)** means **your claim** against **us** for repairs of **your Caravan** under this guarantee.
6. **Component/Components/Component(s)** means a mechanical, electrical or electronic part, which forms part of the **caravan's** original specification, covered under the **What is Covered** section of this guarantee.
7. **Customer Contribution** means the specified portion of any **claim**, of which **you** must bear the cost before **we** will pay **our** liability.
8. **Geographical limit** means the area in which this guarantee is effective, this being Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.
9. **Guarantee Period** means the length of time that the guarantee operates as stated on the guarantee schedule.
10. **Level of Cover** means the section of cover as stated in **your** guarantee schedule.
11. **Mainland Europe** means Republic of Ireland, all islands of the Mediterranean (excluding Northern Cyprus) and the following countries of **Mainland Europe**: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain (excluding Ceuta and Melilla), Sweden and Switzerland. Cover does not apply to territories beyond **Mainland Europe**.
12. **Proposal** means any signed **proposal** and declaration together with any additional information **you** may have supplied to **us** in support of **your** application for this guarantee.
13. **Repair Cost** means the cost of repair materials and labour at the **agreed labour rate** necessary to rectify the **breakdown**, in line with published Autodata/manufacturer repairs times, excluding VAT.
14. **Replacement Cost** means the cost of replacement **components** of similar make and quality as the **component** that had suffered **breakdown**, including the labour cost of fitting the new **component**, in line with part manufacturer list prices.
15. **We/Us/Our** means Marquis Motorhomes Limited.
16. **You/Your/Yourself** means the owner named in the guarantee schedule.

What is Covered

It is important that **you** understand the eligibility criteria for **your caravan**. The following information defines different cover levels. It is **your** responsibility to read the sections applicable to **your caravan**.

Level of Cover: For Caravans up to 10 years old at guarantee start date.

For claims reported within 12 months from the guarantee start date.

Our liability is limited to a maximum in respect of the following repairs:

Repair Cost or Replacement Cost: Purchase price of the caravan.

Water Ingress & Delamination: £750 per event.

What is Covered

All mechanical and electrical **components** of the guaranteed **caravan** are covered provided they were fitted as part of the original manufacturer's specification, with the exception of those **components** listed under the section 'Excluded Components'.

Water Ingress and Delamination

Subject to annual inspections for **caravans** up to 10 years old at guarantee start date cover will include repairs required as a result of water ingress through any permanently sealed manufacturer constructed seam or joint. Delamination of composite construction exterior body panels.

Excluded Components

This guarantee will not cover; bodywork (except for that relating to delamination and water ingress, subject to annual inspections having been completed, please see section headed 'Caring for your **Caravan**'), paintwork, light units and bulbs, interior and exterior trim, glass (including mirrors), internal fixtures and fittings, cupboards, doors, work surfaces and similar décor, carpets & floor coverings, soft furnishings, seats, blinds, hinges, catches, stays, window catches, handles and hinges, cables, pipes & hoses, bulbs, fasteners, fluorescent tubes, wiring, electrical connections, shower tray, sink units and gas bottles. Wheels and tyres, workshop consumables and service/maintenance items, general maintenance, adjustment and cleaning of **components** or any diagnostic charges.

For claims reported after 12 months and within 24 months from the guarantee start date.

Our liability is limited to a maximum in respect of the following repairs:

Repair Cost or Replacement Cost: £1000 per event.

Water Ingress & Delamination: £750 per event.

What is Covered

Cover in years 2 & 3 is restricted to the **components** specifically listed below.

External

Chassis

Chassis members, 'A' frame, outriggers and corner steadies.

Suspension

Springs, hangers, shackles and pins, bushes, shock absorbers.

Axles

Hubs and wheel bearings, oil seals, radius arms.

Braking system

Linkages, parking, brake mechanism, actuators, wheel cylinders and restrictor valves.

Towing mechanism

Hitch damper, towing head.

Habitation Cover

Electrical

Mains hook-up connector (excluding mains cable), Electrical Control Board (ELCB), battery charger, electrical distribution unit.

Water

Water heater including burner control module, water pumps and water level gauges.

Gas supply system

Bottle clamps (manufacturer's fitted units only), flame failure devices.

Heating system

Thermostat, blower motor, switches, igniters, gas heater.

