



smooove

your car's cosmetic repair club



Your Membership Programme



Keep your car fresh with Smoove

Smoove keeps your car looking its best for longer. Scratches, scuffs, dents, stone chips – worry no more. When you're a member of the club, help is on hand for your new pride and joy.

Joining Smoove means a specialist technician gives your car a thorough assessment twice a year. You get to choose the location, date, and time. As convenient as you like. If there's any cosmetic damage, they'll recommend a fix, and then get to work sorting it out for you.

If your car needs a little TLC between these assessments, you can call us out whenever suits. Like when that dastardly stone gets kicked up from the road out of the blue, damaging your paintwork. Or when that curb comes out of nowhere as you're performing a deft reverse park into that tight space in the middle of town. And the best part? All repairs are a fraction of what it would cost if you had to visit a traditional body shop, as little as £12 (inc VAT), per individual repair.

Our team of over 100 specialist mobile repair technicians are the heroes of this story. They sweep in to save the day with the highest quality cosmetic repairs. Over 150,000 a year, in fact. Whether at your home, your workplace, or any other suitable location you choose, a Smoove technician is just a phone call away.

Checklist for membership:

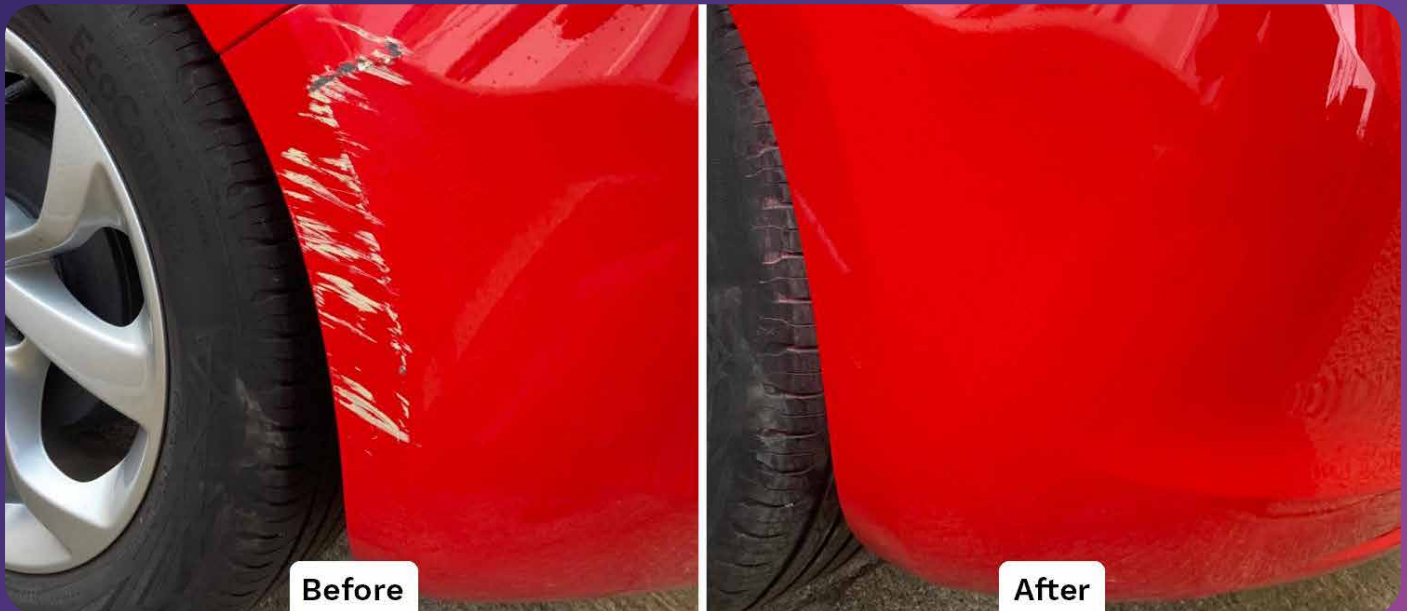
A few quick questions to check if Smoove membership is right for you:

- ✓ Your car is new and was purchased new by you within the last 30 days?
- ✓ You are the registered owner or keeper of the car?
- ✓ If your car is on a contract hire or lease agreement, it is a personal agreement and **not** a business agreement?
- ✓ You live in the UK but not on Isle of Wight, Shetlands, Hebrides or Orkney Islands
- ✓ You will **not** use the car for hire or reward (such as a taxi)?
- ✓ The bodywork paint colour of your car is a standard manufacturer colour
- ✓ The alloy wheels are standard manufacturer painted or diamond cut types

If you can answer **“yes”** to all the above, hooray! **Membership of Smoove awaits.**

What can our super technicians fix?

We repair cosmetic damage, including kerbed alloy wheels, minor dents, bumper scuffs, stone chips, scratches, and more.



When it's time to get your car assessed by one of our specialist technicians and you've told us about the cosmetic damage in advance, we can carry out up to 10 repairs within the assessment all for just £60 (including VAT). Alternatively, we will assess your car to identify the cosmetic damage ourselves, and book repairs for a later date.

