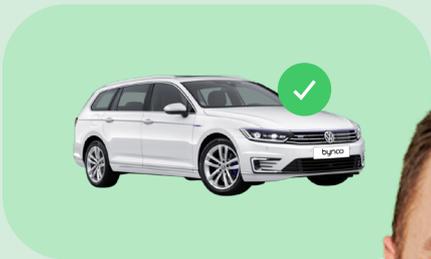


# Bynco Warranty Brochure

All you need to know about the Bynco warranty



bynco

# Is something wrong with your car?

Then call Autotrust, our warranty partner, on 0592-34 00 18 before getting your car repaired. Or scan the **QR-code** with the camera of your phone or tablet to report it via the Autotrust website.

**Tip:** click on the button below or go to <https://www.autotrust.nl/autotrust-garanties/consumenten-garantie/claim-melden/> if the QR code does not work.



[Report a defect](#)



Foreword

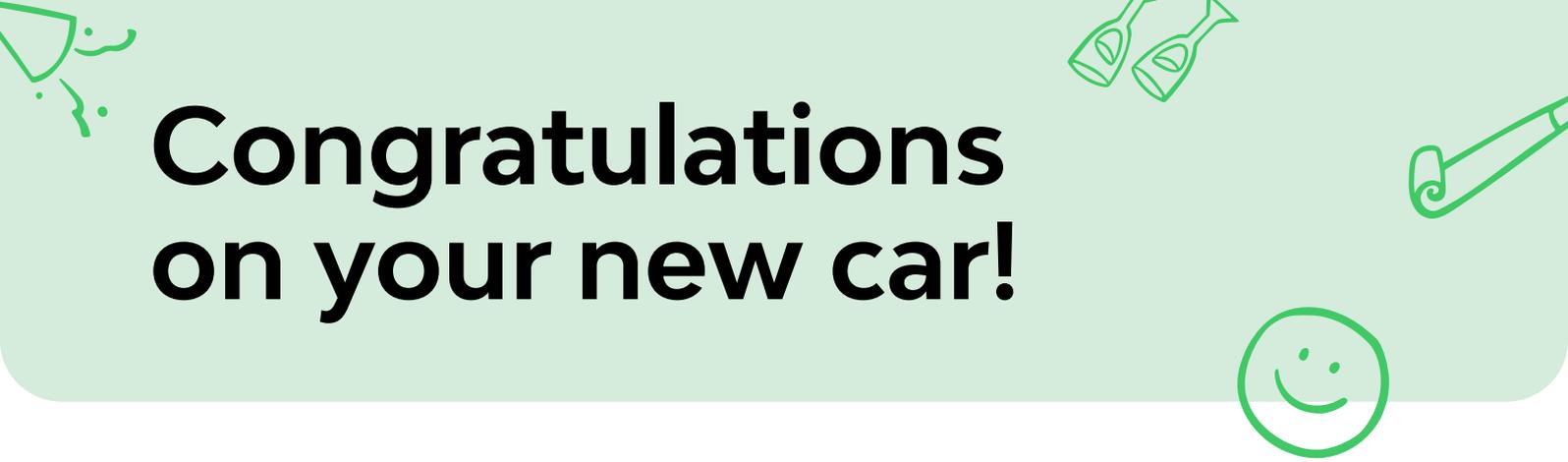
Explanations / definitions

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# Congratulations on your new car!



**Well, there it is; your new car. We hope you'll enjoy it for a great deal of time, and we hope, when the time comes, that you'll also buy your next car online with us. First things first:**

There is a 12-month Bynco warranty on your new car. Which is great, because you won't have to worry about your brand new 'wheels' for the first twelve months.

Let's say there is something wrong with your car, then the chance is very high that it will be covered by the Bynco warranty. This means you don't have to pay any of the repair costs or only a small fraction of these costs. You can read in this document what is covered and what is not covered by the warranty and which costs are reimbursed and to what extent.

There's more exciting news: in addition to not having to worry about anything for a year, we also promise you that you will not have to pay any maintenance costs in the first half year. After all, your car is maintenance free for 6 months/5000 kilometres. If anything unexpected happens during this period that could have been prevented by us, for which you are not responsible, we solve it and pay the bill.