Mechanical Breakdown & Habitation Guarantee

Cooker

All mechanical **components** of the manufacturer's fitted units are covered. (Excluding non standard cookers).

Fridge

Condenser, gas control valve and igniter, flame failure device, current voltage selector, electric elements, thermostats and control switches.

Cassette toilet

Flush operating mechanism. (Excluding seals).

Water Ingress and Delamination

Subject to annual inspections having been completed up to 10 years old at the start date of cover under this guarantee, cover will include repairs required as a result of:

- Water ingress through any permanently sealed manufacturer constructed seam or joint.
- Delamination of composite construction exterior body panels.

For claims reported after 24 months and within 36 months from the guarantee start date.

Our liability is limited to a maximum in respect of the following repairs:

Repair Cost or Replacement Cost: £500 per event.

Water Ingress & Delamination: £500 per event.

This coverage is as per the '**What is Covered**' section for 12-24 months.

Level of Cover: For Caravans older than 10 years old but less than 15 years old at guarantee start date.

For claims reported within 12 months from the guarantee start date.

Our liability is limited to a maximum in respect of the following repairs:

Repair Cost or Replacement Cost: £1000 per event.

For claims reported after 12 months and within 36 months from the guarantee start date.

Our liability is limited to a maximum in respect of the following repairs:

Repair Cost or Replacement Cost: £500 per event.

What is Covered

Cover is restricted to the **components** specifically listed below.

External

Chassis

Chassis members, 'A' frame, outriggers and corner steadies.

Suspension

Springs, hangers, shackles and pins, bushes, shock absorbers.

Axles

Hubs and wheel bearings, oil seals, radius arms.

Braking system

Linkages, parking, brake mechanism, actuators, brakes bias, wheel cylinders and restrictor valves.

Towing mechanism

Hitch damper, towing head.

Habitation Cover

Electrical

Mains hook-up connector (excluding mains cable), Electrical Control Board (ELCB), battery charger, electrical distribution unit.

Water

Water heater (Excluding Corrosion / Cracks) including burner control module, water pumps and water level gauges.

Gas supply system

Bottle clamps (manufacturer's fitted units only), flame failure devices.

Heating system

Thermostat, blower motor, switches, igniters, gas heater.

Cooker

All mechanical **components** of the manufacturer's fitted units are covered. (Excluding non standard cookers).

Fridge

Condenser, gas control valve and igniter, flame failure device, current voltage selector, electric elements, thermostats and control switches.

Cassette toilet

Flush operating mechanism. (Excluding seals).

Excluded Components

Water Ingress or Delamination where at the start date of cover under this guarantee, the **caravan** is more than 10 years old.

Additional Features and Benefits

You must comply with the following conditions and instructions in order to receive the additional features and benefits of this guarantee:

Important

Replacement **caravan** hire, hotel accommodation, rail fare and recovery expenses will constitute part of the total **claim** and costs will be limited to the maximum limit of **our** liability, as stated on the guarantee schedule. Please make sure **you** provide receipts to support any **claim** for reimbursement of these costs incurred.

Replacement Motorhome Hire

Provided that the actual repair time for removal and replacement of the covered **components** in line with published manufacturer's repair times, as being in excess of 8 hours, **we** will contribute up to £50 inc VAT per day as part of the overall **claim** towards the cost of hiring a replacement **caravan**. A maximum of 7 days replacement **caravan** hire is available with one day being allowed per 8 full hours of repair time. Delays awaiting parts or the completion of repairs is not included.

Continental Use

The guarantee has been extended to cover **Mainland Europe** and Republic of Ireland for personal trips to a maximum period of 90 consecutive days. **Claims** made (in line with the Terms & Conditions) during Continental Use will be reimbursed according to UK parts and labour costs at that time.

In the event of **breakdown** outside of the UK:

1. You must pay the **repairer** and **claim** reimbursement direct from us by sending the **administrations office** a receipted **claim** invoice.
2. All other terms, conditions and exclusions of this guarantee and the general conditions and exclusions of this guarantee apply.
3. The **repair cost** or **replacement cost** will be reimbursed at the exchange rate applicable on the date **you** paid the **repairer**.

If requested by the **administrations office**, copies of service invoices should be attached to the repair invoice when sent for payment.

