



**Recall Direct**  
The Car Warranty Specialists

TRADING AS

**WARRANTY**  
**WORKS®**



[www.warrantyworks.co.uk](http://www.warrantyworks.co.uk)

## CONTENTS

Introduction	3
Understanding This Policy	4
Important Information	4
Contract of Page Insurance	4
What is Covered	4
Complaints Procedure	4
Bike Master Level 1 Cover	6
Bike Master Level 2 Cover	6
Bike Master Level 3 Cover	7
Additional Benefits	8
Policy Limits	8
Conditions	8
Exclusions	10
Transfer of Ownership	11
How to Claim	12
Claim Form	13
Servicing Requirements	14

## INTRODUCTION

We would like to thank You for the opportunity of allowing Us to provide protection for Your Machine and to let You know that Your business is both valued and appreciated. Please read and ensure You fully understand the cover provided by Your policy and the Terms and Conditions which apply so if in the event of a claim the Administrators are able to provide You with the best possible service. If You have any queries whatsoever regarding the policy and the cover it provides please contact the Administrator on 0800 043 0917 as soon as possible.

## UNDERSTANDING THIS POLICY

The following words or expressions detailed below have the following meaning throughout this policy wherever they appear with a capital letter.

"Administrator", means Recall Direct Limited, Suite 26, Concourse House, 432 Dewsbury Road, Leeds, LS11 7DF, trading as Warrantyworks.

"Claim Limit" means the amount We will pay per claim as verified on Your Validation Certificate. This shall include parts, labour, any additional benefits and VAT where applicable.

"Component Coverage" means those items specifically listed as being covered by this policy as detailed within this document.

"Consequential Loss" means any other costs that are directly or indirectly caused by the event which led to Your claim unless specifically stated in this policy.

"Excess" means the first amount payable by the Insured on each and every claim.

"Insured", "You", "Your" means the person named on the Validation Certificate.

"Insured Part" means any mechanical or electrical part which formed part of the Motorcycle when it was new, and is listed in the schedule of covered parts and is insured under this policy.

"Insurer", "Our", "We", "Us", means UK Underwriting Limited on behalf of Fortis Insurance Limited.

"Mechanical Breakdown" means the sudden and unexpected breakage of a part arising from any permanent mechanical, electrical or electronic fault, which causes the part to stop working, and means that it needs repairing or replacing before it will work properly.

"Period of Insurance" means the length of time that this policy applies for as detailed on the Validation Certificate.

"Premium" means the sum of monies paid for the benefits of this policy.

"Proposal Form" means any information You or Your garage has given Us to support Your application for insurance cover.

"Total Sum Insured" is the maximum amount for parts, labour, any additional benefits and VAT that You can claim in total during the Period of Insurance. This is shown on the Validation Certificate.

"Territorial Limits" mean England, Scotland, Northern Ireland, Wales, Isle of Man and the Channel Islands. The Motorcycle is also covered in the European Union for a maximum of 60 days in any 12 months of cover.

"Validation Certificate" means the certificate issued as acceptance of cover.

"Motorcycle / Machine" means the Motorcycle declared to the Administrator being eligible for cover under this policy for which a Validation Certificate has been issued.

"Wear and Tear" means the gradual deterioration associated with normal use and age of the Machine and its components.

## IMPORTANT INFORMATION / KEY FACTS

This policy booklet and attachments when accompanied by the Validation Certificate form a contract of insurance between You and the Insurer. You must ensure that You fully understand and comply with the Terms, Conditions, Exclusions and Servicing Requirements of this policy as failure to do so may invalidate Your policy and any future claim.

**This policy is not a valid contract until:**

- **You or Your garage have fully completed the on-line application process.**
- **The full Premium has been received by Us.**
- **The on-line application has been accepted and a Validation Certificate has been issued by the Administrator to You confirming the Total Sum Insured and the scope of cover.**

Please be aware however that We reserve the right to refuse cover for whatever reason. Should We be unable to provide cover We will notify You and arrange a full refund to be made to whomever paid for the policy.