In other words, you have absolutely nothing to worry about and no costs associated with your new car for the first six months.

## **Good to know**

After 6 months, you will be responsible for the repair and maintenance costs, unless the defect is covered by the Bynco warranty. In that case, the repair costs will be (partially) reimbursed to you. Maintenance costs are not covered by the Bynco Warranty, meaning that after 6 months or 5.000 kilometres (whichever comes first) you are responsible yourself for all maintenance costs.

## **Warranty certificate**

You'll receive the Bynco warranty certificate by email. This certificate includes the details of your car and the length of the warranty period. In addition to the warranty conditions, our general terms and conditions also apply. These can be found [here](#).

# How to report a defect

As we use Autotruster's warranty programme, you should report a defect (or defects) to them before getting your car repaired. This can be done in the following ways:



**Scan the QR code on the front of this brochure with the camera of your phone or tablet**



**Call [0592-34 00 18](tel:0592-340018)**



**Go to [www.autotruster.nl/claims](http://www.autotruster.nl/claims)**

Autotruster, our warranty partner, will then convert your report into a warranty claim and assess it, and, if OK, approve it. Once the claim is approved, Autotruster grants permission, and the repair work can commence. No repairs may be carried out without Autotruster's consent.

## **Defect abroad**

Does your car have a defect (or defects) abroad? In most cases, you are entitled to reimbursement of the repair costs. Once again, you must report it to Autotruster. After the claim has been approved and Autotruster has given its permission, the repair work can be carried out.

# Explanations and definitions

## Explanation (where necessary)

### What do we mean by a defect?

A defect is defined as a sudden and unexpected failure of a part during the warranty period. A defect exists if it is not caused by external influences. Should a part function properly, it will not be replaced or repaired. A (slight) noise or a change in properties does not give cause for repair.

### Reparation

The Bynco Warranty is intended solely for the repair of a defect in your car. Your car will always be repaired in a professional and sustainable manner. Autotruster has the liberty to determine, in consultation with the mechanic, how the car will be repaired.

### Who provides this warranty?

Autotruster is Bynco's executive partner for warranties. This party carries out the warranty and handles your claim(s). If there is a valid claim, Autotruster will make the payment directly to you or to the garage. Of course Bynco remains responsible for the issued warranty.

### How high is the compensation?

You will receive compensation for the parts used in the repair, based on the Parts Compensation Table. The reimbursement depends on the mileage and age of the car at the time of the defect. If you make use of an Autotruster Network garage, the labour costs will be reimbursed in full. In all other cases, the labour costs will be reimbursed up to the maximum hourly rate of €86, including VAT.

Mileage or age	Reimbursement of parts
< 110,000 kilometres or less than 7 years	100%
< 130,000 kilometres or younger than 8 years	80%
< 150,000 kilometres or younger than 10 years	70%
as of 150,000 kilometres or 10 years	60%

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

Parts Compensation Table

### Maintenance

Every car needs maintenance, whereby parts that are not meant to last a car's lifetime are replaced. Therefore, maintenance operations and maintenance parts are not covered by the Bynco Warranty. You are responsible for carrying out the maintenance on your car.

## **Maintenance history**

For maintenance and repairs, the garage is required to update the maintenance book. Keep all invoices and reports that you receive for service, MOT/APK inspections, roadside assistance or garage visits. Autotrust will need this information in the event of a claim.

## **Terms**

Explanation of terms used in this document.

### **Bynco Warranty**

The warranty for unexpected mechanical and electronic faults in your car, as described in these warranty conditions.

### **Warranty certificate**

The certificate or proof that is provided to you by Autotrust by email.

### **Labour costs**

The cost of performing labour with regard to replacing or repairing a defect covered by the warranty.

### **Mechanical, electronic parts**

All moving, mechanical and electrical or electronic parts with a function in driving, propelling, braking and controlling the vehicle, excluding the parts mentioned as exceptions in these conditions.

### **Defect**

The sudden and unexpected failure of a car part during the warranty period, caused by a permanent mechanical, electrical or electronic defect. A defect is said to exist when the part no longer functions and needs repair or replacement in order for the car to function as intended. A defect only exists when there is an 'inherent failure', which means that the failure is not caused by external influences, such as water, impact, vibration, dirt, corrosion, temperature, wear and tear, operating and user error and carbon deposit formation (including burnt or charred valves and carbon deposit removal).

