

Dealer Contract

AU Warranties operate an administration scheme.

For our dealers to qualify for this scheme they must put a minimum of 10 policies a month onto our system. If a dealer doesn't put the minimum amount onto the system AU Warranties will retain their money and treat the policies as a guarantee and only pay the claims to the books specifications.

Basic Policies will be paid back to the dealer after we have held the payment for one calendar month, this payment will be made at the beginning of the relative month by either BACS or Cheque.

AU Warranties will hold a minimum amount of £1000 of your funds at all times and the difference returned monthly.

Standard and Absolute Policies will be held for the term of the policy and if no claims have been made during that period the funds will be returned at the beginning of the following month.

Policy Procedure

Policies put onto the system must be done so within two weeks of the sale of the vehicle. Any policies placed on the system after this time will incur an administration charge of £15 and will be charged direct from your dealer fund.

Customers will be sent an email from AU Warranties within 5 minutes of the policy being entered onto the system. There will be a vehicle registration checker option on the system for your customers to check if their vehicle policy is active.

Claims Procedure

All calls from your customers are logged onto your claims system for you to view. In most cases the customer will be sent for a diagnostic and quotation so that we understand the problem with the car.

As soon as we receive the information and quotation this will be sent to you via email and text and your local AU representative will contact you. We will then come to a decision within the hour so that we are able to get your customer problems fixed and them back on the road.

If we hear nothing from you after 90 minutes we will contact your customer and approve or decline the work according to the warranty book guidelines.

Dealer has read and understood the above conditions of this contract

Dealer Name : _____

Signed by : _____