Your Mechanical Breakdown policy has been arranged by Recall Direct Limited T/A Warrantyworks with UK Underwriting Limited on behalf of Fortis Insurance Limited, Registered office: Fortis House, Tollgate, Eastleigh, SO53 3YA, Registered in England No.00354568. Recall Direct Limited T/A Warranty Works, UK Underwriting Limited and Fortis Insurance Limited are authorised and regulated by the Financial Services Authority. This can be checked on the FSA's website at [www.fsa.gov.uk/register](http://www.fsa.gov.uk/register) or by contacting them on 0845 6061234.

Please ensure that the details entered on the application form and confirmed to You by the Administrator in the Validation Certificate are correct and reflect the correct level of cover provided as the application form, policy wording and Validation Certificate will form the basis of the Contract of Insurance.

### WHAT IS COVERED

In consideration of the payment and acceptance of the Premium for this insurance the components specifically listed on the relevant component coverage page and the associated labour costs will be covered against Mechanical Breakdown during the Period of Insurance provided that the terms and conditions of this policy are fully complied with.

### COMPLAINTS PROCEDURE

It is Our intention and that of the Administrator to give You the best possible service but if You do have any questions or concerns about this insurance or the handling of a claim You should in the first instance

contact the Compliance Officer of the Administrator. The contact details are:

**Compliance Officer,  
Recall Direct Limited T/A  
Warrantyworks,  
Suite 26, Concourse House,  
432 Dewsbury Road,  
Leeds. LS11 7DF  
Telephone: 0800 0430917**

Please ensure Your policy number is quoted in all correspondence to assist a quick and efficient response.

In the event You remain dissatisfied and wish to make a complaint, You can do so by contacting the following:

**The Head of Claims,  
UK Underwriting Ltd,  
2 Gibraltar House,  
Bowcliffe Road,  
Leeds. LS10 1HB**

If it is not possible to reach an agreement, You have the right to make an appeal to the Financial Ombudsman Service. This also applies if You are insured in a business capacity but have a group annual turnover of less than £1 million, or are a charity with an annual income of less than £1 million, or are a trustee of a trust with a net asset value of less than £1 million. You may contact the Financial Ombudsman Service at:

**The Financial Ombudsman Service  
South Quay Plaza,  
183 Marsh Wall,  
Docklands, London, E14 9SR.  
Telephone: 0845 0801800**

The above complaints procedure is in addition to Your statutory rights as a consumer. For further information about Your statutory rights contact Your local authority Trading Standards Service or Citizens Advice Bureau.

### COMPENSATION SCHEME

Fortis Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if they cannot

meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)

### DATA PROTECTION ACT 1998

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties.

### CANCELLATION

You have the right to cancel Your policy within 14 days from the purchase date of the policy. Should You wish to cancel within this period, please contact the Administrator or Your supplying dealer who will arrange this cancellation. There is no entitlement to refund of any money paid for Your policy after the initial 14 days cancellation period or if a claim has been accepted.

We may cancel this policy by sending notice in writing direct to You to Your last known address. Where We cancel Your policy We will calculate the unexpired portion of the Premium and arrange for a prorata refund to be made to You. Where the cancellation of Your policy is as a direct result of the failing to comply with the Terms and Conditions of Your policy We reserve the right to deduct a £35.00 administration fee from any refund calculated.

We will cancel this policy if the total amount paid in claims is equal to, or in excess of, the Total Sum Insured as stipulated on the Validation Certificate.

### YOUR RESPONSIBILITY

We will carry out Our role with due skill, care and attention. So it is important You understand that it's Your responsibility to provide complete and accurate information to insurers when You take out Your insurance policy, throughout the life of the policy and when You renew Your insurance. It is important that You make sure all statements You make on application forms, claim forms and other documents are full and accurate. Failure to disclose facts material to the insurer or any inaccuracies in Your answers may invalidate Your insurance cover and could mean that part or all of a claim may not be paid. Facts material to the insurance may influence Your insurer as to the acceptability or otherwise of Your Proposal for insurance. This obligation applies both at the start and throughout the period of all policies. Any changes must be disclosed immediately. You are advised to keep copies of documentation sent to or received from Us for Your own protection.

