

YOUR CONTRACT & YOU

MY AMI CARE GENERAL TERMS AND CONDITIONS



CITROËN SERVICE CONTRACT MY AMI CARE

This document defines the terms and conditions on which we will provide the MY AMI CARE product (the "Contract"). This Contract is between you and CITROËN UK LIMITED, a company registered in England and Wales with company number 191579, and whose registered office is at Pinley House, Sunbeam Way, Coventry, CV3 1ND ("Citroën", "we", "us", "our").

KEY INFORMATION AND TERMS

Service Levels: As part of the MY AMI CARE offering, we offer a number of different service commitments to you in this Contract. The exact level of service commitment depends on the package you have chosen, your payment selection, whether you are purchasing MY AMI CARE at the same time as you purchase your AMI or as an aftersales product, the duration of your Contract with us, and the mileage coverage selected. Please check carefully which service commitments apply to your order and make sure that these are reflected as expected in your order summary.

Vehicle: The MY AMI CARE offering set out in this Contract applies only to your AMI, as detailed in your order with us and is not transferrable to any other vehicle.

Duration: The services under your MY AMI CARE offering shall be provided for the duration of the MY AMI CARE package term you ordered (either by duration or mileage) unless terminated earlier, as detailed in this Contract. Each MY AMI CARE package shall take effect as at the date of first registration of your AMI. So, whether you purchase this at the same time as you buy your AMI or if you purchase it as an aftersales product, any time or mileage limitations will apply with effect from the date on which your AMI is first registered.

Restrictions to Services: The MY AMI CARE services as described in this Contract will be provided on your AMI vehicle only and may be subject to certain service restrictions, depending on the level of package you have chosen. Please check that you have the right level of MY AMI CARE package for you. All repairs and related services will, and must, be provided by an AMI Authorised Partner unless agreed with us in writing. Should you have repairs carried out by any unauthorised repairer, this may mean that you lose the benefit of the MY AMI CARE services under this Contract and may also invalidate the AMI manufacturer's warranty. The MY AMI Care services are only available in the territories described at clause 1.5 below. A full list of AMI Authorised Partners is available on our Website, in your MyCitroen App, and as a downloadable PDF from our Website.

Payment: Where you have purchased your MY AMI CARE package on our Website and you choose a cash "single payment" contract, you pay Citroën UK Limited in a lump sum at point of

sale. Where you have purchased your MY AMI CARE package as an aftersales product from one of our AMI Authorised Partners:

- you may choose a "Pay Monthly" agreement, which means that you pay Stellantis Financial Services UK LTD, who are acting as payment agent for us. Stellantis Financial Services UK LTD will take the payment from you by direct debit, which will be a separate direct debit to any pay monthly payment for your AMI vehicle (if applicable); or
- you may choose a "single payment" agreement, which means that you pay the AMI Authorised Partner, who are acting as payment agent for us.

CLAUSE 1 – MY AMI CARE CONDITIONS

1.1 Duration and Mileage

- MY AMI CARE is a subscription-based service.
- The Contract for your MY AMI CARE shall start from the date on which your AMI is first registered and shall last until the earlier of:
 - the expiry of the package term which you ordered (i.e., either 24, 36, 48, or 60 months);
 - you exceeding the total mileage coverage limit in your MY AMI CARE package; or
 - you or we terminate this Contract as set out in clause 8.

1.2 Eligible Vehicles

The following vehicles shall be eligible for the MY AMI CARE product:

- CITROËN AMI vehicles listed for sale on <https://store.citroen.co.uk/ami> ("Website"), exclusively registered and to be mainly driven in the UK and not to be exported outside of the UK.

1.3 Ineligible Vehicles

The following CITROËN AMI vehicles shall be ineligible for the MY AMI CARE product under this Contract:

- a vehicle which is a non-European import;
- a vehicle which has been modified from the manufacturer's original specification;
- a vehicle which has been used as a taxi, mini cab or driving school vehicle;
- a vehicle which has been used for short term hire or daily rental;
- a vehicle which has been used for hire and reward;
- a vehicle which has been used as a delivery or courier vehicle;
- a vehicle which has been driven in a competitive motoring event; and
- a vehicle which has been used for public services including police, ambulance, fire, or military service.

1.4 Conditions of Subscription

1.4.1 You can subscribe for a MY AMI CARE package either (a) at the point when you order a new CITROËN AMI from our Website, or (b) from one of our participating AMI Authorised Partners, within 30 days of the date of first registration of your AMI. After this point in time, you will not be eligible to purchase a MY AMI CARE package.

