

# ALL PRACTICAL INFORMATION ABOUT THE BYNCO WARRANTY

- ✔ Clear conditions
- ✔ Personal assistance
- ✔ Very extensive coverage

[BYNCO.COM](https://www.bynco.com)



# WARRANTY

Congratulations on the purchase of your car at bynco.com. Each car will be delivered with a standard 180 days warranty. This brochure describes what is covered and what is not, what you need to know and what to do in case of a defect. We also explain the conditions in clear terms and indicate who you can contact with questions or comments.

To give you a seamless warranty process we have partnered up with Autotrust. Autotrust manages the entire process and ensures that you know where you can go in case you have a warranty claim. Bynco always remains responsible for the given warranty. Of course we hope that you will not need to fall back on given warranty and we wish you many safe kilometers!

## WHAT DOES THE BYNCO EXCELLENCE WARRANTY COVERAGE OFFER?

At Bynco you get a very extensive coverage:

- ✔ All mechanical and electronic parts
- ✔ Compensation on parts and labour
- ✔ Diagnostic costs
- ✔ Replacement transport (also abroad)
- ✔ Repair

### WHAT IS COVERED BY THE WARRANTY?

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

- The engine
- The gearbox
- The suspension
- The electronics
- The brake system
- The fuel system
- The drivetrain
- The suspension

Both parts and labour costs are covered by the warranty.

### WHAT IS ALSO REIMBURSED?

Diagnostic costs and (necessary) transport of the car to the repairer are also covered when the defect is covered by the warranty.

### A DEFECT ABROAD

Even if you are abroad and a defect arises (covered by the warranty), the costs are reimbursed.

### WHAT IS NOT COVERED BY THE WARRANTY?

Warranty is not given on:

- The bodywork
- The car windows
- The tires
- The rims
- Regular maintenance and parts
- The interior of your car

### HOW LONG DOES THE WARRANTY LAST?

You always receive the Bynco Excellence warranty for the duration of 180 days after purchasing your car. The warranty therefore ends 180 days after the purchase of your car. You can choose during the ordering to extend the warranty to 12 months or even 18 months at a market-based premium. It may be that there is a manufacturer's warranty on your car longer than the mentioned 180 days. In that case you can contact us as long as the manufacturer's warranty lasts when there is a defect. Our customer service department has insight into the warranty details of your car and determines, in consultation with you, what the best solution is in case of a defect.



# WHAT IS A DEFECT

## WHAT DO WE MEAN WITH A DEFECT?

With a defect we mean the sudden and unexpected failure of a part during the term of the warranty. A defect is not caused by external influences. If a part is functioning normally, it will not be replaced or repaired. Situations of background sounds or changing characteristics will not be reasons for repair.

## BREAKDOWN ASSISTANCE AND REPLACEMENT TRANSPORT.

The warranty entitles you to a maximum contribution of € 175,- for roadside assistance or towing your car if you have to use it as a result of failure of a part that is covered by the warranty. If you have a valid claim, Autotruster pays the costs of renting a replacement car for a maximum of 2 days. These are the rent and the mileage allowance. These costs have a daily limit of € 35,-. The warranty covers a replacement car only if your vehicle is repaired under the terms of this warranty and if the repair takes more than eight hours (working hours). If the repair takes more than 8 hours, you are entitled to replacement transport, waiting and diagnosis time is not included. You must arrange the replacement transport yourself and submit the invoice to Autotruster. Please note that the invoice must be in the name of Autotruster BV.

The warranty only covers the necessary towing of the car to the nearest garage up to a maximum reimbursement of € 175,-.

## REPAIR

The warranty is only intended for the repair of a defect to your car. Your car will always be repaired by experts. Autotruster can decide, in consultation with the repairer, what the best way is to repair the car. Of course we understand that your car is a valuable asset and that you want the best for your car.

## WARRANTY CERTIFICATE

On the day of registration you will receive an e-mail containing the warranty booklet and a warranty certificate. After approximately 15 days you will be contacted by Autotruster on behalf of Bynco to explain how to handle in case of a defect. During this phone call the terms and conditions of the warranty are also taken into account in order to exclude misunderstandings in the future as much as possible.