## BIKE MASTER LEVEL 1 COVER

### WHAT PARTS ARE COVERED?

We insure You against loss due to Mechanical Breakdown of certain parts during the Period of Insurance. Only the parts under the heading "All Mechanical and Electrical Parts" are insured. Any part or condition specifically listed under the heading "Non Covered Parts" will not be covered.

**ENGINE** Cylinder head (excluding cracks) all internal bushes, camshafts and followers, cylinder bores, crankshaft and bearings, cylinder block or barrels, crankcase assembly, cylinder head gasket, push rods, gudgeon pins, connecting rods and bearings, flywheel, oil pump, tappet gear, pistons and rings, timing gears, chain and belts (breakage only), valves and guides excluding burnt out valves, decarbonising and reseating. (two stroke power valve assemblies limited to £200 inc. VAT).

**GEARBOX** Manual and automatic internal breakdown of any mechanical parts, including gears, selector shafts and forks, bearings and bushes, excluding all external linkages and kickstart.

**COOLING SYSTEM** Water pump, thermostat, thermostat housing, radiator, oil cooler, fan, (excluding belts, all ancillaries and damage caused by impact or frost).

**SWINGING ARM UNIT** All bushes and components within the swinging arm unit (excluding dampers).

**CLUTCH** Mechanical breakdown, excluding wear and tear.

**INSTRUMENTS** Speedometer head, (Mechanical failure only to a maximum of £100 inc. VAT).

**ELECTRICAL** Starter motor, alternator/generator, rectifier to a maximum of £250 per claim inc. VAT. Excluding wires and terminals.

**IGNITION** C.D.I unit. to a maximum of £200 inc. VAT.

**FINAL DRIVE UNIT** Driveshaft, universal joint, bearings and gears, (excluding chains, belts sprockets and rubber couplings).

**SUSPENSION** Rear suspension unit, loss of fluid, pressure or mechanical breakdown of the suspension joint. (to a maximum of £150 per claim inc. VAT).

**FRONT TELESCOPIC FORKS** Loss of fluid, pressure or mechanical breakdown of the suspension spring.

**BRAKES** Brake master cylinder and callipers including internal components, pistons, seals (excluding corrosion or wear and tear).

**CASINGS** Covered if they have been damaged by the breakdown of one of the parts covered.

**FRAME/EXHAUST SYSTEM** Failure of structural members, excluding that caused by impact or corrosion. (to a maximum of £100 per claim inc VAT)

**OIL LEAKS** Leaks that require the removal of the engine, gearbox or final drive in order to effect a repair.

### ALARMS/REMOTES/IMMOBILISERS

are specifically excluded from this warranty

## BIKE MASTER LEVEL 2 COVER

### WHAT PARTS ARE COVERED?

We insure You against loss due to Mechanical Breakdown of certain parts during the Period of Insurance. Only the parts specifically listed under each heading are insured. If a part is not listed as being insured, then it will not be covered.

### COMPONENTS PROTECTED

The following components are covered against Mechanical Breakdown (as defined elsewhere in this document) of those items listed below. Please note that parts not listed are specifically excluded.

**ENGINE** Cylinder head (excluding cracks) all internal bushes, camshafts and followers, cylinder bores, crankshaft and bearings, cylinder block or barrels, crankcase assembly, cylinder head gasket, push rods, gudgeon pins, connecting rods and bearings, flywheel, oil pump, tappet gear, pistons and rings, timing gears, chain and belts (breakage only), valves and guides excluding burnt out valves, decarbonising and reseating. (two stroke power valve assemblies limited to £200 inc. VAT).

## BIKE MASTER LEVEL 3 COVER

### WHAT PARTS ARE COVERED?

We insure You against loss due to Mechanical Breakdown of certain parts during the Period of Insurance. Only the parts specifically listed under each heading are insured. If a part is not listed as being insured, then it will not be covered.

### COMPONENTS PROTECTED

The following components are covered against Mechanical Breakdown (as defined elsewhere in this document) of those items listed below. Please note that parts not listed are specifically excluded.