1.4.2 MY AMI CARE is available to those purchasing a CITROËN AMI for either private use or business use.

1.4.3 We may vary or update the terms of this Contract, our MY AMI CARE prices, or the service levels, from time to time. Whenever we do so, we will make these changes visible both on our Website and in communications with you. Where these changes have an impact on the supply of your AMI, or where they affect your consumer rights, and you do not agree with the changes, you are free to cancel your MY AMI CARE contract with us, in accordance with your rights set out in this Contract.

1.4.4 For MY AMI CARE queries, you can contact us by emailing amiuk@citroen.com or by calling us on 0800 996 1951 (cost of a local call).

1.5 Territoriality

So long as your AMI remains registered, you can take advantage of your MY AMI CARE package in the following countries or territories: France (including Corsica), Italy, Spain, Portugal, Belgium, Luxembourg, Monaco, Vatican, Morocco, United Kingdom (including the Channel Islands and the Isle of Man).

1.6 Service Levels

We offer different levels of commitment depending on how you purchase your MY AMI CARE and the duration/mileage cap of your MY AMI CARE package. Below, you will see a breakdown of the different package options available to you. If you have any queries, you can call us at the details set out below or visit one of our AMI Authorised Partners.

1.6.1 Where you purchase your MY AMI CARE using a single payment through our Website

The following services are available when you purchase your MY AMI CARE package alongside your AMI using the single payment option on our Website.

You can choose your MY AMI CARE package based on a time and mileage commitment, and it will expire when you reach the end of the chosen period of time, or when you reach the mileage limit selected, whichever occurs first

For those MY AMI CARE packages that are purchased alongside your AMI using the single payment option on our Website, the duration and mileage options available are currently limited to 10,000 miles per year contracts only. Should you wish to choose an alternative mileage option, then you would need to purchase this as an aftersales product at one of our participating AMI Authorised Partners (see 1.6.2 below).

SERVICE LEVEL DURATION	24 MONTHS	36 MONTHS	48 MONTHS	60 MONTHS
Routine Servicing and Maintenance (see Clause 2 for a full description)	✓	✓	✓	✓
Parts Failure Replacement (see Clause 3 for a full description)	✗	✓	✓	✓
Roadside Assistance (see Clause 4 for a full description)	Complimentary Cover* (Clause 4.1)	Complimentary Cover up to 25,000 miles* (Clause 4.1) THEN ✓ Extended Roadside Assistance (Clause 4.2)	✓ Extended Roadside Assistance (Clause 4.2)	✓ Extended Roadside Assistance (Clause 4.2)
Traction Battery Guarantee (see Clause 5 for a full description)	Complimentary Cover* (Clause 5.1)	Complimentary Cover up to 25,000 miles* (Clause 5.1) THEN ✓ Traction Battery Extended Guarantee (Clause 5.2)	✓	✓
Mileage:				
10,000 per annum	20,000	30,000	40,000	50,000

1.6.2 Where you purchase your MY AMI CARE as an aftersales product from an AMI Authorised Partner

The following services are available to you when you purchase your MY AMI CARE as an aftersales product at one of our participating AMI Authorised Partners. You will have 30 days from the date on which your AMI is first registered to purchase MY AMI CARE as an aftersales product. After this time, it will no longer be available to you.

You can choose your MY AMI CARE package based on a chosen time and mileage combination, and it will expire when you reach the end of the chosen period of time, or when you reach the mileage limit selected, whichever occurs first. For this reason, you should consider, realistically, what your annual mileage might be when selecting your package. Prices for some components (e.g., Roadside Assistance) are based on duration; whereas others (e.g., the Extended Traction Battery Guarantee) are based on anticipated mileage on the basis that servicing and maintenance costs would be higher the more miles that are driven.

Once your chosen AMI Authorised Partner has run through your MY AMI CARE package with you, you will have the option to pay for your MY AMI CARE package in a single payment, or via a monthly direct debit, paid to Stellantis Financial Services UK LTD, who are acting as payment agent for us.

