



# MOTORCYCLE SERVICE ACTIVATED WARRANTY TERMS & CONDITIONS



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# DEFINITION OF WORDS (listed in alphabetical order)

When the following words and phrases appear in this policy document, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

## AREA OF COVER

Means **UK**

## POLICY DOCUMENT

Means document given to **you** with this warranty document.

## CONTINUATION OF COVER

Means uninterrupted transition from the last day of the **New Motorcycle Warranty, Suzuki** and/or any existing **Service Activated Warranty** to the first day of the new **Service Activated Warranty**.

## COVERED MOTORCYCLE/MOTORCYCLE

Has the meaning given to it on page 9.

## ELECTRICAL OR MECHANICAL FAILURE

Means the sudden and unexpected failure of a component which is covered by the **Service Activated Warranty** section of this document, and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

## LAPSED CUSTOMER

Means where the **New Motorcycle Warranty** or **Service Activated Warranty** has expired or there is a **Lapsed Service Interval** (see below definition) (The Service Activated Warranty for a **Lapsed Customer** will begin 30 days from the date the scheduled service has been completed).

## LAPSED SERVICE INTERVAL

Means any **motorcycle** which has exceeded its recommended service intervals by 250 miles or 14 days, whichever occurs first.



## NEW MOTORCYCLE WARRANTY

Means the 3-year/unlimited mileage warranty that all new **Suzuki** motorcycles sold receive as standard, commencing from the motorcycle's first registration date.

## MAXIMUM CLAIM LIMIT

Means the market value of the **covered motorcycle** at the time of repair as reasonably determined by us.

## PERIOD OF SERVICE ACTIVATED WARRANTY

Means the period shown on your policy document.

## PRIVATE INDIVIDUAL

Means a person who is using the **covered motorcycle** for their own personal leisure use only and not for any business purposes (except for travel to and from a normal place of work).

## SERVICE ACTIVATED WARRANTY

Means the additional 12-month warranty which, subject to these terms, is automatically activated on completion of a scheduled service at an Authorised Suzuki Dealer.

## SUZUKI, WE, OUR, US

Means Suzuki GB PLC.

## AUTHORISED SUZUKI DEALER

Means any repairer located in the United Kingdom and who has been authorised by **Suzuki** to undertake servicing, repair and maintenance work.

## UK

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

## YOU, YOUR

Means the private individual named as the registered owner of the motorcycle, or as replaced by any new owner (who is also a private individual) and who has been correctly declared to us by contacting your local Suzuki Dealer / Service Centre.



# INTRODUCTION

**Suzuki Service Activated Warranty** has been designed to help protect you against the costs incurred in the event of an **electrical or mechanical failure** of a covered component of the **covered motorcycle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it together with **your policy document** in a safe place.

All the details of how to make a claim together with conditions of the policy are set out in the following pages. If **you** have any questions, **your** Authorised Suzuki Dealer will be able to help **you**. To locate your nearest Suzuki Authorised Dealer please refer to [www.bikes.suzuki.co.uk/find-a-dealer/](http://www.bikes.suzuki.co.uk/find-a-dealer/)

## SUMMARY OF COVER

**IMPORTANT:** if **you** fail to have the **covered motorcycle** serviced correctly in accordance with the manufacturer's specifications during the **Period of Service Activated Warranty**, or you are unable to produce proof of such servicing if **we** request it, then this may invalidate the **Service Activated Warranty** or **we** will not pay all or any part of a claim **you** make.

## COVER AND LIMITS WARRANTY

Parts and labour in respect of repair or replacement of **covered components** up to the current value of the **covered motorcycle**.

For full terms and conditions please read this **Service Activated Warranty** document together with **your policy document**.



# IMPORTANT INFORMATION

Thank **you** for servicing **your motorcycle** with an **Authorised Suzuki Dealer**.

**Your policy document confirms**, subject to these terms, the commencement of the **Service Activated warranty** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this document together with the **policy document** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim or require assistance.