### **Valid claim**

A claim under the warranty where the nature, circumstance and cause of the defect are covered under these conditions.

### **Transport**

Costs of transporting the car to the nearest Autotrust Network garage as a result of a defect covered by the warranty.

### **Diagnosis**

Costs of identifying and diagnosing a defect covered by the warranty, including testing and dismantling.

### **Autotrust**

This refers to Autotrust B.V., our warranty partner.

**Autotruster Network Garage**

A garage or specialist repairer which forms part of a network of selected garages, authorised to perform repairs for Autotruster.

**Fraud**

The deliberate misleading of Autotruster prior to or during the agreement, with the aim of obtaining a financial or other advantage.

**Drive battery, battery pack**

The battery pack intended to power or assist in powering the vehicle.

**EV**

Electric Vehicle, a vehicle equipped with a propulsion battery and powered entirely by electricity.

**Normal degeneration**

The gradual deterioration of the propulsion battery capacity as observed in vehicles which are similar to the vehicle covered in terms of make, model and specification, as well as age, mileage, use and other circumstances.

# This is covered by the Bynco Warranty

- ✓ Engine
- ✓ Manual/automatic transmission
- ✓ Cooling system
- ✓ (Four wheel) drive system
- ✓ Brake system
- ✓ Suspension
- ✓ Steering system
- ✓ Fuel system
- ✓ Emission system
- ✓ Electronics
- ✓ Interior/exterior
- ✓ Air conditioning/heating
- ✓ Airbags

## Explanation (where necessary)

### Engine

Oil pan, cylinder block, cylinder bushings, cylinder head, cylinder head gasket, timing chain, timing belt (regular replacement according to the brand's instructions is not covered), timing gears, connecting rods, connecting rod bearings, hydraulic lifters, intake manifold, internal bearings, chain, valve guides, valves valve springs, crankshaft, crankshaft bearings, crankshaft pulley, engine mounts, camshaft, camshaft belt, camshaft bearings, camshaft adjuster, cam followers, oil pump, oil pump drive, gaskets/seals, belt tensioner, starter ring, tappet wheels, rocker shaft, turbo/intercooler, exhaust manifold, flywheel, piston pins, pistons, piston ring (breakage).

### Manual transmission

Shafts, overdrive shafts, pushrod/shift rod, master and auxiliary clutch cylinder, clutch cable, bearings and bearing shells, oil cooler, gaskets/seals, pedal unit, selector shafts, selector forks, synchromesh rings and hubs, gears, extension shaft, gearbox control, gearbox housing, gear lever and cables.

### Automatic Transmission

Drive chain, seals, electronic control unit, hydraulic control unit, valves, valve block, valve body, clutch, torque converters, bearing plus locking lever, bearings and bearing shells, modular valve, oil seal input shaft, oil cooler, oil pump, gaskets, brake bands, servos, gears, transmission mounts, gearbox control unit, gearbox housing, gear lever and cables.

### Cooling system

Electronic control units, oil cooler, radiator, radiator cap, temperature gauge, thermostat, thermostat housing, thermostat motor, fan, viscous coupling, water pump.

### Drive

Drive shafts, shaft sleeves, drive shaft, differential, homo-kinetic joints, crown and pinion wheel.

## **Four-wheel drive**

Shaft sleeves, axles, propshaft, rear axle differential, front axle differential, universal joints, transfer case.

## **Braking system**

ABS valve block, ABS pump and control unit, ABS sensors, pressure regulator, parking brake cables, master cylinder, brake booster, calipers, brake force regulator, brake pipes, brake pedal unit, brake discs (if curved), brake servo, brake rods, brake drums, brake fluid reservoir, wheel brake cylinder, self-adjusting mechanism.

## **Suspension**

Locknuts, wishbones, sleeves, balls, bearing shells, air suspension, pump, reaction rods, control valve, reservoir, rubbers (wishbones/suspension), shock absorbers, torsion bar, strut bearings, springs, wheel bearings, wheel hubs, self-adjusting suspension and suspension.