SERVICE LEVEL DURATION	24 MONTHS	36 MONTHS	48 MONTHS	60 MONTHS
Routine Servicing and Maintenance (see Clause 2 for a full description)	✓	✓	✓	✓
Parts Failure Replacement (see Clause 3 for a full description)	✗	✓	✓	✓

Roadside Assistance (see Clause 4 for a full description)	Complimentary Cover* (Clause 4.1)	Complimentary Cover up to 25,000 miles* (Clause 4.1) THEN ✓ Extended Roadside Assistance up to your chosen mileage option (Clause 4.2)	✓ Extended Roadside Assistance up to your chosen mileage option (Clause 4.2)	✓ Extended Roadside Assistance (Clause 4.2)
Traction Battery Guarantee (see Clause 5 for a full description)	Complimentary Cover* (Clause 5.1)	Complimentary Cover up to 25,000 miles* (Clause 5.1) THEN ✓ Traction Battery Extended Guarantee (Clause 5.2)	✓	✓
Mileage Options:				
5,000 per annum	10,000	15,000	20,000	25,000
6,000 per annum	12,000	18,000	24,000	30,000
7,000 per annum	14,000	21,000	28,000	35,000
8,000 per annum	16,000	24,000	32,000	40,000
9,000 per annum	18,000	27,000	36,000	45,000
10,000 per annum	20,000	30,000	40,000	50,000

Key:

✓ - included

☒ - not included

*Complimentary Cover – provided in accordance with the terms and conditions of the AMI manufacturer's warranty.

1.7 Parts

If we repair or replace any parts of your AMI under the terms of this Contract, we may use new parts or reconditioned parts. The parts may be our branded parts, or parts obtained from our network of AMI Authorised Partners. The repair or supply of tyres is excluded from the Contract. Any replaced parts will be disposed of by us and will not be returned to you.

1.8 General Conditions to the Services

- 1.8.1 The services provided under this Contract, including the costs associated (which are parts and labour including tax), are included in your package providing they are performed by an AMI Authorised Partner (or our approved breakdown provider) but are subject to the following:
- your AMI must remain registered in the UK (including the Channel Islands and Isle of Man); and
 - your AMI must have been used and maintained in accordance with the manufacturer's instructions (these are indicated in the manufacturer's handbook that comes with your AMI); and
 - the servicing operations and checks specified in the manufacturer's servicing schedule must be recorded in your AMI's warranty and maintenance guide. If you don't have this, you must be able to provide supporting documentary evidence on request (such as servicing monitoring forms, invoices, etc.); and
 - the fluid and lubricant levels in your AMI must have been maintained in accordance with the manufacturer's instructions (these are indicated in the manufacturer's handbook).
- 1.8.2 In the event of a manufacturer defect with your AMI, this should be repaired by a member of the authorised network of CITROËN AMI Authorised Partners in one of the Territories described in clause 1.5, to whom the manufacturer's handbook must be presented before each repair. Your AMI must be presented to a member of the network of CITROËN AMI Authorised Partners as soon as possible after the fault / defect is discovered, except in the case of breakdown-recovery which is handled in accordance with the process described in clause 4.
- 1.8.3 The applicable services (under the terms of clause 2, 3 and 5), which are carried out by an AMI Authorised Partner under the Contract, shall be paid for directly by us, without any advance payment required from you, save for where repair services are required in Monaco or Morocco. In these territories, you are liable to pay for the repair services and then reclaim these amounts back from us in accordance with the claim process described in clause 8.10.
- 1.8.4 Under some circumstances, the applicable services, may need you to pay certain costs as detailed in clause 4 up front and claim this back from our Roadside Assistance provider. The reclaim process is as described in clause 4.8.
- 1.8.5 Any repair carried out under this Contract, with or without replacement of parts, does not extend the duration of your MY AMI CARE subscription.
- 1.8.6 Parts replaced on your AMI under the terms of this Contract shall become the property of CITROËN UK Limited and its representatives.

CLAUSE 2 – ROUTINE SERVICING AND MAINTENANCE

2.1 If your MY AMI CARE package includes routine servicing, this will include the routine servicing of your AMI, covering labour and replacement of parts as specified in the manufacturer's servicing requirements for normal conditions of use of the AMI. If you lose your copy of the manufacturer's servicing requirements, you can ask one of our AMI Authorised Partners for a copy.

2.2 Services on your AMI must be carried out within two months/1800 miles of the intervals as specified by the manufacturer, whichever comes first.

2.3 Routine Servicing shall cover the cost of any parts and consumables, and the labour time allocated to complete the service of your AMI, in line with the requirements as specified by the manufacturer and in accordance with the servicing schedule provided with your AMI.