If **you** have any questions regarding this **Service Activated Warranty**, please speak to your **Suzuki Dealer/Service Centre**.

## HOW THIS COVER WORKS

Upon completion of the last scheduled service with an **Authorised Suzuki Dealer** and subject to any rectification work to any component identified and carried out, **we** will provide **you** with an additional 12-month warranty. If the identified rectification work is not carried out for any reason, that component will not be covered under the **Service Activated Warranty**. This policy and policy document must be read together as one document as they form the contract between you and Suzuki.

## GOVERNING LAW

Unless **you** and **we** agree otherwise, English law will apply and all communications and documentation in relation to this warranty will be in English. In the event of a dispute, the English courts shall have exclusive jurisdiction. No term of this warranty agreement is to be enforceable by any third party pursuant to the Contract (Rights of Third Parties) Act 1999. **Your** statutory rights are not affected in any way by this warranty.



## CANCELLATION RIGHTS / REFUNDS

Please note that this warranty has no surrender or refund value.

## TRANSFER OF OWNERSHIP

The **Service Activated Warranty** is transferable to subsequent owners of the **motorcycle** but not transferable to another motorcycle.

If the **covered motorcycle** is sold, the remaining cover may be transferred to the new owner who is a **private individual** providing the new **private individual** is registered with a **Authorised Suzuki Dealer**.

## SERVICING REQUIREMENTS FOR YOUR SUZUKI

Servicing must be carried out by a UK Authorised Suzuki Dealer and in accordance with the motorcycle manufacturer recommendations. Genuine **Suzuki** parts must be used. Oils and other fluids must be of correct specification and supplied by an **Authorised Suzuki Dealer**. Failure to comply with this condition will result in a **Service Activated Warranty** claim being rejected.

## SERVICING REQUIREMENTS FOR ALL COVERED VEHICLES

**We** will allow a maximum of 250 miles or 14 days in excess of the recommended service intervals, whichever occurs first, to qualify for **continuation of cover**. Outside of these parameters warranty cover will begin 30 days from the date the scheduled service has been completed.

Please ensure that the **Authorised Suzuki Dealer** completes the service record for the **covered motorcycle** and that **you** keep all service receipts as proof of servicing.



# SERVICE ACTIVATED WARRANTY

The **Suzuki Service Activated Warranty** (subject to these terms and the completion of the online registration) will commence at no extra cost following expiry of the **New Motorcycle Warranty**, or **Service Activated Warranty** unless **you** are a **Lapsed Customer** (see below for more information).

Please note this **Service Activated Warranty** does not apply to the **Service Activated Warranty** exclusions below.

## ELIGIBILITY CRITERIA

The **Suzuki Service Activated Warranty** is a warranty which, subject to these terms, is activated on completion of the last scheduled service by an Authorised Suzuki Dealer. By maintaining the motorcycles recommended service schedule, customers can gain an additional 12-months or service mileage interval as per your owner's manual\* (whichever occurs first) **Service Activated Warranty** from the date of each service, until the 7-year/70,000miles (whichever occurs first) limit is reached. Please note the delay in **Continuation of cover** for a **Lapsed Customer**.

If **you** are a **Lapsed Customer**, the **Service Activated Warranty** will begin 30 days from the date the **Authorised Suzuki Dealer** scheduled service has been completed.

The 7-year/100,000 miles (whichever occurs first) limit runs from date of first registration.

Only **Suzuki** models originally sold through UK **Suzuki** authorised dealers qualify for the Suzuki Activated Warranty and customers must be residing in the UK.

All repairs must be carried out by a **Authorised Suzuki Dealer**.

Customers must register details on the Suzuki Website portal using a unique reference code generated by **Authorised Suzuki Dealer** at time of service.

All components covered by this policy must be free from defect at time of policy activation (date of service).

\*Refer to your Owner's Manual for the correct service interval for **your** motorcycle.

If **you** have any queries in relation to **your** eligibility for the **Suzuki Service Activated Warranty**, or how it will apply to **your** vehicle, please contact **your** local **Authorised Suzuki Dealer**.