If you need more repairs throughout the year, you can give us a call and we'll pop by for additional maintenance visits. As a member of the club, you get rates that are WAY cheaper than a typical dealer group or body shop.

A good reason to get us out sooner rather than later is because minor cosmetic damage can turn into something bigger if rust gets under your paintwork, for example. You don't want corrosion setting in as it could make a cosmetic repair impossible.



What does your Smoove membership include?

We wish we could repair all the damage to your vehicle instantly, but unfortunately, some damage is beyond repair. However, there is lots we can fix. Here's a breakdown.

Everything we can repair under your Smoove membership:



Cosmetic damage to bodywork

Most damage under 30cm in diameter (or smaller than 1.5cm for chips) and under 3mm in depth.

Options include fill and paint, paint-less dent removal, polish, and touch-in.

When it comes to damage on your bonnet, roof, or saloon boot lid, we can only provide a touch-in repair. We will still colour match your paint, touch-in, lacquer and polish. It will be weather proofed, avoiding further corrosion damage, but can remain visible.



Cosmetic damage to alloy wheels

We're looking at minor cosmetic damage here, as anything major may cause structural weaknesses and that can be dangerous.

For diamond cut alloy wheels only, if the wheel is damaged beyond a cosmetic repair, we can look to arrange a lathe skim repair.

We will always perform high quality cosmetic repairs, but we can't guarantee a finish that will be identical to the manufacturer's finish. Check out some of our recent **customer reviews on Trustpilot** to see how delighted members are with their repairs.

Sometimes a repair may not be possible under your Smoove membership. So here are a few things to be aware of:

- Only cosmetic damage that occurred after the start of your membership is covered.
- Assessments can be taken on a bi-annual basis.
- After 30 days, corrosion or deterioration can set in on cosmetic damage. Don't delay – request repairs within 30 days. If corrosion is present, we cannot perform a repair. Note: In some circumstances, the administrator may agree to cover cosmetic damage to a wheel rim even if the damage has started to corrode. If they believe that a cosmetic repair is still possible on an area of damage that has corroded, they will refer it to the repairer, who will make the final decision as to whether it can be repaired. Repairs carried out in these circumstances will not be covered by the usual repair guarantee. The administrator will decide whether to refer the damage to the repairer – you cannot ask them to do this.
- Rips, tears, or perforations to panels will mean a cosmetic repair is not suitable.
- This is the same for any damage that has occurred due to corrosion, hail, rust, pitting, tar staining, discolouration, or any manufacturing defect.
- No repair requests or bi-annual assessments will be accepted following the expiry of the membership.
- Our technicians will not remove stickers, decals, beading, or moulding (including protective plastic), so if cosmetic damage is close to any of these, you may need to arrange removal separately.
- Membership doesn't include replacing body panels, or replacing and repairing damaged locks, accessories, door mouldings, window mouldings, lights, or any window.
- When it comes to wheels, structural integrity is crucial. We don't want to send you back on the road if safety is compromised. This is the same for lathe skim repairs. We can only fix minor cosmetic damage as described above. Damage because of theft or attempted theft is also not included.
- Plastic trims don't lend themselves to cosmetic repairs, so they need removing prior to any repair to bodywork or wheels. Our technicians will aim to remove these but where they are unable to, you would need to get these removed.
- For repairs conducted as part of an assessment, technicians will prioritise the top 5 repairs on the day to achieve the highest quality finish.
- We cannot repair alloy wheels with a machine polished Chrome finish, or split, recessed, painted or raised rims.

How to book your biannual vehicle assessment or other maintenance visit?

Contact the administrator to arrange attendance by a technician.

You will need to provide your membership details to the administrator. You should also provide digital photos of any cosmetic wear and tear, which you are hoping can be addressed. If this is a cosmetic repair, this will need to include a measured image. Upon receipt of this information the administrator will review whether this can be repaired using cosmetic repair techniques.

The administrator will arrange for you to be sent an appointment time and date by text/email. You are free to change this online or by telephone if not suitable. The technician will need access to your vehicle in a safe location, with room to move around it if necessary. Please note, no repairs can be undertaken without the prior approval of the administrator.

Conditions for attendance

- Your vehicle must be located within the United Kingdom, excluding the Isle of Wight and the Islands of Scotland (including the Shetland, Orkney, Inner Hebrides and Outer Hebrides Islands);
- You must give the administrator true and complete information;
- You must agree to comply with the administrator's reasonable requests;
- You must follow the prescribed booking process as explained in this document or by the administrator;
- You must advise the repairer of any non-original finish areas on your vehicle. In the case of incompatibility with a non-original finish we have the right to decline a repair;
- You must inform the administrator if any of the details on the membership certificate are incorrect or have changed.

If you have any problems registering for the portal or requesting a repair, please call the administrator on 0344 573 8232 within 30 days of the damage happening.

Book Quickly and Easily through our Simple to use repair request portal

Forget about filling in forms or waiting on the phone, it couldn't be easier to submit a repair request through our repair portal!

Once your repair is authorised, simply pick a time and location to suit your schedule and we'll come to you.

