



Autotruster / Bynco Guarantee Scheme

Every car comes with a standard 180 day warranty. Bynco works together with Autotruster. Autotruster takes care of the whole process and carries out the warranty. Bynco always remains responsible for the given warranty.

What does the Bynco 360° cover?

At Bynco you are entitled to the most extensive coverage:

All mechanical and electronic parts
Compensation on parts and labour
Diagnostic costs
Replacement transport
Repair

What are your guarantees?

All mechanical and electrical parts of the car are covered by the Bynco warranty. For example, the following parts are covered:

- The engine
- The gearbox
- The suspension
- The electronics
- The braking system
- The fuel system
- The drive
- The suspension

Both parts and labour costs are covered by the warranty.

What else is reimbursed?

The diagnostic costs and (necessary) transport from the car to the repairer are also covered by the warranty if the defect is also covered by the warranty.

A defect abroad?

If you have a defect abroad and the defect is covered, it is also covered by the warranty. You report the defect to Autotruster and they will tell you if it is covered or not. You can pay at the garage and claim the costs yourself or you can choose to have the invoice sent to Autotruster.



In some cases, we do not offer a warranty

Warranty is not given on:

- The bodywork
- The glass
- The tires
- The rims
- Maintenance parts and operations
- The interior of your car
- Ancillary costs such as replacement transport costs

How long does the guarantee last?

You have the guarantee for the duration of 180 days after purchase. The warranty therefore ends 180 days after the purchase of your car. If you wish, you can then choose to extend the insurance at a market premium.

It is possible that there is also a manufacturer's warranty on your car and that you are double insured for a certain period of time. That is not a problem. The Autotruster/Bynco warranty is in fact an extension of the manufacturer's warranty. The extra guarantees offered by Bynco, namely the Bynco warranty and the manufacturer's warranty, do not affect the legal warranty. Legal warranty means that a product is or must do what the consumer can reasonably expect from it. Our customer service department has insight into the warranty details of your car and, in consultation with you, determines the best solution in the event of a defect.

What do we understand by a defect?

With a defect we mean the sudden and unexpected failure of a component during the warranty period. A defect is deemed to exist if it is not caused by external influences. If a part functions normally, it will not be replaced or repaired. If there is (side) noise or changing properties, that is no reason for repair.

Repair

The warranty is intended solely for the repair of a defect in your vehicle. Your car will always be repaired professionally and permanently. Autotruster has the freedom, in consultation with the repairer, to determine how the car will be repaired. Of course we understand that your car is a precious possession and that you want the best for your car.

Warranty certificate

On the day of registration you will receive an e-mail containing a pdf of the warranty booklet and a warranty certificate. After about 15 days Autotruster will contact you by phone on behalf of Bynco to explain how to proceed at the moment you have a defect in your car. During this telephone call, the



conditions of the warranty will also be discussed in order to rule out misunderstandings in the future as much as possible.

After the warranty period has expired you will be contacted once by Autotruster with the possibility to extend the warranty.

A defect?

You can report the defect online via www.autotruster.nl/claims

You fill in your license plate and the odometer reading and indicate how many and which defects you have found. Then you check your data and press the 'agree' button. You will receive a confirmation by email.

You can also call the Autotruster service number on 0592 - 340018.

Important! In order to provide you with a fast and good service, the repair must first be assessed and approved by Autotruster before the car is repaired by a repairer selected by Bynco. Never keep driving with a defect.

What to do in case of a defect?

1. Sign up online or by phone
2. Approval by Autotruster
3. Make an appointment with a Bynco-repairer

Reimbursement table

Mileage or age	Reimbursement	components of labour*
Less than 110.000 kilometres or 7 years	100%	100%
Less than 130.000 kilometres or 8 years	80%	100%
Less than 150.000 kilometres or 10 years	70%	100%
From 150.000 kilometres or 10 years	60%	100%

* Autotruster pays 100% of the labour costs up to the maximum hourly rate.

Who pays the repair costs?

Autotruster is Bynco's executive warranty partner. Autotruster carries out the warranty and handles your claim. If there is a valid claim, Autotruster will pay directly to you or to the garage. Depending on the agreement made. Of course, we at Bynco remain responsible for the given warranty.



How much is the fee?

You will receive a fee for the parts used in the repair. The amount of the reimbursement depends on the mileage or age of your car at the time of the defect. The reimbursement for labour costs is 100%.

The maximum reimbursement per claim is € 5,000 and a maximum of € 7,500 per guarantee period.

Maintenance

Every car needs maintenance. This maintenance involves replacing parts that are not meant to last a lifetime. Maintenance parts and operations are not covered by the warranty. You are responsible for the maintenance of your vehicle.

Maintenance history

If maintenance and repairs are carried out within the warranty period, the service booklet must be updated by the garage. Keep all accounts and reports received during service, MOT inspection, breakdown service, or garage visit. This information is required by Autotruster in the event of a claim.

Which parts are not covered?

Maintenance parts, parts that are not factory fitted and parts that need to be replaced as part of regular maintenance are not covered by the warranty.

Other Terms and Conditions

Report a claim: in case of a defect, we ask you to always report it directly online via: www.autotruster.nl/claims, if not possible call 0592 340018. After approval of Autotruster, you can have the car repaired. Never drive through with a defect!

Maximum payment: warranty period 6 months: per claim € 5.000,-, per warranty € 7.500,-.

Maintenance: maintain your car properly and regularly check the level of the fluids in your car. Before using the car, read the accompanying instruction booklet, study the points for attention and the maintenance schedule. If a malfunction occurs because you do not know or do not carry out the instructions from the instruction booklet, it is possible that you yourself are (partly) to



blame for the malfunction. Keep all proof of maintenance and repair. You may have to submit this in the event of a claim in order to be reimbursed for the repair, if it is covered by the warranty.

If a defect can be remedied by a maintenance operation such as cleaning, lubrication, (adjustment), resetting or updating software, this is part of the maintenance.

When can you not claim your warranty? If you yourself are (partly) to blame for the occurrence of a defect, you are not entitled to repair under the warranty. This may be the case, for example, if a defect has arisen due to overloading, negligence, carelessness or operating errors.

External calamity: If a defect is caused by external calamity, it has nothing to do with the quality of your car. In that case, you cannot claim under the warranty. You can think of defects caused by (water) damage, a collision, shocks caused by thresholds and potholes in the road or gravel. Many of these types of incidents are often covered by your car accident insurance.

Termination of warranty: in case of suspicion of fraud or abuse, the warranty may be terminated by Autotrust.

It is important that you adhere to the above conditions. If you have not met the conditions, your right to a warranty will lapse.

Disputes: if you do not agree with the outcome of your claim, or if you have a complaint, you can contact us in writing: Autotrust BV, Complaints and Disputes, P.O. Box 930, 9400 AX ASSEN or send an e-mail to service@autotrust.nl.

Autotrust will reply within 14 days. If you are not satisfied with Autotrust's response, you can contact Bynco at (030) 207 42 20 or klantenservice@byno.com.