The guarantee has a term of respectively

- a) 6 months or 15.000 km;
  - b) 12 months or 30.000 km;
  - c) 18 months or 45.000 km;
- depending on what first presents itself.

# REPORTING A CLAIM

## DO YOU HAVE A DEFECT?

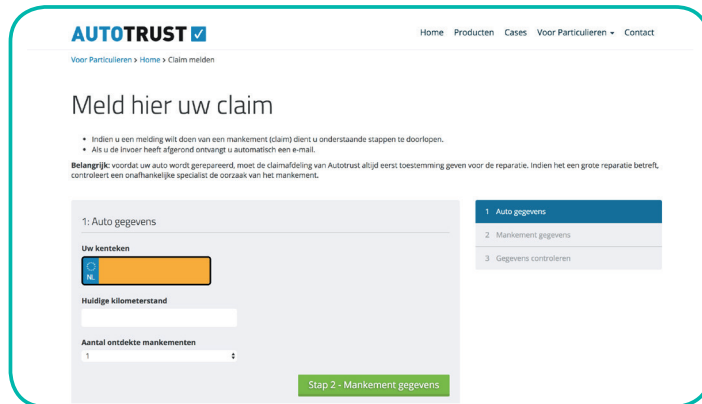
You can report the defect online via [www.autotruster.nl/claims](http://www.autotruster.nl/claims)  
You enter your license plate, mileage and the number of defects you have detected. Then check your details and press the 'agree' button. You will receive a confirmation via email.  
You can also call the customer service department of Autotruster, their number is (0592) 340018.

## IMPORTANT!

In order to be able to give you the best service, the claim must first be assessed and approved by Autotruster before the car is repaired by a repairer selected by Autotruster or Bynco. Also, never drive in case of a defect.

## WHAT TO DO IN CASE OF A DEFECT?

1. Register online or by telephone
2. Receive approval from Autotruster
3. Make an appointment at the selected repairer



The screenshot shows the Autotruster website interface for reporting a claim. The header includes the Autotruster logo and navigation links: Home, Producten, Cases, Voor Particulieren, and Contact. Below the header, there are links for 'Voor Particulieren' and 'Home', and a 'Claim melden' button. The main heading is 'Meld hier uw claim'. There are two bullet points: 'Indien u een melding wilt doen van een mankement (claim) dient u onderstaande stappen te doorlopen.' and 'Als u de insurer heeft afgerond omvangt u automatisch een e-mail.' A note states: 'Belangrijk: voordat uw auto wordt gerepareerd moet de claimafdeling van Autotruster altijd eerst toestemming geven voor de reparatie. Indien het een grote reparatie betreft, contacteert een onafhankelijke specialist de oorzaak van het mankement.' The form is divided into two main sections. The left section is titled '1: Auto gegevens' and contains fields for 'Uw kenteken' (with a license plate input field), 'Huidige kilometerstand' (with a text input field), and 'Aantal ontdekte mankementen' (with a dropdown menu showing '1'). The right section is titled '1 Auto gegevens' and contains a list of steps: '1 Auto gegevens', '2 Mankement gegevens', and '3 Gegevens controleren'. A green button at the bottom right of the form is labeled 'Stap 2 - Mankement gegevens'.



# COMPENSATION

Mileage or age	Compensation parts	Compensation labour *
less then 110.000 kilometer or 7 years	100%	100%
less then 130.000 kilometer or 8 years	80%	100%
Less then 150.000 kilometer or 10 years	70%	100%
from 150.000 kilometer or 10 years	60%	100%

\*Autotruster compensates 100% of labour costs up to maximum rate /hour.

General compensation table

## WHO WILL PAY THE COST OF THE REPAIR?

Autotruster is the executing warranty-partner of Bynco. Autotruster carries out the warranty and handles your claim. If there is a valid claim, Autotruster will pay directly to you or to the selected repairer depending on what's agreed upon. As mentioned before we at Bynco remain responsible for the given warranty.