## **Steering**

Seals, lift mechanism, rack and pinion, clutches, bearings, pipes, reservoir, track rods and track rod ends, power steering unit with pump, steering angle sensor, steering box, steering column, steering ball, steering rod cover.

## **Fuel system**

Ignition coils, fuel meter, pressure regulator, ECU, electronic ignition, throttle body, glow plugs, injectors, injection pump, injection system, cold start injector, lines, air flow meter, boost pump, warm up valve, overspeed fuel shut off valve, control and distribution system, sensors, fuel sending unit, vacuum pump, injectors, float.

## **Emission system**

EGR valve, EGR cooler, catalytic converter, lambda probe, sensors, exhaust (internal defect).

## **Electronics**

12V socket, factory alarm system, factory immobiliser, interior lighting unit, board computer, central door locking, horn, cruise control unit, alternator, electric seat adjustment motors, central door locking electromagnets, dashboard instruments, cable harnesses, headlight adjustment, electric sunroof motor, electric aerial motor, windscreen control motor, mirror adjustment motor, convertible top motor, control units, parking aid control unit, relay, windscreen washer pump, windscreen wiper motor, switches, sensors, voltage regulator, starter motor, seat heater, power distributor, heated windscreen washers.

## **Interior/Exterior**

Bluetooth, door locks, tailgate gas springs, integrated on-board computer and infotainment system including navigation and radio function (software update excluded), sunroof mechanism, bonnet release cable, windscreen wiper mechanism, seat adjustment, lighting units.

## **Air conditioning/heating**

Compressor pump, dryer, electronic control unit, condenser internal fault, heater control unit, heater valve, heater motor, heater radiator, air valves and motors, magnetic coupling and valves, reservoir, sensors, evaporator.

## **Airbags**

Airbags, airbag sensors, crash sensors.

# This is not covered by the Bynco Warranty

- × Wheel rims
- × Bodywork
- × Maintenance parts
- × Parts and accessories that are not factory-mounted
- × Interior parts
- × Software updates
- × External hazards

## Explanation (where necessary)

### Bodywork

Antennas, glass, body panels, rubbers and mirrors.

### Maintenance parts

All filters, tyres, refrigerant, lights, multi belt, brake pads, brake discs (if worn), brake shoes, wiper blades, lubricants and fluids.

**Note:** the drive battery of an EV/hybrid does fall under the Bynco Warranty, see the warranty conditions, item 1.7 and item 1.8.

### Parts and accessories that are not factory-mounted

Retrofitted or built-in or loose parts.

### Interior parts

The parts that are in the cabin, such as car furniture, the upholstery, seats, benches, etc.

### External hazards

Defects caused by, for example, water or storm damage, a collision, shocks caused by thresholds and potholes in the road, grit, inexpert repairs and broken cables.

In the warranty conditions, from item 3.1 onwards, you can read in which cases you cannot make a claim on the Bynco Warranty.

