

PRODUCT: Extended Warranty Insurance (EWI)

Insurer: Helvetia Global Solutions Ltd - Insurance company under Liechtenstein law, registered with the Financial Markets Authority of the Principality of Liechtenstein.

The purpose of this information document is to give you an overview of the main coverages and exclusions of your Extended Warranty Insurance policy. This document is not customized to your specific needs and the information contained herein is not exhaustive. For further information concerning your insurance and your obligations, please consult the documentation, your insurance certificate and any other relating document.

What is this type of insurance?

The Extended Warranty Insurance ("EWI") cover the repair or replacement necessary to correct defects in the materials or workmanship of any parts manufactured or supplied by Volvo Cars of the subject Vehicle that occur under normal use in the event of a Failure for the selected term or mileage, with coverage taking effect after your Volvo Cars Warranty ends (whether due to time period or mileage).



What is insured?

- ✓ The EWI covers all mechanical and electrical parts plus the labour to fit them due to faulty materials or manufacturing defects, in the same way the base warranty covers the initial base duration.
- ✓ Oil seals - Any oil seals and gaskets which have to be replaced as a result of removing or disassembling of the engine or gearbox or differential or any other covered component are covered.
- ✓ Hybrid transmission - Inverter & cooling system, HV ECU, High voltage cables (Hybrid batteries are excluded).



What is not insured?

The complete list of exclusions can be found in the General Terms and Conditions, here are a few examples:

- ✗ Replacement or "top up" of consumable fluids, i.e. oils, anti-freeze, brake fluid, windscreen wash solution and air conditioning refrigerant.
- ✗ Wiper blades, oil filters, air filters, pollen filters, fuel filters, spark plugs and all consumables.
- ✗ All light bulbs (interior and exterior), Xenon lamps and LED lights
- ✗ Drive belts – replacement or adjustment.
- ✗ Wheel alignment/balancing.
- ✗ Unauthorized engine tuning.
- ✗ Brake pads/shoes/discs replacement due to wear



Are there any restrictions on cover?

Coverage restrictions are defined in the policy schedule and general terms and conditions. Here are a few examples:

- ! Indemnification is limited to the reasonable price for repair or replacement of any covered part, not to exceed the manufacturer's suggested retail price for that part.
- ! Helvetia will not pay for or reimburse You for services that are performed by any party other than a Volvo authorized repairer



Where am I covered?

- ✓ This Extended Warranty Insurance coverage is valid in Europe and includes the Territories of Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Turkey and the United Kingdom.



What are my obligations?

- Upon reasonable notice of the occurrence of a Failure, You must protect the Vehicle from further damage or Failures, including exacerbation of the first-noticed Failure, regardless of whether or not such Failure is covered under this EWI.
- You are responsible for monitoring fault/warning indicators that illuminate on the Vehicle's instrument panel or appear on the touchscreen. You are required to safely pull Your Vehicle off the road and turn it off immediately when any warning indicators report a problem. Contact Volvo Cars whenever an alert illuminates.
- You must give Your authorization to the Volvo authorized repairer for dismantling and access to vehicle data and agree to cover the cost that these services will involve in the event You effected any alteration, damage or other modification to the Vehicle (including refusing to update vehicle software) that results in additional time, parts or labour necessary for Volvo Cars to perform any services under this EWI.



When and how do I pay?

- You can choose to pay the premium either in full or on a monthly basis. Unless we notify you otherwise, you will be invoiced by and/or make all payments to Volvo Cars.



When does the cover start and end?

- Upon purchase of the EWI, the coverage is retroactive to the Effective Date, provided that You are eligible and purchase this EWI within the Purchasing Period, and if applicable.



How do I cancel the contract?

- To cancel Your EWI, You must clearly inform the insurer that You wish to cancel prior to expiration of the Insurance Period and/or any change of ownership of the Vehicle. You must inform in writing by sending an email to <https://www.volvocars.com/nl/support/contact>.
- The original EWI purchaser must request the cancellation. This condition is not transferrable by such original EWI purchaser, including within a valid transfer of this EWI to a subsequent private owner.