Hotel/Accommodation and Rail Fare

Should **your caravan breakdown** away from home and makes it uninhabitable, this guarantee will pay up to £100 inc. VAT toward the cost of Hotel Accommodation or Rail Fare expenses to get **you** home, (provided **breakdown** results in a valid **claim** under the terms of the guarantee).

Recovery

In the event of a **breakdown** resulting in a valid **claim** and when **your caravan** is immobile this guarantee will pay up to £50 inc. VAT. towards the cost of recovering it to a repairing garage.

What is Not Covered

The following are excluded from cover provided under this guarantee.

1. Any **customer contribution** as detailed in the guarantee schedule, or any amount incurred outside of our liability under this guarantee.
2. Damage to the **caravan** or its **components** caused by fire, theft or attempted theft, impact, any road traffic accident, accidental damage, lack of lubrication or fluids, damage caused during recovery, or by failure of mountings and fixings of any description.
3. Damage to the **caravan** or its **components** caused by the intrusion of harmful substances, frost, overheating, or the freezing of any liquids unless antifreeze has been added in accordance with manufacturer's recommendations, or corrosion contamination, or caused by the use of incorrect fuel, lubricant not recommended by the manufacturer of the **caravan**.
4. Damage to the **caravan** or its **components** of any nature arising directly or indirectly, in whole or in part, due to any misuse, act or omission which is wilful, unlawful or negligent on **your** part.
5. Damage to the **caravan** or its **components** where the **caravan** has been used following the initial failure.
6. Faults in workmanship, materials or repairs paid for by **us** on **your** behalf.
7. The cost of supplying items not covered under this guarantee which are required to be replaced as part of an authorised **claim** under this guarantee.
8. Costs in excess of the equivalent UK specification **caravan**, if **your caravan** has been imported.
9. Any resultant losses or third party **claims**, bodily injury, road hazard, fire damage or any other losses beyond the actual scope of cover.
10. Any repairs if they could be covered by another guarantee, warranty or motoring **breakdown** service.
11. Any costs related to adjustments or diagnostic work.
12. Any costs incurred in excess of or outside the liability under this guarantee. It is **your** responsibility to meet any **repairer** charges in excess of, or rejected as not being **our** liability.
13. **You** are not covered for any other costs that are indirectly caused by the event which led to **your claim**, unless specifically stated as covered in this guarantee.
14. Any costs arising from depreciation in the value of the **caravan**.
15. Any liability where the **caravan** is found to be unfit for the purpose for which it was intended, is not as described or is not of satisfactory quality.
16. The **repair costs** or **replacement costs** of **components**:
 - a. Which were faulty or had suffered a **breakdown** prior to commencement of the guarantee.
 - b. Where the repair, replacement, loss, damage or liability is claimable on a more specific warranty or guarantee.
 - c. Necessitated due to inherent faulty design, manufacturing fault or following a recall by the manufacturer.
 - d. Where the **breakdown** was caused by, or occurring to, any modification from the manufacturer's specification, any accessory or equipment not fitted and supplied with the **caravan** at the time of manufacture, any experimental equipment whether or not supplied by the manufacturer.
17. Damage to the **caravan** or its **components** incurred whilst your **caravan** is outside **Mainland Europe** for more than 90 consecutive days.
18. Loss or damage to any computer or other equipment, data processing service product, microchip, micro processor, integrated circuit, embedded chip or similar device, computer software program or process or any other electrical or electronic system directly or indirectly caused by computer viruses.
19. The failure or fear of a failure, or inability of any equipment or any computer programme whether or not **you** own it, to recognise or to interpret correctly or process any date as its true calendar date, or to continue to function correctly beyond that date.
20. Any Value Added Tax (VAT) where **you** are VAT registered.
21. Toilet seals.
22. Wheel alignment and balancing, adjustments to suspension
23. Water Ingress or Delamination where at guarantee start date **your caravan** is more than 10 years old.
24. External linkage, joints or swivel pins, except as specified in the '**What is Covered**' section under '**Braking System**'.
25. Where **you** have failed to obtain authorisation from the **administrator** prior to the repair having been completed.

Excluded Caravans

The following caravans and usages are excluded from cover provided under this guarantee.