**ENGINE** Cylinder head (excluding cracks) all internal bushes, camshafts and followers, cylinder bores, crankshaft and bearings, cylinder block or barrels, crankcase assembly, cylinder head gasket, push rods, gudgeon pins, connecting rods and bearings, flywheel, oil pump, tappet gear, pistons and rings, timing gears, chain and belts (breakage only), valves and guides excluding burnt out valves, decarbonising and reseating. (two stroke power valve assemblies limited to £200 inc. VAT).

**GEARBOX** Manual and automatic internal breakdown of any mechanical parts, including gears, selector shafts and forks, bearings and bushes, excluding all external linkages and kickstart.

**SWINGING ARM UNIT** All bushes and components within the swinging arm unit (excluding dampers).

**FINAL DRIVE UNIT** Driveshaft, universal joint, bearings and gears, (excluding chains, belts sprockets and rubber couplings).

**BRAKES** Brake master cylinder and callipers including internal components, pistons, seals (excluding corrosion or wear and tear).

**CASINGS** Covered if they have been damaged by the breakdown of one of the parts covered.

**GEARBOX** Manual and automatic internal breakdown of any mechanical parts, including gears, selector shafts and forks, bearings and bushes, excluding all external linkages and kickstart.

**COOLING SYSTEM** Water pump, thermostat, thermostat housing, radiator, oil cooler, fan, (excluding belts, all ancillaries and damage caused by impact or frost).

**SWINGING ARM UNIT** All bushes and components within the swinging arm unit (excluding dampers).

**CLUTCH** Mechanical breakdown, excluding wear and tear.

**INSTRUMENTS** Speedometer head, (Mechanical failure only to a maximum of £100 inc. VAT).

**ELECTRICAL** Starter motor, alternator/generator, rectifier to a maximum of £250 per claim inc. VAT. Excluding wires and terminals.

**IGNITION** C.D.I unit. to a maximum of £200 inc. VAT.

**FINAL DRIVE UNIT** Driveshaft, universal joint, bearings and gears, (excluding chains, belts sprockets and rubber couplings).

**SUSPENSION** Rear suspension unit, loss of fluid, pressure or mechanical breakdown of the suspension joint. (to a maximum of £150 per claim inc. VAT).

**FRONT TELESCOPIC FORKS** Loss of fluid, pressure or mechanical breakdown of the suspension spring.

**BRAKES** Brake master cylinder and callipers including internal components, pistons, seals (excluding corrosion or wear and tear).

**CASINGS** Covered if they have been damaged by the breakdown of one of the parts covered.

## ADDITIONAL BENEFITS

In the event of a valid claim and providing prior authorisation from the Administrator has been obtained:

**UPLIFT CHARGES** – a maximum amount of £50.00 inclusive of VAT will be reimbursed per claim.

**MOTORCYCLE HIRE** – providing the manufacturer's repair time (the ICME book time) is in excess of eight working hours We will pay up to £40.00 per day inclusive of VAT for no more than seven days per claim. Fuel and insurance(s) are excluded from cover.

**CONTINENTAL USE** – You may use this warranty within the European Union for no more than 60 days within any 12 month period (pro-rata).

**RENEWAL** – We hope that You will want to renew Your policy with us. We will write to You approximately two weeks prior to expiry to inform You that the policy is due for renewal quoting the relevant Premium required and the payment options available.

**TRANSFER OF OWNERSHIP** – should the Machine be sold privately (not through the trade), then the new owner may apply to have the remainder of the policy transferred to them providing You have paid the Premium in full. The transfer request page must be completed by the new owner and sent off with their payment of £35 made payable to Recall Direct Limited T/A Warrantyworks.

## POLICY LIMITS

During the Period of Insurance the number of claims are unlimited, however the maximum amount which may be claimed on a single claim will be subject to the Claim Limit selected and in aggregate the Total Sum Insured as detailed on Your Validation Certificate.