## WHAT IS THE MAXIMUM REIMBURSEMENT?

You receive compensation for the parts that are used during the repair. The amount of the reimbursement depends on the mileage or age of your car at the time of the defect. The compensation for labour costs is always 100% with a maximum hourly rate of € 84,- incl VAT. Reimbursement will take place if the components are covered. The maximum payment per claim is € 5.000,- and maximum during the warranty period is € 7.500,-.

# MAINTENANCE

## MAINTENANCE

Every car needs its servicing. During maintenance parts are replaced that are not meant to last a lifetime. Maintenance parts and operations are not covered by the warranty. You are responsible for the correct maintenance of your car.

## MAINTENANCE HISTORY

During maintenance and repairs within the warranty period, the service booklet must be updated by the garage. Sometimes this will be done digitally. Therefore save all bills and reports that you receive during a service, APK inspection, breakdown assistance or garage visit. Autotruster requires this information in the event of a claim.

## WHICH PARTS ARE NOT COVERED?

Maintenance parts, aftermarket parts and parts that need to be replaced in the context of regular maintenance are not covered by the warranty.

The screenshot shows the Bynco website. At the top, there is a navigation menu with links: ALLE AUTO'S, HOE WERKT BYNCO, INRIJLEN, FINANCIERING, MIJN BYNCO, and FAQ. Below the navigation is a main banner featuring a woman wearing sunglasses. The banner text reads: "Moving to The Netherlands and ready to buy a car? WE ARE HERE TO HELP. WE MAKE BUYING A CAR IN THE NETHERLANDS EASY AS PIE." Below the banner, there is a section titled "AS FEATURED IN:" followed by logos for various partners: De Belgief, I AM, Euronics, expat.com, anub, and AutoBrick. At the bottom, there is a section titled "WHY BYNCO?".

# TERMS AND CONDITIONS

## OTHER TERMS AND CONDITIONS

### REPORTING A CLAIM

In case of a defect, we ask you to always report this immediately online via: [www.autotruster.nl/claims](http://www.autotruster.nl/claims), or if not possible call 0592 340018. After approval of Autotruster, you can get the car repaired. Never drive with a defect!

### MAXIMUM REIMBURSEMENT

Warranty period 6, 12 or 18 months: € 5,000 per claim, € 7,500 per warranty period.

### MAINTENANCE

Maintain your car properly and regularly check the level of the fluids in your car. Before using the car, read the accompanying instruction manual, study points of attention and the maintenance schedule. If a defect arises because you didn't follow the instructions from the instruction manual, it may be that you are (partially) responsible for the defect. Keep all proofs of maintenance and repair. You may have to submit this to a claim in order to get the repair refunded, when it is covered by the warranty.

If a defect can be solved by a maintenance operation such as cleaning, lubricating, adjust, resetting or updating software, this is part of the maintenance.

### WHEN WILL A CLAIM BE DENIED?

If you are (partly) to blame for a defect, your claim will not be approved and no repair will be executed based on the Bynco warranty. This can be the case, for example, if a defect is caused by overload, negligence, carelessness or operating errors.

### DISASTERS FROM THE OUTSIDE

If a defect is caused by external influences, then this has nothing to do with the quality of your car. In that case you can't claim repairs based on the warranty. Situations you need to think about are defects caused by (water) damage, a collision, reckless driving over thresholds or potholes in the road or paint stone chips. Many of these types of incidents are often covered by your car insurance policy.

### TERMINATION OF THE WARRANTY

In the event of suspicions of fraud or abuse, the warranty may be terminated by Autotruster.

It is important that you follow to the terms and conditions. If you do not meet the terms and conditions, your right to claim expires.

### DISPUTES

If you don't agree with the outcome of your claim, or have a complaint, you can contact, in writing: Autotruster BV, Klachten en Geschillen, PO Box 930, 9400 AX ASSEN or send an e-mail to [service@autotruster.nl](mailto:service@autotruster.nl).