2.4 The maintenance component can only be provided in conjunction with Routine Servicing (as set out in clause 2 above). It consists of the replacement of parts if, through wear and tear, these parts cannot fulfil the function for which they have been designed. This decision will be taken at the AMI Authorised Partner's reasonable discretion and/or in accordance with any wear indicator provided for this purpose. The following in particular are considered parts subject to wear: brake pads, linings and discs, shock absorbers, windscreen wiper blades, lamps (except LEDs).

CLAUSE 3 – PARTS FAILURE REPLACEMENT

3.1 Should your MY AMI CARE package also include parts failure replacement, to be provided in conjunction with Routine Servicing and Maintenance (as set out in clause 2 above), then the terms of this clause 3 shall apply. Parts failure replacement consists of the replacement or repair, at the Ami Authorised Partner's reasonable discretion, of faulty mechanical, electrical, or electronic parts. Where we refer to "faulty", this means the inability of a part to operate in accordance with the manufacturer's specification for a reason other than wear and tear, normal deterioration, or negligence in caring for the AMI on your part. If other parts on your AMI are damaged by a faulty part, these will be replaced or repaired under the same conditions. Where there is a faulty part on your AMI whilst your manufacturer's warranty still applies, your claim should be made against the manufacturer's warranty. After the expiry of the manufacturer's warranty, the parts failure replacement part of your MY AMI CARE package can be relied upon as an extension to the manufacturer's warranty, subject to the limitations below.

3.2 The Parts Failure Replacement does not include or apply to:

- any diagnostic time which doesn't result in a valid claim under these terms;
- any loss, damage or failure which occurs while the vehicle is outside the geographical territories as defined within clause 1.5;
- sinking or immersion (in water), damage caused by natural disasters, vandalism, attack, riot, immobilisation by the police, acts of war, terrorism, accident, fire, theft, or attempted theft;
- the replacement, fitting, maintenance or repair of parts, equipment or accessories not originally fitted to your AMI and/or that are not approved by the manufacturer, and any related consequences;
- the consequences of repairs, conversions or modifications carried out by a business other than an Ami Authorised Partner;
- damage caused by the use of fluids, parts or accessories which are not genuine or of equivalent quality;
- the use of unsuitable or poor-quality fuels (including charging solutions) not recommended by the manufacturer;
- damage caused by natural phenomena, hail, flooding, lightning, storms, or other atmospheric hazards;
- damage caused by accident, fire, theft, attempted theft, riots;
- repairs resulting from negligence, a driving error, incorrect use of your AMI (overloading, competition, racing etc.) or failure to comply with the servicing operations, in strict conformity with the manufacturer's recommendations;
- failures and/or discharging of your AMI's batteries due to incorrect electrical connection, the electrical supply, the electrical installation or the current used;
- breaking of or damage to glass and headlamp units, lamps or mirrors, the loss of trims or remote controls, door seals;
- bodywork repairs, washing, polishing, and cleaning;
- work on the passenger compartment, including cleaning, and repairs of door trims, upholstery, and carpet in case of wear;
- vibrations and noises linked to your AMI's operation;
- deterioration such as discolouration, alteration, or distortion of parts due to normal ageing linked with the use of your AMI, its mileage, or its geographic and climatic environment, if this replacement is not due to a manufacturing defect;
- navigation updates;
- servicing and maintenance that doesn't comply with the manufacturer's recommendations or is deemed optional between two periodic services;
- settings (doors, front axles, parallelism, wheel balancing, etc.);
- the wheels, tyres, and their balancing;
- loss of keys, covers or remote controls;
- the direct or indirect consequences of any repairs carried out outside of the CITROËN Ami Authorised Partner network;
- the direct or indirect consequences of a failure to report a fault to an Ami Authorised Partner as soon as you become aware of it;
- the direct or indirect consequences of a failure by you to respond to an invitation by an Ami Authorised Partner to have your AMI repaired as soon as possible;
- the modifications necessary to ensure that your AMI conforms following a change of legislation which comes into force after the delivery of your AMI; and
- all other costs included but not limited to the costs incurred as a result of your AMI being off the road, such as loss of enjoyment or use.