# Warranty conditions

## 1. Limits and contributions

- 1.1** The warranty period is 12 months (or 18 or 24 months if you have opted for an extended warranty) or 30,000 kilometres (or 45,000 or 60,000 kilometres if you have opted for an extended warranty). Warranty ends after 12 months or after the maximum mileage has been reached. There is a mileage restriction of 15,000 kilometres per 6-month period. If the term and/or mileage limit differs, this will be stated on your warranty certificate.
- 1.2** Autotruster Network garages operate in accordance with the Autotruster claims procedure. Please be aware of the following if you decide not to take your car to an Autotruster Network garage:
- If you choose an Autotruster Network garage, labour costs will be fully reimbursed. If you decide to go to a garage that is not an Autotruster Network garage, there is a maximum compensation of €86,- per hour, including VAT;
  - All expenses higher than the costs at an Autotruster Network garage will not be reimbursed. This includes labour costs, costs for the parts used in the repair and all other costs;
  - Autotruster Network garages are familiar with the claim procedure. If you decide to use a garage that is not an Autotruster Network garage, you are responsible for following the Autotruster claims procedure and providing the necessary information correctly and on time;
  - All the Autotruster Network garages invoice directly to Autotruster. If you decide to go to a garage that is not an Autotruster Network garage, you will have to advance the whole repair bill yourself. You can then claim the repair bill from Autotruster afterwards. Please note the correct name of the repair invoice. The costs will not be reimbursed if the invoice is not in the name of Autotruster B.V.;
  - A second diagnosis at an Autotruster Network garage is required in case the diagnosis of the garage of your choice is not immediately accepted by Autotruster. The costs of the diagnosis by the garage of your choice will not be reimbursed in that case.
- 1.3** Essential transport is reimbursed within reason and to a maximum of €175 per case, including VAT. Autotruster does not reimburse costs incurred as a result of a non-covered defect. Autotruster does not provide breakdown assistance or an emergency centre.
- 1.4** The maximum payment per claim and per warranty is €5,000, including VAT.
- 1.5** If there is a personal contribution, you must pay the costs to an Autotruster Network garage. The employees of the Autotruster Claims Department will draw your attention to these costs prior to the repair. If your car needs to be transported to carry out a repair, Autotruster will pay the full invoice to the repairing garage and you will receive an invoice for all costs not covered by the car warranty.
- 1.6** If the repair takes more than 8 hours, you are entitled to replacement transport. This does not include waiting and diagnostic time. There is a maximum payment of €35 per day (excluding VAT) with a maximum duration of 2 days per warranty period. You are responsible for arranging replacement transportation and submitting the invoice to Autotruster. Please note that the invoice must be in the name of Autotruster B.V.

## 1.7 Drive Accu Package - only applies in the case of an electric vehicle (EV) and hybrid car.

- In the event of a failure or serious deterioration, you are entitled to have the power pack repaired and, if necessary, replaced.
- Failure of the battery pack means that the battery pack can no longer be used for its original purpose.
- Serious degeneration occurs when the drive battery capacity (State Of Health) is 69% or lower.
- The Drive Capacity (State Of Health) must be determined by an Autotruster authorised partner and measurement method.

## 1.8 Special Provisions Drive Battery Pack Damage - only applicable in the case of an electric vehicle (EV) or hybrid vehicle

- Propulsion batteries are repaired or, if necessary, replaced, after which their capacity is at least 80%.
- Due to limitations in supply and capacity at suppliers and repairers, a repair in the case of battery damage may require longer than for similar mechanical damage. Autotruster is obligated to make every effort to rectify the defect within the shortest possible time, insofar as this does not lead to extra (repair) costs. Damage as a result of not being able to use the vehicle due to a (lengthy) waiting period or repair time does not fall under the cover of this warranty.
- Serial damage is not covered by this warranty.

## 2. Maintenance

- 2.1 Please read and follow the instructions in the vehicle's instruction booklet. The warranty will be void if the vehicle has not been serviced in accordance with the manufacturer's instructions during the current owner's ownership.
- 2.2 Keep all records of maintenance and repairs. The vehicle must be maintained in accordance with the manufacturer's instructions at all times. It is your own responsibility to maintain the vehicle. If the maintenance history is (partly) unknown or if this history shows that insufficient maintenance has taken place, you must have maintenance carried out immediately.

## 3. You cannot make a claim under the Bynco Warranty in these cases

- 3.1 If you yourself have contributed to the occurrence of a defect, you have no right to repair under warranty. This may occur if a defect is caused by overloading, negligence, carelessness or operational errors. You must therefore comply with these conditions, or you will lose the right to payment.
- 3.2 If a defect is caused by external forces or third-party actions, it has nothing to do with the quality of the car. In that case, you cannot make a claim on the Bynco Warranty.
- 3.3 If a third party can be held liable for (the occurrence of) a defect, you must always recover the damage from this party. Claims covered by any other warranty, warranty or goodwill scheme, or which would be covered if this warranty did not exist, must be reimbursed by the provider.

