



# **Volkswagen Lifetime Brakes**

## **Terms and Conditions 2017**



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1. These terms and conditions ("Terms and Conditions") apply to the "Volkswagen Lifetime Brakes" promotion.
2. Participating Authorised Volkswagen Retailers (each a "Retailer") offer a lifetime replacement on brake pads or shoes when you pay for a set of Genuine Volkswagen brake pads or shoes and they are fitted by the Retailer. The Retailer will replace the brake pads or shoes when they wear out for as long as you own the car ("Offer").
3. In order to qualify for the Offer, and before any work can be carried out under the Offer, the Retailer will carry out a free Visual Health-Check ("Health-Check"). Any work identified during the Health-Check that is required to bring your braking system up to the correct manufacturer or MOT standard must be carried out by the Retailer at your cost in order to qualify for the free replacement of brake pads and/or shoes under the Offer.
4. The Offer applies to brake pads or shoes on the same axle.
5. If you purchase a set of Genuine Original Equipment Volkswagen brake pads or shoes then the replacement brake pads or shoes will be a set of Genuine Original Equipment Volkswagen brake pads or shoes.
6. The replacement set only applies to the front or rear set that was originally changed. If both sets were changed it applies to both sets.
7. The Offer does not apply if you purchase Volkswagen Genuine 4+ brake pads or shoes.
8. Only parts purchased from the Retailer and parts that remain in stock or available to order by the Retailer (at the Retailer's discretion, the decision of the Retailer on such matters is final) are covered by this Offer. The Offer does not cover brake discs and wear indicator sensors or wires or pads or shoes for ceramic brakes.
9. The Offer applies to privately owned Volkswagen Passenger cars of any age with engines up to and including 2 litres. Golf R, fleet, taxis, hire vehicles, vehicles used for commercial purposes, driving school cars, modified vehicles and vehicles used for any competitive sports including motorsports and track days are excluded from this Offer.
10. Vehicles fitted with inboard braking systems and/or hand brake pads/shoes and/or vehicles with modified braking systems are excluded from the Offer.
11. The Retailer will not provide replacement brake pads or shoes on parts that fail as a result (in the opinion of the Retailer) of malicious damage, criminal damage, fire, accident, theft or where the vehicle has been repaired other than by a Retailer without the prior consent of the original Retailer.
12. The Retailer is not responsible for any part removed from the vehicle or tampered with by any other person.

13. The Offer does not cover any defect caused by un-reasonable wear, tear or corrosion or any costs incurred through loss of use.
14. The Offer is subject to a "fair use" policy and may be withdrawn, at the discretion of the Retailer (the decision of the Retailer on such matters is final), if there is regular excessive wear.
15. The Offer applies as stated herein only and no monetary equivalent in lieu of brake pads or shoes or otherwise is available and does not extend to any monetary or compensatory claim, in particular, consequential or additional losses.

## How to claim

16. In order to claim your replacement brake pads or shoes, please contact your Retailer and provide your original receipt as failure to do so will mean that you are not entitled to utilise the Offer (proof of purchase is essential before any work further to this Offer can commence).
17. The Offer applies from the date of the original purchase and is not transferable to a different vehicle or a different owner of the vehicle on which the brake pads or shoes have been fitted.
18. The Retailer will dismantle and repair or replace at its discretion (the decision of the Retailer on such matters is final) any defective parts and reassemble them on your vehicle subject to the terms and conditions of this Offer.
19. This Offer does not affect your statutory rights.
20. Manufacturer's conditions of sale apply to all goods sold.
21. Volkswagen Group United Kingdom Limited reserves the right to update, change and/or amend the Terms and Conditions as stated above as considered necessary.
22. This Offer cannot be used in conjunction with any other promotional offer or discount.
23. In the event of a dispute arising from or in connection with this Offer, the decision of Volkswagen Group United Kingdom Limited is final.
24. These Terms and Conditions shall be governed by English law and subject to the exclusive jurisdiction of the English courts.
25. The Offer may be varied or withdrawn at any time. Excludes Channel Isles and Isle of Man. Contact your local Retailer or visit [Volkswagen.co.uk/owners](http://Volkswagen.co.uk/owners) to find out more.