Caravans:

- Not designed and manufactured to EU specifications.
- Modified from the manufacturer's specification.
- Which include any experimental equipment, whether or not supplied by the manufacturer.
- Owned temporarily or otherwise (resulting from trade-in or acquisition for the purposes of resale) by a lease company or business formed for the purposes of selling or servicing caravans, motor vehicles or motorhomes.
- Over 5000 kg unladen weight.
- Specifically designed for primary sale in Northern, Southern and Central America.
- Over 15 years old at the guarantee's start date.

Excluded Caravan Uses

Any **caravan** being used for any trade or business purpose including hire and reward and any **caravan** being used for anything other than the sole purpose of a **caravan**.

General Conditions

You must comply with the following conditions and instructions to have the full protection from this guarantee. If you do not comply with them we may, at our option:

- Cancel this guarantee.
 - Refuse to deal with **your claim**.
 - Reduce the amount of **your claim** or require **you** to contribute to a repair requested under this guarantee.
1. **You** must not continue to use the **caravan** after any damage or incident if this could cause further damage to **your caravan**.
 2. It is **your** responsibility to understand the warning devices and gauges on **your caravan** and ensure that they are operating correctly.
 3. It is **your** responsibility to ensure that **your caravan** is maintained in a legal and roadworthy condition at all times following the **caravan** manufacturer's recommended service schedule for the chassis. **Components** and the converters/coachbuilders recommendations for habitation **components**, fixtures and fittings, this must include an annual habitation check carried out by a VAT registered NCC (National Caravan Council) approved workshop, preferably the selling dealer. The only acceptable proof of servicing will be a fully detailed VAT service invoice(s).
 4. It is therefore vital that **you** retain these documents, as they will be required in the event of a **claim**. Failure to comply with the servicing requirements will invalidate this guarantee. If **you** have any doubts regarding the servicing requirements, please ask **us**.
 5. If **you**, or anyone acting on **your** behalf or with **your** knowledge or consent has used any fraudulent means, including inflating or exaggerating costs or submitting falsified documents, this guarantee shall automatically be terminated, with all benefits being forfeited and legal proceedings commenced for recovery of any damages suffered by **us**. **We** will take necessary action to recover any previous paid **claims**, there will be no refund of any premium paid and this information may be shared with other companies.
 6. This guarantee is non-transferable.
 7. Under the Contracts (Rights of Third Parties) Act 1999, save for the rights granted to **us** under this contract, any person or company who is not a party to this contract does not have any enforceable rights under this contract by virtue of the Contracts (Rights of Third Parties) Act 1999, except those expressed by law.

Cancellation

You may cancel this guarantee at any time. If **you** received this guarantee free of charge there will be no refund.

- a. Statutory Cancellation Rights - If **you** have paid for the guarantee, and **you** cancel within 30 days of the receipt of the guarantee documentation or the commencement date, whichever is later, **we** will make a full refund of the monies paid provided no **claim** has been made.

Where a **claim** has been made within the first 30 days then the value of the **claim** will be deducted from **your** refund. Should this reduce the balance to zero then no refund will be payable to **you**.

You should contact **us**, at the address **you** purchased the vehicle, to arrange the refund. After receipt of **your** instructions no further **claim** payments will be made for any incident likely to result in a valid **claim** being made, whether notified to **us** or not at the time of **us** receiving **your** instructions.

- b. Cancellation Outside the Statutory Period - If **you** cancel this guarantee after the first 30 days of receipt of the guarantee documentation or the commencement date, whichever is later, there will be no refund. **You** may cancel this guarantee by sending 30 days notice in writing to **us** by recorded delivery.
- c. Cancellation by **Us** - **We** may cancel this guarantee by sending 30 days notice in writing direct to **your** last known address.

We will only cancel your guarantee for a valid reason, such as:

- The non-payment of premiums;
- A change in risk, where cover can no longer be provided;
- **Your** non-cooperation or failure to supply information/documentation.
- **Your** use of threatening or abusive behaviour to **us** or the **administrator**.

How to Claim for Repairs Under Your Guarantee

You must comply with the following conditions and instructions to have the full protection of your guarantee. If you do not comply with them we may, at our option:

- Cancel the guarantee.
- Refuse to deal with **your claim**.
- Reduce the amount of the **claims** or require **you** to contribute to a repair requested under this guarantee.