3.3 The cost of MOT examinations is included, should you purchase a 36-month, 48-month, or 60-month (3, 4, or 5 year) MY AMI CARE package which includes routine servicing. The MOT must be carried out in the UK, Channel Islands, or Isle of Man in accordance with UK government and legal requirements. To do this, your AMI must be presented to one of our Ami Authorised Partners at the latest 5 days before the MOT is legally due. If the MOT reveals the need to carry out repairs which are covered under this Contract, these will be carried out by our Ami Authorised Partner at no additional cost to you. If any necessary repairs are not covered by your MY AMI CARE package under this Contract, then a repair quotation will be given to you and you can choose to have your AMI repaired by our Ami Authorised Partner or by any other reputable and skilled repairer of your choice.

After your AMI's MOT, either:

- it obtains the MOT certificate - in this case your AMI will be returned to you with the MOT certificate at no additional charge to you; or
- if your AMI fails its MOT, the cost of the initially failed MOT is still included within this Contract.

IMPORTANT: In either case, if you choose not to use our Ami Authorised Partner to repair your AMI, then you will be responsible for the cost of the repairs and the costs of any repeat MOTs.

CLAUSE 4 – ROADSIDE ASSISTANCE

4.1 With any purchase of an AMI, regardless of whether you take up MY AMI CARE, you will receive a complimentary cover period for Roadside Assistance. This complimentary Roadside Assistance will last for a total of 36 months, or until you have reached 25,000 miles in your AMI, whichever comes first. After that, your complimentary Roadside Assistance will cease. If you have purchased a MY AMI CARE package which lasts for more than 36 months and/or 25,000 miles, you will continue to receive Roadside Assistance up to the limit of your time or mileage commitment, whichever comes first. This is further explained in 4.2 and 4.3 below.

4.2 Where you purchase a MY AMI CARE package which lasts for more than 3 years or 25,000 miles (i.e., the complimentary Roadside Assistance coverage period, as described in 4.1), we will provide extended Roadside Assistance cover, as stated in the clauses 4.3 to 4.9 below. This additional Roadside Assistance benefit commences on the earlier of (a) three years having elapsed since your AMI's date of first registration, or (b) you having covered 25,000 miles. Then, your additional Roadside Assistance benefit will depend on the coverage of your package. For example, if your package covers you for 50,000 miles or 4 years, then you will continue to benefit until such time as you hit one of those milestones. The additional Roadside Assistance cover applies only to mechanical or electrical failure (including as a result of battery failure), but not as a result of road traffic incidents, fire, flood, theft, acts of vandalism.

4.3 The extended Roadside Assistance cover does NOT include coverage for any fault caused by actions or omissions of yourself, for example running out of charge, punctured tyres, lost, stolen or broken keys, or locking your keys in your AMI. Any support provided by our third-party Roadside Assistance partner in these instances would be at their discretion.

4.4 If Roadside Assistance requires the recovery of your AMI, the number of people that can be transported by our Roadside Assistance partner is limited to a maximum of two.

The Roadside Assistance services can be obtained by calling **Citroën Assistance on 0800 197 2046** and is available every day of the year, including Saturdays, Sundays and Bank Holidays, 24 hours a day.

4.5 Roadside Assistance covers attendance of the recovery vehicle at the site of the breakdown. As far as possible, your AMI will be repaired at the roadside. Otherwise, it will be recovered to the workshop of our AMI Authorised Partner nearest to the site of the breakdown.

4.6 The purchaser, registered keeper, along with any passengers of the AMI, are entitled to receive the benefit of additional transportation, courtesy car, and accommodation, in the circumstances as set out in clauses 4.7 and 4.8.

4.7 If Roadside Assistance attend a breakdown, either at the roadside or at home, and your AMI cannot be fixed on the same day, Roadside Assistance will help you by making arrangements which allow the continuation of your journey. You can choose one of the following options, based on your circumstances, and subject to eligibility and/or availability:

1. a hire car; or
2. alternative transport; or
3. overnight accommodation.

4.7.1 Hire car service provided.

- Roadside Assistance will arrange a hire car for up to 48 hours or until your AMI has been fixed, if sooner.
- If you arrange your own hire car, Roadside Assistance will reimburse you up to £35 per day.
- Hire cars must be arranged within 24 hours of the time of the breakdown.

4.7.2 Alternative transport service provided.

- If you would prefer to continue your journey by air, rail, taxi or public transport, Roadside Assistance will reimburse you for a standard class ticket up to £150 per person.

4.7.3 Overnight accommodation service provided.

- You may decide that waiting for your AMI to be repaired is the best option for you. Roadside Assistance will arrange one night's bed and breakfast accommodation, up to a value of £150 per person.