# WHICH PARTS ARE COVERED BY THE BYNCO GUARANTEE?

## **ENGINE**

Rear main seal, sump pan, cylinder block, cylinder bushings, cylinder head, cylinder head gasket, cylinder gaskets, timing chain, timing belt (the regular replacement according to the brand is not covered), timing gears, connecting rods, connecting rod bearings, hydraulic lifters, intake manifolds, internal bearings, chains, valve guides, valves, valve springs, crankshaft bearings, crankshaft pulley, engine mounts, camshaft, camshaft belt, camshaft bearings, camshaft positioner, cam followers, oil pump, oil pump drive, tensioners, starter ring, tappet, distributor shaft, rocker arm shaft, turbo / intercooler, exhaust manifolds, flywheel, piston pins, pistons, (fracture of ) piston rings.

## **MANUAL TRANSMISSION**

Axles, axles overdrive, push rod / shifter, main and auxiliary clutch cylinder, clutch cable, bearings and bearing shells, bearings overdrive, oil cooler, gaskets, pedal unit, select shafts, selector forks, synchromesh rings and hubs, gears, gears overdrive, extension shaft, gearbox control, gearbox housing, gearshift and cables.

## **COOLING SYSTEM**

Electr. control units, heater control, heater valve, heater radiator, oil cooler, radiator, radiator cap, temperature gauge, thermostat, thermostat housing, thermostat motor, viscokoppeling fan, water pump.

## **DRIVE**

Drive shafts, cardan shaft, differential, homokinetic couplings, pinion and crown wheel.

## **4-WHEEL DRIVE**

Axles, cardan shaft, differential rear axle, differential front axle, homokinetic couplings.

## **BRAKE SYSTEM**

ABS valve block, ABS pump and control unit, ABS sensors, pressure regulator, handbrake cables, brake master cylinder, brake booster, brake calipers, brake force regulator, brake lines, brake pedal unit, brake discs, brake servo, brake rods, brake drum, brake fluid reservoir, vacuum pump, wheel brake cylinder, self-adjusting mechanism.

## **WHEEL SUSPENSION**

Axle covers, lock nuts, support arms, balls, bearing shells, pump, travel rods, control valve, reservoir, rubbers (suspension arms / suspension), shock absorbers, shims, SLS (self-regulating suspension and suspension) / air suspension, thru axles, torsion bars, springs, wheel bearings, wheel hub.



### **STEERING MECHANISM**

Seals, pressure pipes, lifting mechanism, rack and gear, couplings, bearings, reservoir, track rods and tie rod ends, power steering unit with pump, steering box, steering column, steering ball joint, steering rod body.

### **FUEL SYSTEM**

Ex-factory ignition coils, fuel gauge, fuel pump, D.I.S. (diesel injection system), pressure regulator, ECU, electromagnetic shutdown, electronic ignition, throttle body, glow plugs, injectors, injection pump, cold start injector, air flow meter, ignition and control, heating controller, overrun fuel shutoff valve, control and distribution system of DIS, sensors, tank transmitter unit, vacuum pump, injectors , float.

### **EMISSION SYSTEM**

Egr valve, lambda probe, exhaust (internal defect).

### **ELECTRONICS**

Ex-factory alarm system, ex-factory immobilizer, interior lighting unit, ignition coil, board computer, door mirrors, central door locking, horn, cruise control unit, crush sensors, alternator, electromagnets cent. door lock, instrument dashboard, wiring harness, heater motor, rear window wiper system, motor electric antenna, electric seat adjustment motors, engine electric motor headlight adjustment, engine electric sunroof, power windows,

engine of the windshield washers, motor of the convertible roof, motors relays, control unit parking aids, direction indicator, windscreen washer pump, windscreen wiper motor, switches, sensors, cigarette lighter, voltage regulator, starter motor (internal fault), heated seats, power distributor, tachometer, fan cooling system, heated windscreen washer systems.