All **claims** must be made as soon as reasonable and in any case no more than 30 days after **breakdown** has occurred.

First check that the **component** and the cause of **breakdown** is covered by this guarantee.

1. Prevent Further Damage

In the event of any incident, **breakdown** or operation of a warning hazard light, **you** must not use the **caravan** further if it would cause additional damage to do so.

2. Contact the Administrations Office

Before any work is undertaken **you** are required to register **your** claim by:

- Email: claims@globalim.co.uk
- Tel: 024 7652 7847 Monday - Friday 9am - 5pm, Excluding Bank Holidays.
- In writing to:
Administrator,
A1 Guarantee Limited,
5th Floor West, Bourn,
1 Manor House Drive,
Coventry, CV1 2FX

Your call may be recorded for training purpose and **your** own security.

For **claims** authorisation, **you** must confirm:

- **Your** guarantee number and **caravan** details.
- The exact mileage of **your caravan** at the time of **breakdown**.
- The cause of **breakdown**.
- Provide a full service history of the **caravan** (please see the General Conditions section for terms and conditions relating to servicing requirements).

If the **claim** is covered by the guarantee, the **administrator** will verbally authorise (and issue a **claims** authority number) the repair to be carried out by ourselves or for **you** to have the work carried out by an authorised **repairer** up to an agreed **claim** amount.

Diagnosis costs are excluded.

Authorisation of repairs will remain valid for 90 days. If no further communication is made during this period the authority will be withdrawn and the **claim** classed as void.

Should **you** decide to give permission to a non authorised **repairer** to commence work, **your claim** will not be covered as per the exclusions as set out in the 'What is Not Covered' section of this document.

3. Use of an Engineer

At notification of any **claim** **we** and the **administrator** reserve the right to:

- Instruct an engineer to inspect **your caravan** before authorising any **claim**.
- Inspect any **components** which have been removed, together with any original documentation, within one calendar month after any repair or replacement has been authorised or carried out.

When this right is exercised **we** shall have no responsibility for any loss by **you** arising from any delay.

Any decision will be withheld until the engineer's report is received.

4. Salvage

We accept no responsibility for the disposal of **your caravan** or any **components** of it.

5. Contribution

In certain circumstances **components** which have suffered **breakdown** may be old or partly worn. If **we** replace them with **components** in a better condition than those that suffered **breakdown**, **you** may be required to pay a contribution towards the cost.

6. Payment

a. Authorised Repairs

In most circumstances there will be no need for **you** to pay for the repair as the work will have been done by ourselves.

If **we** are paying a third party **repairer** they must send **us** an itemised repair invoice stating the **claim** authority number. They will be reimbursed up to the authorised **repair cost** or **replacement cost**.

You will be liable for any costs incurred in excess of or outside of the liability of this guarantee.

Occasionally, a **repairer** will ask for payment directly from **you**. Where **you** have paid the **repairer**, and **we**/the **administrations office** have authorised **your claim** in advance, **we** will arrange reimbursement to **you** up to the authorised **repair cost** or **replacement cost** if **you** send the **administrations office** the receipted and itemised invoice.

If requested by the **administrator**, copies of service invoices should be attached to the repair invoice when sent for payment.

Please note that **your repairer** will only be paid up to the equivalent Marquis national labour rate any additional labour rate charge will be payable by **you**.

b. Unauthorised Repairs

Failure to obtain prior approval for a claim, will invalidate any claim (Excluding European Travel).

European Travel

You must retain when reasonable to do so, the **components** which have suffered **breakdown** for one calendar month to allow inspection by an independent engineer. It is **your** responsibility to ensure that these **components** are available for inspection, and **failure** to do so may invalidate **your claim**.

Subject to the above, if **you** have paid the **repairer**, and **we** confirm cover, **we** will indemnify **you** up to a reasonable repair or **replacement cost**, if **you** send **us** the following information:

- **Your** guarantee number and **caravan** details.
- Cause of **breakdown**.
- Itemised repair invoice.
- Location of the retained **components** for inspection.
- **Your** contact and payment details for reimbursement.
- Location of the retained **components** for inspection.
- **Your** contact and payment details for reimbursement.