4.8 Pay and reclaim

Under some circumstances, you may need to pay for certain services up front and claim this back from Roadside Assistance partner. To do so, please visit www.rac.co.uk/europeanclaimform for reimbursements under European Breakdown Cover, or www.rac.co.uk/reimbursementclaimform for all other sections.

If you have any queries, please contact RAC Customer Care on 0330 159 0339, email breakdowncustomercare@rac.co.uk or in writing to Great Park Road, Bradley Stoke, Bristol, BS32 4QN. Please send your completed claim form with proof of payment (such as a receipt) to RAC Customer Care. We may ask you to supply original documents.

4.9 When your AMI is immobilised by an incident that is not explicitly covered under this Contract, such as (but not limited to) a tyre puncture, you running out of battery charge not due to a fault with the battery, loss or locking of keys, or any other event, Citroën UK Limited will offer to put you in contact with a recovery company whose services of repairing/recovering your AMI are payable by you.

In either case, the recovery operator will arrive at the location of the breakdown within a time limit communicated to the driver during the call and will carry out repairs on site to allow for the journey to be immediately continued. If the recovery operator informs the driver that he has carried out a temporary repair so as not to have to interrupt his journey, the driver must have their AMI repair completed as soon as possible, under his responsibility. The CITROËN AMI Authorised Partners network is ready to welcome him. Otherwise, the recovery operator will tow your AMI to the nearest repairer of the CITROËN AMI Authorised Partners network.

CLAUSE 5 – TRACTION BATTERY GUARANTEE

5.1 When you purchase an AMI, regardless of whether you also purchase a MY AMI CARE package, you will receive a manufacturer's guarantee for the traction battery (i.e., the battery which drives the motor of your AMI). This guarantee lasts for a total of three years, or 25,000 miles, whichever occurs first. This traction battery guarantee applies only to the battery which drives the motor of your AMI, as opposed to any other batteries in your AMI which might be responsible for operating other functionality such as windscreen wipers, lights, etc.

5.2 Applicable to a 3-, 4-, and 5-year service contracts only. Where the duration or mileage parameters of chosen subscription exceeds the complimentary cover period (as described in 5.1) the additional battery guarantee will run from the end of the manufacturer's warranty. The additional battery guarantee gives an extended guarantee that the battery continues to perform in accordance with ongoing use of the AMI. This guarantee will be applied as in Clause 5.3.

5.3 In order to benefit from the additional traction battery guarantee, the general conditions of both the manufacturer's warranty and all other clauses within this Contract must be complied with in full.

CLAUSE 6 – PRICE AND PAYMENT

6.1 The price for your chosen MY AMI CARE package is the one displayed to you during your order process when buying on our Website or the one provided to you by an AMI Authorised Partner (if you are purchasing as an aftersales product at one of their sites). Where you purchase your MY AMI CARE package at the same time as your AMI, we will take payment for your chosen MY AMI CARE package at the same time as we take payment for the outstanding balance of the purchase of your AMI (i.e., before the delivery of your AMI). Where you purchase your MY AMI CARE package as an aftersales product at one of our AMI Authorised Partners, they will take payment from you on our or SFS's behalf.

6.2 The cost for your chosen MY AMI CARE package is fixed throughout the duration of this Contract. If you purchased your AMI with the support of our finance partner, SFS, payment for your MY AMI CARE package will be taken on a monthly basis by direct debit. SFS will collect payments from you as our payment agent in such cases.

CLAUSE 7 - ENDING YOUR CONTRACT

7.1 Where you purchase something online in the UK, you will typically benefit from the 14-day right to cancel your contract for a refund. This is also the case where you purchase your MY AMI CARE package on our Website. In addition, we also extend this right to you where you purchase your MY AMI CARE as an aftersales product from one of our AMI Authorised Partners. Your 14-day right to cancel your contract for MY AMI CARE starts either (a) 14 days from the day we accept your order on-line, or (b) 14 days from the date on which you purchase your MY AMI CARE package at one of our AMI Authorised Partners. Provided that no service claim has been made by you during the 14-day cooling off period, you will receive a full refund of any amounts paid for your MY AMI CARE package. Should you wish to cancel within that period, you simply need to get in touch with us and let us know that you wish to cancel your Contract with us. You can use the

model cancellation form set out in the box below for this, but it is not obligatory. Please note that your right to cancel the Contract within 14 days does not apply for any services once we have completed them.