**Important: Uplift Charges and Motorcycle Hire will constitute part of the total claim, and the cost will be limited to the Claim Limit as stated on the Validation Certificate.**

## CONDITIONS

### WHAT ARE THE CONDITIONS?

The cover under this policy applies only if the following conditions are met:

#### 1. SERVICING.

You must have the Motorcycle serviced at the correct times/mileages in line with the manufacturer's stipulations. A leeway of 30 days or 500 miles (whichever is sooner) of the due timing is permitted. To prove this You should make sure the garage completes and stamps the service record within the policy book and You should also keep the service invoices as this is the only acceptable proof of servicing if You make a claim. If You want to make Your own arrangements to service the Motorcycle, please contact the Administrator first.

#### 2. CLAIMS PROCEDURE.

You must follow the claims procedure as detailed in this policy book. If You do not, We may not pay Your claim. You or Your repairing garage must obtain a claim authorisation number from the Administrator before any repairs are completed. Failure to obtain authorisation may invalidate or reduce Your claim.

3. The Administrator reserve the right to direct or redirect a claim to one of it's approved repairers in order for repairs to be completed.

4. We reserve the right to specify the use of guaranteed exchanged or factored parts. The parts liability for any claim will be limited to the cost of these components.

5. During the Period of Insurance We will repair or replace those parts listed in the relevant component coverage page(s) for parts and labour up to the Claim Limit specified on the Validation Certificate. It is expressly stipulated

that within the Claim Limit, all labour times shall not exceed those listed in the current I.C.M.E. Manual.

#### 6. DISMANTLING/DIAGNOSTIC CHARGES.

You are covered for dismantling costs only in the event of a valid claim and will be subject to the Claim Liability stated on Your Validation Certificate. You are not covered for computer diagnostic charges under any circumstances.

#### 7. INDEPENDENT ENGINEERS.

We reserve the right to inspect Your Motorcycle and or damaged parts if You are making a claim. Whilst every effort is made to minimise any inconvenience, delays are sometimes unavoidable, however We are not responsible for any loss arising from such delays. The cost of the engineer will be met by the Insurer, however if the engineer is unable to undertake a full and proper inspection of the Motorcycle and/or the damaged parts as insufficient dismantling had been undertaken, or the Machine is not available for inspection, then any re-inspection fees will be deducted from any claims settlement amount.

#### 8. FRAUD.

If We find out that You or Your garage or anyone acting on Your behalf have made a false claim in any way, or have given false information to receive benefits under the policy, the cover will be terminated immediately and We will not return any part of the Premium.

#### 9. GOVERNING LAW.

The parties are free to choose the law applicable to this insurance contract unless specifically agreed to the contrary this insurance shall be subject to the Laws of England and Wales.

#### 10. RESPONSIBILITIES.

It is Your responsibility to ensure that You fully comply with the conditions, exclusions, servicing schedules and claims procedure in this policy in so far as they relate to anything to be done or complied with by the Insured. It is also Your responsibility to ensure that, at the time of a claim, the Motorcycle is taxed, roadworthy and legal for use on the Public Highway.

#### 11. EXCESS.

You are responsible for the Excess which will form the initial element of each and every claim.

#### 12. BETTERMENT/CONTRIBUTIONS.

The Insurer reserves the right to request a contribution from You in the event of a valid claim. This contribution can be for the cost of the parts and/or labour charges levied by the garage. It is Your responsibility to ensure that all repair costs are kept to a minimum wherever possible.

#### 13. EXISTING GUARANTEES

If, at the time of any failure which may give rise to a claim under this policy, there is any other insurance, guarantee or warranty covering the same failure, then the Insurer shall not be liable to pay or contribute more than their rateable portion.

#### 14. TRANSFER OF RIGHTS.

This policy may not be transferred or assigned by the Insured without the written consent of the Administrator. If the Motorcycle is sold privately the new owner may request the remaining benefits of the policy to be transferred to them by completing the relevant Transfer Request page.