- 3.4 Design and manufacturing defects and damage as a result thereof are not covered and are the responsibility of the vehicle manufacturer.
- 3.5 If a defect is already present in the vehicle at the time of delivery, this warranty will not provide coverage and you should contact the seller of the vehicle.
- 3.6 Excessive oil consumption is generally an inherent property of a vehicle and is usually caused by gradual wear and tear. The costs of remedying excessive oil consumption shall be borne by the vehicle owner. The costs of remedying excessive oil consumption are not covered by this warranty.
- 3.7 Defects which you have noticed, or could reasonably foresee, but with which you have continued to drive are not covered by the Bynco Warranty.
- 3.8 Cars first registered outside the EU are excluded from this warranty, unless explicit written permission is granted by Autotruster before the start of the warranty.
- 3.9 The Bynco Warranty is intended solely for the repair of your car. You are not entitled to any compensation for additional costs or other damage(s) that may result from the defect.
- 3.10 Defects caused by mechanical or electronic modifications to the factory settings are not covered by this warranty.
- 3.11 If the number of kilometres read on the odometer of the vehicle has changed and does not correspond to the actual kilometres driven, any right to reimbursement under the terms of this warranty will become null and void.
- 3.12 If a part is functioning normally, it will not be replaced or repaired. If there is a (slight) noise or changed characteristics and there is no defect, this is no reason for repair.

## **4. Making a claim**

- 4.1 You are required to follow this claims procedure carefully. If you do not do so, the validity of your claim and the need for repair cannot be ascertained. The judgment of your garage does not constitute proof of a covered defect. Only if you have received explicit permission for repair from Autotruster, does Autotruster have an obligation to reimburse you for the repair.
- 4.2 The repair may only begin after Autotruster has issued a price agreement, with an accompanying authorisation number.
- 4.3 As soon as you notice a (incipient) defect, we ask you to report this immediately via [www.autotruster.nl/claims](http://www.autotruster.nl/claims). A claim must be reported within 5 days of discovery. A late report can have consequences for the coverage of the Bynco Warranty.
- 4.4 The employees of the Autotruster Claims Department will advise a garage. The garage will investigate the nature and cause of the defect and check with the Autotruster employee whether the defect is covered by the warranty.

- 4.5** Autotruster can only agree on a price if the repairer provides a quotation and submits it to Autotruster. This quotation must contain a detailed budget in which parts and labour (based on an hourly rate) are specified separately. The quotation always serves as the basis for the payment.
- 4.6** If you allow the garage to start the repair without Autotruster's permission, you will no longer be entitled to compensation.
- 4.7** After reporting a claim, a diagnosis and quotation for repair must be submitted to Autotruster within 30 days. After this period, the cause of the defect and any subsequent damage cannot be properly assessed. If a diagnosis and quotation are not received by Autotruster after this term, the open claim notification will expire unless otherwise agreed with Autotruster. If a price agreement is issued and the defect is repaired, you - or the garage - must email the original repair invoice to [claims@autotruster.nl](mailto:claims@autotruster.nl), or send it to Autotruster by mail within 30 days of the repair - otherwise the right to compensation lapses.
- 4.8** Autotruster is never responsible for damage caused by third parties. Autotruster always has the right to appoint a repairer to carry out the repair if:
- Autotruster can thus achieve substantial savings on the repair costs;
  - Autotruster is of the opinion that the quality of the repair can be better guaranteed as a result.
- 4.9** If aftermarket, exchange or reconditioned parts are available, they may be used for the repair. Autotruster has the right to arrange transport of the vehicle on your behalf and to have it provided by third parties.
- 4.10** If, in Autotruster's opinion, you do not cooperate in the repair of the car and/or do not make the car available for repair, diagnosis, expertise and/or transport, every right to repair under the Bynco Warranty lapses.
- 4.11** If an Autotruster employee is treated unfairly, insultingly or menacingly to a serious extent, the Autotruster management can decide to terminate the warranty.
- 4.12** Autotruster has the right to instruct an independent expert to inspect your car before accepting a claim. Autotruster is never responsible for damages resulting from possible delays.

## **5. Acceptance and validity**

- 5.1** If fraud is detected, we will take the following measures:
- Termination of Bynco Warranty
  - Cancellation of repair costs payment
  - Listing in the internal register
  - Refunding of damage handling costs
  - If necessary, we will report it to the police.