Cancellation Form

To CITROËN UK LIMITED, a company registered in England and Wales with company number 191579, and whose registered office is at Pinley House, Sunbeam Way, Coventry, CV3 1ND:

I hereby give notice that I cancel my contract of sale of the following MY AMI CARE package:

MY AMI CARE package details:

Purchased online [*] or at an AMI Authorised Partner [*]:

Start date of the Contract:

Where relevant, provide details of the AMI Authorised Partner:

Name of customer:

Address of customer:

Signature of customer (only if this form is notified on paper):

Date:

[*] Delete as appropriate

7.2 In the event of the cancellation of the Contract, Citroën UK Limited will reimburse the payment received without undue delay, and in any case, no later than 14 of you telling us you want to cancel the Contract. If the Contract has already started when you cancel the Contract, we will reimburse the price paid without withholding any amount for the use you may have made of the service before cancelling.

7.3 We honour our legal duty to provide you with MY AMI CARE services that are as described to you on our Website and that meet all the requirements imposed by law. As such, if you believe the MY AMI CARE services are not performed with reasonable care and skill or delivered within a reasonable time, you should report this to us as soon as possible and we will discuss the rights and remedies available to you. Please note that, delaying your reporting of any issues may impact the remedies available to you.

7.4 We can end this Contract with you for and claim any compensation due to us if you don't make any payment to us when it's due and you still don't make payment within 28 days of our reminding you that payment is due.

7.5 In the event that your AMI is damaged in an incident, if the vehicle is declared beyond technical or economical repair by your insurer, this Contract shall automatically terminate as at the date of the incident. In the event that you AMI is stolen, if the vehicle hasn't been found within 30 days, this Contract will automatically terminate as at the date of the theft. In either of these cases (accident or theft), you must inform us as soon as possible and provide us with proof of the damage or theft by way of expert report, certificate of destruction, or police report (as applicable). This correspondence must be accompanied:

- if your AMI is written off, by a photocopy of the declaration of the insurance company or of the assessor declaring that the vehicle is classified as a write-off; and
- if your AMI is stolen, by a photocopy of the theft report to the appropriate authorities and a photocopy of the vehicle reimbursement agreement from the insurance company.

In these circumstances the customer will be able to benefit from a reimbursement. The customer can obtain the reimbursement of the Contract from CITROËN UK Limited, this reimbursement being pro-rated in months, of the elapsed and remaining contractual duration, every started month being due, minus the administrative costs as stated in clause 7.7.

7.6 Throughout the duration of this Contract, you must reside in the UK (inclusive of the Channel Islands or the Isle of Man). In the event of a change of registration outside of the UK, this Contract shall automatically terminate at the date of the registration change. You can obtain a prorated reimbursement of the Contract from CITROËN UK Limited. Any reimbursement shall be pro-rated, in months, based on the amount of time elapsed on your MY AMI CARE package vs. the number of months remaining at the time of termination.

7.7 We or SFS may charge you an administration fee of £30 to process any request for cancellation or termination and you will be informed of any charges or credit due to you in writing which shall be paid on the terms set out in writing.

CLAUSE 8 – GENERAL TERMS

8.1 In the event that you wish to raise a complaint, you should contact:

- For finance contract and payment issues contact Stellantis Financial Services UK:
Email: ukcustomercare@stellantis-finance.com or telephone: 0345 345 5549 or in writing to Stellantis Financial Services UK Ltd, 61 London Road, Redhill, Surrey, RH1 1QA.
- For vehicle related issues contact Customer Care:
<https://citroen.my-customerportal.com/citroen> or telephone: 0800 093 9393 or writing to Citroën UK Limited, Pinley House, 2 Sunbeam Way, Coventry CV3 1ND.
- For Roadside Assistance issues contact:
E-mail: breakdowncustomercare@rac.co.uk or telephone: 0330 159 0339 or in writing to Citroën Breakdown Customer Care, Great Park Road, Bradley Stoke, Bristol, BS32 4QN.

Your statutory rights as a consumer are not affected by the above complaints procedure. To maintain the highest quality of service and for staff training purposes, telephone calls will be monitored and/or recorded. We abide by the Motor Industry Vehicle Warranty Products Code of Practice which can be found on The Motor Ombudsman Website at www.TheMotorOmbudsman.org. The Motor Ombudsman will offer free impartial information and if appropriate an alternative dispute resolution process in the event that you are not satisfied with the outcome of a concern. For further information, you can visit The Motor Ombudsman website at www.TheMotorOmbudsman.org or call their Information Line on 0345 241 3008.