## COVERED COMPONENTS

Electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**;

Other than:

- Filters, fuses, spark plugs, worn/warped clutches, brake shoes and pads, discs and cables, oil, fluids, coolant, drive belts, pipes and hoses, lamps and bulbs, high tension leads, wheels, spokes and tyres, batteries and exhaust systems (including catalytic convertors, unless it fails the exhaust emissions standard following a test of exhaust gasses).
- General oil leaks due to the failure of any seal or gasket.
- Bodywork of any kind, fuel tanks, body panels, paintwork, screens and mirrors (except in the case where they suffer an **electrical or mechanical failure**), seat covers, exterior trim, locks, hinges, handles, antenna and cosmetic items, fork legs, tubes and seals.
- Parts not approved by or equivalent in quality or design to parts supplied by **Suzuki**.
- Damage or defects as a result of consequential damage caused by non-**Suzuki** genuine accessories aftermarket parts or modifications.
- Parts replaced under normal maintenance or servicing procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.
- The cost of repairing components such as timing belts or chains failure where such components have not been adjusted in accordance with the manufacturer's specifications.
- Covered components with existing defect at time of policy commencement.
- Burnt out, sticking or pitted valves



## WORKING MATERIALS / CASINGS

Should a valid claim for a **covered component** require essential replacement or topping up of lubricants, fluids, oils, oil filters or coolant, these items shall be covered as part of the total claim provided that the **covered motorcycle** is not within 1,000 miles or one month of its next due service.

Casings are covered when damaged by a **covered component** which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this warranty.

## SERVICE ACTIVATED WARRANTY EXCLUSIONS

This warranty does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g. chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect that existed when the **Service Activated Warranty** period commenced.
3. Wear and tear, normal deterioration, routine servicing, maintenance, adjustments, reprogramming or loading of software.
4. Faulty repairs, incorrect servicing or failure to have the **covered motorcycle** serviced in accordance with the manufacturer's specification.
5. Lack of oil, fuel, lubricants, fluids or additives; or foreign matter entering the fuel, cooling, or lubrication systems; or use of parts, oil, fuel, lubricants, fluids or additives which the manufacturer of the **covered motorcycle** does not recommend.
6. Motorcycle modified in any way from the original manufacturer's specification.



7. Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the **covered motorcycle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **covered motorcycle** under this warranty.
8. Any motorcycle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
9. Any motorcycle which is used for business purposes except for travel to and from your normal place of work.
10. Other motorcycle brands/models, except for **Suzuki**.
11. Police motorcycle and motorcycles used by any other emergency service or military organisation.
12. Losses or damage due in any way to any type of accident, misuse or any act or omission which is willful, unlawful or negligent (such as but not limited to consequential damage caused by continuing to ride the covered motorcycle when a fault becomes apparent).
13. Any component which is subject to recall by **Suzuki**.
14. Cleaning, polishing, operations performed under normal maintenance, adjustments modifications, alteration, tampering, disconnection, improper adjustments or repairs.
15. **We** will pay for damage caused to a covered part if caused by another covered part, but not damage caused by a part that is not covered.
16. **We** will not pay for any depreciation to **your motorcycle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.



17. As **your** policy is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the **Service Activated Warranty** terms and conditions. For example, **your Service Activated Warranty** may cover repairs to or replacement of an ABS module but would not cover any loss of earnings that you may suffer while **your motorcycle** is being repaired.
18. **You** should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this **Service Activated Warranty**.
19. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any insurance guarantee, warranty or cover.
22. Failure due to power surges, power overloading, abnormal use and damage due to inappropriate or incorrect charging.
23. Any claims caused by overloading the Motorcycle.
24. Any Motorcycle that is or has been used as a stationery power source.



## CLAIM PAYMENTS

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official **Suzuki** labour times/costs which are necessary to repair or replace covered components.