- 5.2 In connection with the (statutory) verification of the applicant, Autotruster reserves the right to unilaterally terminate the warranty up to 7 working days after it has been concluded, without giving any reason (acceptance reserve).
- 5.3 The Bynco Warranty is personal and applies only to the buyer of the car.
- 5.4 You have the warranty and the right to repair a covered defect in the Netherlands and all countries listed below. The costs of the repair abroad may not be higher than the market costs in the Netherlands.

The Bynco Warranty applies in the following countries, provided that you use your car for less than 60 days per year (alternatively or cumulatively) in the specified country: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Croatia, Luxembourg, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden and Switzerland.

- 5.5 Any information that could affect Autotruster's decision to accept or continue to accept your car for warranty must be shared with us immediately and without hesitation. If we believe that you have failed to disclose relevant information about your car to us, Autotruster may terminate the warranty and it may affect the coverage of the Bynco Warranty.
- 5.6 The warranty on your car will be terminated if it is (or has been) used for competition purposes such as rallies, races, time trials or driving on a circuit. The warranty for your car will also be terminated if it is used for competition purposes such as rallying, racing, time trials or driving on a circuit, as well as for cars used for hire, taxi, driving school or commercial purposes such as shipping or delivery. The warranty also ends if a car is used actively for off-road driving and in the event of overloading due to driving in the limit range. If your car is found to be totaled, the warranty will also be terminated.
- 5.7 We do not accept cars whose software and/or hardware has been modified to increase engine power. We have the right to cancel the warranty in case a warranty for such a car has been issued. The amount already paid for the warranty will be pro-rated to the selling car company, provided that no costs have been incurred during the warranty period.

## 6. Other

- 6.1 Any warranty you enter into with us is subject to Dutch law.
- 6.2 Do you have a complaint about Autotruster or one of our employees? You can find the complaints procedure here: [www.autotruster.nl](http://www.autotruster.nl).
- 6.3 When purchasing a car with Bynco Warranty, the purchaser agrees to the Autotruster warranty conditions. The validity of the warranty or claim is always at the discretion of Autotruster. The Autotruster warranty conditions do not affect the legal rights that the purchaser has against the seller of the car.

**6.4** The selling car company gives you this warranty in accordance with Autotruster conditions. The purchaser's statutory rights vis-à-vis the seller of the car are not affected. In the situations mentioned below, your warranty will no longer be handled by Autotruster and you will have to address your claim to the selling car company:

- The seller does not fulfil its payment obligations to Autotruster;
- The seller requests a suspension of payment or is declared bankrupt.

If any of the above is the case, Autotruster will inform you.

**6.5** We treat all personal information you give us in accordance with the General Data Protection Regulation (AVG). We use this information

- To be able to conclude a contract with you;
- To be able to maintain that contract;
- To be able to combat fraud;
- To comply with legal obligations;
- To keep you informed of our products and services;
- To improve our products and services and to better meet your needs.

We may also provide your personal data for these purposes to other legal entities that are part of Autotruster.

**6.6** We may record telephone conversations:

- For verification and investigation of orders and transactions;
- For fraud prevention and integrity monitoring within financial institutions;
- To comply with legal obligations.

The telephone conversations recorded are not kept longer than necessary for these purposes. In the event of a dispute regarding the content of recorded telephone conversations, you have the right to listen to the recorded telephone conversation or to receive a verbatim transcript of the conversation.

**6.7** We may call upon other companies to perform services for us related to the execution of the agreement with you. This may be the case, for example, with an expert agency. We remain responsible for the processing of your data. In this way, we are able to provide a better service to our clients.

**6.8** Coverage is only provided for defects occurring during the warranty period.

# Contact

## Is something wrong with your car?

Then call Autotrust, our warranty partner, on [0592-34 00 18](tel:0592-340018) before getting your car repaired. Or visit [www.autotrust.nl/claims](http://www.autotrust.nl/claims) to report it via the website.

### Autotrust

 **Telephone number**  
0592-34 00 18

 **Email**  
[info@autotrust.nl](mailto:info@autotrust.nl)

 **Website**  
[www.autotrust.nl](http://www.autotrust.nl)

### Bynco

 **Telephone number**  
030-207 42 20

 **Email**  
[info@bynco.com](mailto:info@bynco.com)

 **Website**  
[www.bynco.com/nl](http://www.bynco.com/nl)