8.2 The Contract is governed by English law and, wherever you live, you can bring claims against us in the English courts. If you live in Wales, Scotland, or Northern Ireland, you can also bring claims against us in the courts of the country you live in. We can claim against you in the courts of the country you live in. As a consumer, you will benefit from any mandatory provisions of the law of the country in which you are resident. Nothing in this Contract, including this clause, affects your rights as a consumer to rely on such mandatory provisions of local law.

8.3 Full details of how we use your personal information, including how to get in touch and ask questions or exercise your rights, please refer to our Privacy Policy.

8.4 We can transfer our Contract with you, so that a different organisation is responsible for supplying your MY AMI CARE services. We'll tell you in writing if this happens and we'll ensure that the transfer won't affect your rights under the Contract.

8.5 This Contract is between you and us. Nobody else can enforce it and neither of us will need to ask anybody else to sign-off on ending or changing it.

8.6 If a court invalidates some of this Contract, the rest of it will still apply. If a court or other authority decides that some of these terms are unlawful, the rest will continue to apply.

8.7 Even if we delay in enforcing this contract, we can still enforce it later. We might not immediately chase you for not doing something (like paying) or for doing something you're not allowed to, but that doesn't mean we can't do it later.

8.8 We are responsible to you for any loss or damage you suffer that is a foreseeable result of our breach, or our failure to use reasonable care and skill. Nothing in these terms excludes, limits (or is intended to exclude or limit) our liability for (a) death or personal injury caused by our negligence or that of our employees, agents, or subcontractors, (b) fraud or fraudulent misrepresentation by us or our employees, or (c) breach of your legal rights in relation to your purchase of your MY AMI CARE services.

8.9 We are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, both we and you knew it might happen when you placed your order. For example, if you discussed it with us before you placed your order.

8.10 The pay and reclaim arrangements when you are travelling abroad in any of the territories mentioned in clause 1.5 are as follows:

- For costs incurred in payment of the applicable services (under the terms of clause 2, 3 and 5), which are carried out by one of the Citroën AMI Authorised Partners Network under the Contract, you can claim this back from Citroën UK Limited. To do so, please send your completed claim form, which is available as an Appendix to these terms, with proof of payment (such as a receipt) to Citroën UK Limited, C/O Customer Care. We may ask you to supply original documents. All expenses not referred to in the Contract will not be reimbursed. Furthermore, no compensation will be paid for services used but excluded from the Contract, in return for services provided but not used. If you have any queries, please contact Citroën UK Limited by emailing amiuk@citroen.com or calling us on 0800 996 1951 (cost of a local call) or writing to us at: Citroën UK Limited, C/O Customer Care, Pinley House, 2 Sunbeam Way, Coventry CV3 1ND.
- Under some circumstances, the applicable services (under terms of clause 4), may need you to pay up front and claim this back from our Roadside Assistance provider. The reclaim process is as described in clause 4.8.

APPENDIX 1 – CLAIM FORM

If you have paid any costs that are covered under your My Ami Care Contract, please complete this claim form within 90 days of those costs being incurred. Please complete this form with copies of your receipts to:

CITROËN UK LIMITED, Pinley House, Sunbeam Way, Coventry CV3 1ND

Personal and Contract Details

Name: Title _____ Initial _____ Surname _____

Address _____

_____ Post Code _____

Preferred Telephone Numbers

Home _____

Mobile _____

Email address: _____

My Ami Care Contract Number: _____

Vehicle make and model _____ Registration Number _____

Claim Details

Date of Incident _____

Details of the CITROËN AMI Authorised Partner _____

Receipt Date	Details of the claim and why you are claiming	Amount	Receipt Attached	Preferred Payment Method	Citroen use only

Make sure you have enclosed the following:

Claim form: ☐

Receipts (or copies of receipts): ☐

Declaration:

I declare the above information is true and complete to the best of my knowledge. I understand that my details will be used by CITROËN UK LIMITED in order to process and validate my claim and understand that CITROËN UK LIMITED may need to share my details with relevant third parties in order to do so. For further details, please refer to our [Privacy Policy](#). I have enclosed documents as required in support of my claim. Failure to provide all the relevant information with this claim form may delay the processing of your claim.

Signature_____Date____/____/_____