## EXCLUSIONS

### THIS POLICY DOES NOT COVER:

1. Any policy where the Premium has not been received by the Administrator. The supplying garage is deemed to be the agent of the Insured.
2. Any faults which could be reasonably stated to have existed at the time this policy was purchased or where the servicing conditions of this policy have not been adhered to.
3. Any items or parts which have not actually failed, parts not covered by this policy, or parts considered as having an inherent design fault or subject to a manufacturers recall. Mechanical Breakdown or damage caused by incorrect fuel, oil, lubricants, coolant or other fluid is also excluded. Nor damage caused by any foreign body entry.
4. The excess that applies under Your policy.
5. The VAT content of a claim if You are VAT registered.
6. Machines that are or have been used in connection with:
  - a) Competitive purposes including but not limited to, rallying, time trials or pace making. Hire or reward, such as taxis, driving school Machines, for commercial delivery purposes such as dispatch or delivery couriers.
  - b) Off-road use.
  - c) A garage or its associated companies engaged in the motor trade.
  - d) A service vehicle e.g. Police, Ambulance or Fire.
7. Any loss or damage caused by a traffic accident, accidental damage, theft or attempted theft, the Motorcycle not being used properly, or any act which is wilful, against the law or negligent.
8. Any loss where the milometer has been tampered with, altered or disconnected.
9. Progressive deterioration of parts, damage caused by frost, water ingress, overheating, corrosion, oxidization, blockages or water damage and cracked cylinder heads are excluded.
10. Repairs which have not been authorised by the Administrator, routine servicing and/or maintenance, painting of parts to match existing trim.
11. Parts not specifically listed as covered or any re-coding, programming, re-gassing, re-setting or updating of electronic equipment or the carriage charges associated with any covered component.
12. Motorcycles in any way modified from the manufacturer's specification.
13. Any liability for death, bodily injury or damage to other parts of the Motorcycle, or any loss arising directly or indirectly from a Mechanical Breakdown.
14. Any claims that are not notified within the Period of Insurance, or any amount over and above the Claim Limit.
15. Liability for any claims
  - a) arising thereby or indirectly caused or contributed by or in consequence of a loss directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
  - b) Directly or indirectly caused by or contributed to by or arising from:
    - (i) Ionising radiations or contamination by radioactivity from any irradiated nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
    - (ii) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
  - c) Occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic Supersonic speeds.
16. Any ancillary components or equipment not listed under parts covered section.
17. The Conditions and Exclusions of this policy cannot be amended or altered in any way without the written authority of the Insurer.
18. Claims occurring outside the Territorial Limits.

## TRANSFER OF OWNERSHIP

This policy is transferable to a new owner if the Motorcycle is sold privately. There is no right to transfer this policy if the Motorcycle has been returned into the motor trade (for whatever reason).

The new owner must complete their details below and forward the policy booklet, Validation Certificate and proof of servicing since the policy was purchased (if applicable) to the Administrator. Please note that the transfer is subject to the Administrators approval and the payment of the £35 transfer fee, which will be returned in full in the event of non-acceptance of the request.

Policy Number: \_\_\_\_\_ New Owner's Name: \_\_\_\_\_

Address: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

Post Code: \_\_\_\_\_

Telephone Number: \_\_\_\_\_

Current Machine Mileage: \_\_\_\_\_

Date you purchased the Motorcycle: \_\_\_\_\_

### DECLARATION:

By signing this Transfer request You are confirming that the Motorcycle is free from defects covered under this policy and that You know of no reason why the policy should not be transferred.

Signature of New Owner: \_\_\_\_\_

Date: \_\_\_\_\_

Please forward a cheque or postal orders to the value of £35 made payable to Recall Direct T/A Warrantyworks along with the above having been fully completed and signed.

## HOW TO CLAIM

1. If You think there may be a problem with the Motorcycle please prevent further damage by stopping the Machine immediately when safe to do so. You should do all you reasonably can to protect Motorcycle from further damage as We will not pay for repairs if You have not taken such measures.
2. Contact the Administrator on 0800 0430917 to inform them of the fault and they will offer You help and guidance where-ever possible.
3. Deliver Your Motorcycle to a VAT registered garage. Please ensure that You take Your policy and Validation Certificate with You along with any relevant servicing receipts.
4. Ask the garage to contact the Administrator on 0800 0430917 before they commence work on Your Machine. They will need Your policy number, the date of the failure, the mileage at failure and all relevant service invoices to hand and be able to provide details of the fault.
5. You will be required to authorise the garage to investigate the fault to determine what has failed and the relevant costs involved.
6. Once the fault has been established please ensure they contact the Administrator to obtain a claims authorisation number prior to completing any repairs covered by Your policy.
7. Costs will be agreed with Your garage at this stage and the claims authorisation number issued. Any amount over the authorised sum is Your responsibility.
8. You should fully complete and sign Your claim form and arrange for this to be forwarded with the original repair invoice and copies of the relevant service invoices to the Administrator.