### **INTERIOR / BODYWORK**

Door locks, gas spring tailgate, integrated board computer and infotainment system incl. navigation and radio function (software update excluded), bonnet release cable, seat adjustment, wiper mechanism, sliding roof mechanism.

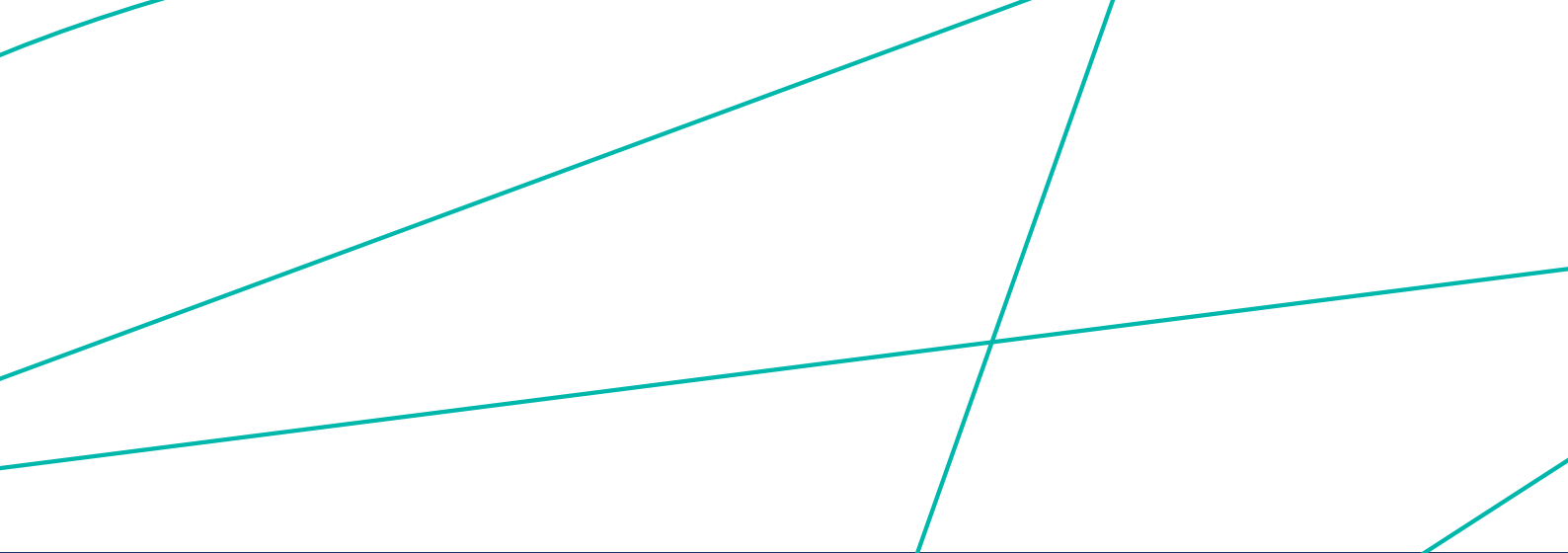
### **AIR CONDITIONING**

Compressor pump, dryer, electronic control unit (ECU), internal defect condenser, air valves and motors, magnetic coupling and valves, reservoir, sensors, fan control and sensors, evaporator.

### **AIRBAGS**

Airbag sensors.

If possible, reconditioned / reconditioned parts will be used to repair the failure.



Quickest way to report a defect:

Online: [www.autotruster.nl/claims](http://www.autotruster.nl/claims)

By phone: 0592 - 340018

### **Disputes**

For all correspondence, questions, claims and complaints you can contact:

#### **Autotruster Europe B.V.**

PO Box 930

9400 AX Assen

(0900) 555 22 20 / [service@autotruster.nl](mailto:service@autotruster.nl)

You will receive an answer from Autotruster within 14 days. If you are not satisfied with the answer from Autotruster, you can contact Bynco on (070) 204 40 60 or [klantenservice@bynco.com](mailto:klantenservice@bynco.com)