Making a Complaint

*We aim to provide the highest standard of service to every customer. If **our** service does not meet **your** expectations, **we** want to hear about it so **we** can try to put things right. All complaints **we** receive are taken seriously. The following will help **us** understand **your** concerns and give **you** a fair response.*

1. Initial Complaint

If you have a complaint regarding this guarantee please contact the Complaints Manager on:

- Email: complaints@globalim.co.uk
- Tel: 024 7652 7849 Monday - Friday 9am - 5pm, Excluding Bank Holidays.
- In writing to:
Complaints Manager,
A1 Guarantee Limited,
5th Floor West, Bourn,
1 Manor House Drive,
Coventry, CV1 2FX

When **you** make contact please provide the following information:

- **Your** name, address and postcode, telephone number and e-mail address (if **you** have one).
- **Your** guarantee and/or **claim** number, and the type of guarantee **you** hold.
- The reason for **your** complaint.

Any written correspondence should be headed 'COMPLAINT' and **you** may include copies of supporting material.

2. Beyond Us

Should **you** remain dissatisfied following **our** final written response, **we** refer **you** to the The Motor Ombudsman. Their role is to ensure that **we** are acting responsibly and fulfilling **our** obligations under the Vehicle Warranty Products Code.

They will be able to provide **you** with appropriate information and can investigate into **your** complaint.

For further information or to submit a complaint:

- Telephone the Motor Ombudsman on 0345 241 3008

Visit their website at

- www.themotorombudsman.org
- Or contact them in writing to:
The Motor Ombudsman, .
71 Great Peter Street,
London,
SW1P 2BN

Data Protection

Details of **you**, and the cover provided under this guarantee, will be held by **us** (acting as data controllers) for administration, providing repairs, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law.

We collect and process **your** details as necessary for performance of **our** contract with **you** or complying with **our** legal obligations, or otherwise in **our** legitimate interests in managing **our** business and providing **our** products and services.

These activities may include:

- use of Personal Information, in order to provide the services described in this guarantee, by using **our** services, **you** consent to **us** using such information for these purposes,
- disclosure of information about **you** and **your** cover to companies within the Marquis Group of companies, to **our** service providers and agents in order to administer and service **your** guarantee, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law;
- monitoring and/or recording of **your** telephone calls in relation to cover for the purposes of record-keeping, training and quality control;
- technical studies to analyse repairs and failures, support subscription process and consolidate financial reporting (incl. regulatory); detailed analyses on services provided/calls to better monitor providers and operations; analyses of customer satisfaction and construction of customer segments to better adapt products to market needs;
- sending **you** feedback requests or surveys relating to **our** services, and other customer care communications.

We will separately seek **your** consent before using or disclosing **your** personal data to another party for the purpose of contacting **you** about other products or services (direct marketing). Marketing activities may include matching **your** data with information from public sources, for example government records of when **your** MOT is due, in order to send **you** relevant communications. **You** may withdraw **your** consent to marketing at any time, or opt-out of feedback requests, by contacting the Data Protection Officer (see contact details below).

We may carry out these activities within the UK and the European Economic Area (the European Union plus Norway, Liechtenstein and Iceland) and Switzerland, across which the data protection laws provide a similar level of protection.

By being provided with this guarantee and using **our** services, **you** acknowledge that **we** may use **your** personal data, as described above. If **you** provide **us** with details of other individuals, **you** agree to inform them of **our** use of their data.

You are entitled on request to a copy of the information **we** hold about **you**, and **you** have other rights in relation to how **we** use your data. Please let **us** know if **you** think any information **we** hold about **you** is inaccurate, so that **we** can correct it.

If **you** want to know what information is held about **you** by **us**, or have other requests or concerns relating to **our** use of **your** data, please write to **us** at:

Data Protection Officer
Marquis Limited
Eastbourne Road
Golden Cross
East Sussex
BN27 4AN

Email: dps@marquisleisure.co.uk

Our full privacy notice is available at:
www.marquisleisure.co.uk/privacy
Alternatively, a hard copy is available from **us** on request.