9. We will then arrange for the Administrator to issue payment either directly to the garage or to You in full and final settlement of Your claim. A new claim form will be sent back to You with Your policy book for Your future use.

UK Underwriting Limited are an agent of Fortis Insurance Limited and in the matters of a claim act on their behalf.

Please do not complete or allow repairs to be completed without a claims authorisation number being obtained from the administrator.

The claims authorisation number is valid for a period of 30 days. If the repairs are going to take longer than this then You must let Us know.

We do not pay carriage charges for parts.

We will endeavour to keep You informed of the progress of Your claim so it is important We have a contact number for You or an email address.

### OUR DETAILS:

#### RECALL DIRECT LIMITED T/A WARRANTYWORKS

Suite 26, Concourse House  
432 Dewsbury Road  
Leeds  
LS11 7DF.

Telephone: 0800 0430917  
Email: [claims@warrantyworks.co.uk](mailto:claims@warrantyworks.co.uk)

#### OFFICE HOURS:

08.30am – 5.30pm Monday - Friday

## CLAIM FORM

### TO BE COMPLETED IN FULL BY THE INSURED

Policy Number: \_\_\_\_\_ Authorisation Number: \_\_\_\_\_

Insured's Name: \_\_\_\_\_

What date did You first notice this fault? \_\_\_\_\_

At what mileage did You first notice this fault? \_\_\_\_\_

What were the symptoms You experienced? \_\_\_\_\_

Are You registered for VAT? \_\_\_\_\_ YES / NO

Please make payment of this claim to: Repairing garage / Insured (please delete as necessary)

I confirm that the above facts are true to the best of my knowledge.

Signed: \_\_\_\_\_ Dated: \_\_\_\_\_

### TO BE COMPLETED IN FULL BY THE REPAIRING GARAGE

Date of repairs: \_\_\_\_\_ Mileage: \_\_\_\_\_

The following item(s) have been replaced by us:

Signed by Repairer: \_\_\_\_\_ Garage Stamp: \_\_\_\_\_

Date: \_\_\_\_\_

When the above has been completed FULLY please post the whole policy book, original repair invoice and copies of all relevant service invoices to: Claims Dept, Recall Direct T/A Warrantyworks, Suite 26, Concourse House, 432 Dewsbury Road, Leeds. LS11 7DF.



## SERVICING REQUIREMENTS

It is a condition of this policy that the Motorcycle is serviced at the correct times / mileages in accordance with the manufacturer's recommendations or when the service indicators state that a service is needed (if fitted). The garage undertaking the service must complete and stamp Your policy book and provide You with a receipt of the service. Please ensure that You keep these receipts as You will need to provide them in the event of a claim. Please note that there is a maximum allowance of 30 days or 1000 miles to assist You in making the necessary arrangements with the garage to book You in. Please do not exceed this as it may affect the validity of Your policy. If You wish to make Your own arrangements to service the Motorcycle, please contact the Administrator immediately as this can be arranged.

### 1ST SERVICE:

Date of Service

---

Mileage at Service

---

Signed

---

Garage Stamp

---

### 2ND SERVICE:

Date of Service

---

Mileage at Service

---

Signed

---

Garage Stamp

---

### 3RD SERVICE:

Date of Service

---

Mileage at Service

---

Signed

---

Garage Stamp

---

### 4TH SERVICE:

Date of Service

---

Mileage at Service

---

Signed

---

Garage Stamp

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**Recall Direct**  
The Car Warranty Specialists

**Recall Direct Ltd**

Suite 26, Concourse House,  
432 Dewsbury Road, Leeds, LS11 7DF

Freephone: 0800 043 0917

Email: [admin@recalldirect.co.uk](mailto:admin@recalldirect.co.uk)