## HOW TO MAKE A SERVICE ACTIVATED WARRANTY CLAIM (UK)

Please report any repair under the **Suzuki Service Activated Warranty** immediately to **your** nearest **Authorised Suzuki Dealer**, advise them that **your covered motorcycle** is protected by the **Suzuki Service Activated Warranty** and present them with a copy of the Vehicle Health Check and service invoice.

Make the motorcycle available for examination and provide the **Authorised Suzuki Dealer** with all the information needed or requested to help them identify the issue claimed for.

Always retain the service booklet and make it available to **your Authorised Suzuki Dealer** as requested.

It is **your** responsibility to authorise any dismantling of the **covered Motorcycle** or any other work required to diagnose any faults with the **covered motorcycle**.

**We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this **Service Activated Warranty**.



## HOW TO MAKE A SERVICE ACTIVATED WARRANTY CLAIM (CONTINENTAL EUROPE)

Arrange for the **covered motorcycle** to be taken to the nearest **Authorised Suzuki Dealer** and give **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the Authorised Suzuki Dealer and retain the invoice. Please also keep the replaced components if possible until **we** have finished processing **your** claim as **we** may need to inspect them.

On **your** return to the **UK**, please visit **your** local **Authorised Suzuki Dealer** with copies of the invoice and the **covered motorcycle's** service records. This must be done within 14 days of your return to the UK.

**Your** claim will then be processed and reimbursed to **you** in pounds sterling at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid.

**We** will not pay more than the equivalent **UK** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace covered components.



# GENERAL TERMS & CONDITIONS

These conditions apply to all sections of your **Service Activated Warranty** and **you** must meet them before **we** make a payment.

## CLAIMS - YOUR DUTIES

If a failure occurs with the **covered motorcycle**, **you** must comply with the relevant claims procedures described in this document as soon as **you** can.

## CLAIMS - OUR RIGHTS

**We** can take over and carry out the defence or settlement of any claim. After **we** have made a payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **covered motorcycle** and will test damaged components.

## LOOKING AFTER YOUR MOTORCYCLE

**You** must take all reasonable steps to safeguard the **covered motorcycle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

## DISPLACED PARTS

Any replaced parts shall become the property of **Suzuki GB PLC**.

These Terms & Conditions should be read in conjunction with **our** website terms of use and privacy policy.



## HOW TO MAKE A COMPLAINT

**We** sincerely hope that **you** never have reason to complain about **our** product, but **we** do acknowledge that occasions might arise when, for one reason or another, **you** are not fully satisfied. If this situation should arise **we** suggest the following will assist in getting the matter resolved as quickly as possible.

Please always keep in mind that almost inevitably **your Authorised Suzuki Dealer** will be involved in the final solution of **your** problem, so it is important to keep them informed throughout.

**Your Authorised Suzuki Dealer** is willing and able to look after **you** and **your** motorcycle. If there is some matter which concerns **you** about the **Authorised Suzuki Dealer** **you** should always ask to speak to the Dealer Principal or General Manager. Please try to explain the cause of **your** concern as precisely as possible.

**We** are sure that most matters will be resolved in a perfectly satisfactory and amicable manner in this way.

If the situation cannot be resolved by this means, then please email **customerservices@suzuki.co.uk** or write to  
Suzuki Customer Services  
Steinbeck Crescent  
Snelshall West  
Milton Keynes  
Buckinghamshire  
MK4 4AE

Or call free phone 08085 011959 (mobile charges apply) giving us full and precise details of **your** motorcycle, its history including all services, repairs, accidents etc. and an outline of the nature of **your** concern.

**We** will do **our** best to get the matter resolved as speedily as possible.

## STATUTORY RIGHTS

### Data Protection Act

Suzuki GB PLC and our **Authorised Suzuki Dealers** care about customer's data and privacy. To view **our** privacy policy please go to: **[www.bikes.suzuki.co.uk/privacy](http://www.bikes.suzuki.co.uk/privacy)**

**We** may use **Service Activated Warranty** registration information to contact **you** directly should the need arise in the event of a Recall or Service Campaign.