Caring for Your Caravan - Service Record

Where the original service book is not available, any service undertaken may be recorded in the section below. **You must retain all service invoices as these may be required for validation purposes. If you have any doubts regarding the servicing requirements, please ask us.**

First Service - Habitation

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

First Service - Chassis

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Second Service - Habitation


Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Second Service - Chassis

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Third Service - Habitation 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Third Service - Chassis 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Fourth Service - Habitation 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Fourth Service - Chassis 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Fifth Service - Habitation 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Fifth Service - Chassis 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Sixth Service - Habitation 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--

Sixth Service - Chassis 

Dealer Stamp:	Date: Mileage: Your next service is due on: Date: Mileage: (Whichever is sooner)
---------------	--



The UK's Largest Dealer Network



ACROSS 12 BRANCHES NATIONWIDE

MARQUIS LANCASHIRE

Riversway Leisure Village | Chain Caul Road | Docklands | Preston | Lancashire | PR2 2PD
T: 01772 731 313

Available to view

MARQUIS GLOUCESTERSHIRE

Mill Avon Holiday Park | Gloucester Road | Tewkesbury | Gloucs | GL20 5SW
T: 01684 296 222

Available to view

MARQUIS SOUTH YORKSHIRE

Rotherham Road | Dinnington | Sheffield | South Yorkshire | S25 3RF
T: 01909 495 900

Available to view

MARQUIS DORSET

41-45 Old Wareham Rd | Poole | Dorset | BH12 4QN
T: 01202 738 777

Available to view

MARQUIS SURREY/SUSSEX

Station Approach | Gomshall | Surrey | GU5 9NX
T: 01483 203 335

Available to view

MARQUIS NORTHANTS

The Causeway | Great Billing | Northampton | Northants | NN3 9EX
T: 01604 402 888

Available to view

MARQUIS SUFFOLK

Farthing Road | Sproughton | Ipswich | Suffolk | IP1 5AP
T: 01473 747 675

Available to view

MARQUIS EXETER

Sandygate | Clyst Road | Exeter | Devon | EX2 7JL
T: 01392 446 250

Available to view

MARQUIS DEVON (Plymouth)

Lee Mill | Ivybridge | Nr Plymouth | Devon | PL21 9EG
T: 01752 892 977

Available to view

MARQUIS HAMPSHIRE

Winchester Road | Lower Upham | Nr Southampton | Hampshire | SO32 1HA
T: 01489 860 666

Available to view

MARQUIS DURHAM

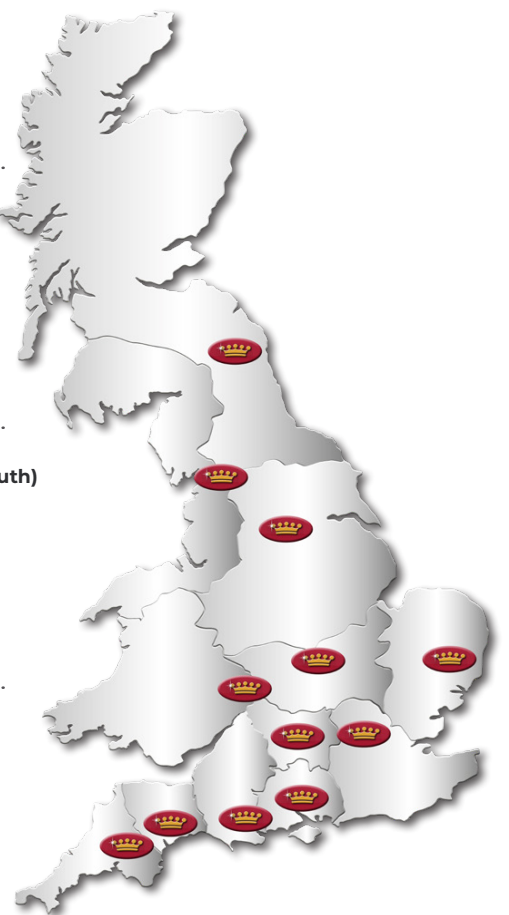
Durham Road | Birtley | Chester Le Street | County Durham | DH3 2QZ
T: 0191 492 2480

Available to view

MARQUIS BERKSHIRE

Oxford Road | Chieveley | Nr Newbury | Berkshire | RG20 8RU
T: 01635 248 888

Available to view



PLEASE CALL BEFORE TRAVELLING TO CHECK STOCK AT YOUR LOCAL BRANCH.

www.marquisleisure.co.uk

Freephone Sales Hotline **0800 026 77 77**

