

Volvo Service Plan + and Volvo Service Plan Packages

FREQUENTLY ASKED QUESTIONS

Q What are the servicing requirements?

A Volvo servicing is carried out at 12 monthly, 12,500 or 18,000 mile intervals – whichever is sooner. Please refer to your Volvo Service handbook for your specific vehicle requirements

Q What is covered by the Servicing part of the programme?

A Labour and engine oil for all scheduled services is taken care of, along with a wide range of parts including; oil filter, diesel fuel filter, pollen filter, air filter, spark plugs and washer fluid. Please note you will have to pay for any additional maintenance costs, such as coolant and brake fluid changes and wear and tear items not covered by the offer. Please refer to the full terms and conditions.

Q What is covered by the Extended Warranty

A Please click on the Policy Document tab for full details of the Extended Warranty element. This is included within the Volvo Service Plan + package.

Q What does Wear and Tear mean?

A It relates to items repaired or replaced which are not part of the Volvo service programme and includes such items as brake pads, discs, bulbs, wiper blades and tyres.

Q How can I transfer the cover to a new owner?

A Simply contact Volvo Warranty Administration by telephone on 0870 752 7014 and they will deal with the transfer whilst you are live on the line.

Q What if my final service is due before the final Direct Debit payment?

A If your mileage increases and means that you will exceed the 12 monthly service interval the dealer will advise you of the specific conditions that are applicable to you at the time of your final service. In summary, if you come in for a service before two months of the final Direct Debit payment then the Direct Debit will continue to collect payments until the final payment. If you come in for a service more than two months before the last Direct Debit payment then you will be asked to complete all outstanding payments

Q When can I buy the products?

A Volvo Service Plan and Volvo Service Plan + for new cars can be bought up to 4 months after the first registration date of the car.

Q What happens after I buy Volvo Service Plan + or Volvo Service Plan?

A Once registered we will issue you with a certificate of entitlement. All your vehicle and product details are stated in the certificate of entitlement which confirms your new Volvo is eligible for this great value offer. When you go in for a service, all you have to do is show your certificate of entitlement or state that you have a Volvo Service Plan + or Volvo Service Plan product. The dealer will then confirm with Volvo that your car is eligible.

Q Where can I get my car repaired under the Volvo Extended Warranty element?

A You can have your car repaired at any authorised Volvo Service Centre.

Your repairer will be able to manage any claim for you and we'll liaise directly with your repairer to authorise and pay for valid repairs.

Q What happens if I transfer a cherished number to my car?

A Should you transfer your cherished number to or from your car you should call Volvo Warranty Administration on 0844 573 8130 and speak to one of our customer services team and advise them of the change. However, if we are not notified we can still identify the cover for your car by using the policy number on your confirmation or alternatively we can use the VIN number of your car.

Q How can I pay?

A You can pay for your package by using a credit or a debit card, or pay by Direct Debit in monthly instalments at no extra cost.

Q What if I change my mind?

A If you change your mind, you've got a 14-day cooling-off period during which we'll make a full refund if you haven't made a claim. Please call Volvo Warranty Administration on 0870 752 7014 and speak to our customer services team.

Q What happens if I cancel or default on my Direct Debit payments?

A The Service Plan product you purchased will be terminated immediately in the event of any default in Direct Debit payments prior to its expiry. If at this point you have paid less into the Service Plan than the amount you have claimed from it you will be liable for any shortfall.

Q How do I make a complaint?

A We hope you won't need to make a complaint, but if you're not happy with the service provided, you should call Volvo Warranty Administration on 0870 752 7014. Please quote your vehicle registration number to ensure your enquiry is dealt with promptly.

We'll do our best to resolve your query straight away.