- Simple 1-2-3 step process
- Choose and book your preferred date through your smartphone

Step 1 - Log on



Please scan the **QR code**

Or...
Click here!

Step 2

Take pictures of your damage and submit your request.



Step 3

Once authorised, you will receive the first available date via email / text message, and if required, you can select an alternative repair date via the online portal.

Change of vehicle, renewals and cancelling your membership?

If you've bought a new car and want to arrange a new membership, let us know as soon as possible.

Your membership term is one calendar month and will automatically renew each month on receipt of your Direct Debit payment. If your Direct Debit payment fails, your membership will be cancelled and you will no longer be eligible for super low cost repairs.

Smoove is a great way of keeping your new car looking its best for longer. But if you no longer want access to high-quality cosmetic repairs at your convenience, you can simply cancel your Direct Debit with your bank, or let us know (contact details at the back).

If you signed up within the last 14-days, you will be entitled to a full refund, providing you haven't had any repairs carried out under your membership.

What if I'm not happy with the service?

We are committed to treating our customers fairly. However, we realise that there may be times when things go wrong.

If you have a complaint about your policy, you should contact the administrator by calling **0344 573 8232** or writing to:

**The Complaints Team, Car Care Plan Limited,
Jubilee House, 5 Mid Point Business Park, Thornbury,
West Yorkshire, BD3 7AG**

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 more information, you can visit the Motor Ombudsman website at www.theMotorOmbudsman.org or call their information line on **0345 241 3008**.

To make a complaint to the Motor Ombudsman you can either call their information line or fill in an online form at www.themotorombudsman.org/consumers/make-a-complaint.

Please note: The Motor Ombudsman can only deal with your complaint if you have already complained direct to the administrator and at least eight weeks have passed since you did that. Complaints to the Motor Ombudsman must be made within 12 months of the administrator's final response.

The above complaints procedure is in addition to your statutory rights as a consumer. Contact your local authority trading standards service or Citizens Advice Bureau for further information about your statutory rights.



The small print

We have a few legal bits we need to cover about your personal information. But to summarise, we know your privacy and data is important and we will do everything we can to keep it safe. Here's the same thing, only in more detail:

Privacy and data protection notice

Car Care Plan Limited (the "Data Controller") are committed to protecting and respecting your privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which the Data Controller processes your personal data. For more information, please visit www.view-privacy-policy.co.uk

How the Data Controller uses your Personal Data and who the Data Controller shares it with

The Data Controller will process the personal data it holds about you for the following purposes:

- For providing products, services and insurance, administering memberships, handling claims and complaints, informing of changes to services and any other related purposes (this may include underwriting decisions via automate means). This is for the performance of the contract between you and the Data Controller.
- To provide you with information, products, or services that you request from the Data Controller or which the Data Controller feels may interest you as part of the contract.
- For offering renewal, research, or statistical purposes, to analyse historic activity, to improve rating algorithms, and to help predict future business impact, to further commercial interests, to enhance product offering and to develop new systems and processes. This is for the Data Controller's legitimate interests.
- To notify you about changes to the Data Controller's service. This is to comply with applicable laws.
- To safeguard against fraud, money laundering, terrorist financing and to comply with applicable laws.
- For the purpose of Direct Marketing activities only with your explicit consent.

Disclosure of Your Personal Data

The Data Controller may disclose your personal data to third parties involved in providing products or services to the Data Controller, or to service providers who perform services on the Data Controller's behalf. These include group companies, affinity partners, vehicle manufacturers, motor dealerships and repairers, brokers, agents, third party administrators, reinsurers, other insurance intermediaries, call centre service providers, auditors, lawyers and other outside professional advisors, IT systems, support and hosting service providers and regulatory authorities, and as may be required by law.

International Transfers of Data

The personal data the Data Controller collects from you may be transferred to, processed and stored at, a destination outside the UK and European Economic Area ("EEA"). The Data Controller currently transfers personal data outside of the UK and EEA to the USA and Israel. Where the Data Controller transfers your personal data outside of the UK and EEA, it will take all steps necessary to ensure that it is treated securely and in accordance with this privacy notice and the Legislation. The Data Controller uses the European Commission approved 'Standard Contractual Clauses' with such parties to protect the data.

Your Rights

Individuals in the European Economic Area (EEA) and the UK have several rights in connection with their personal information. These rights may apply in certain circumstances and are subject to certain legal exemptions.

You have the right to:

- Access and obtain a copy of the personal data the Data Controller hold about you and information about how it is used;
- Ask to update or correct any inadequate, incomplete, or inaccurate data;
- Request erasure of your personal data.
- Restrict and object to the future processing of your data.
- Ask the Data Controller to provide your personal data to you in a structured, commonly used, machine-readable format, or you can ask to have it "ported" directly to another data controller.
- Not be subject to fully automated decision making which has legal effects or otherwise significantly affects you.
- Withdraw consent where your consent is used as a legal basis for using your personal data.
- Object to the processing of your personal data for direct marketing purposes at any time.
- Lodge a complaint with the local data protection authority where your complaint can't be resolved in the first instance by the Data Controller.

If you wish to exercise the following rights, please contact the Data Controller using the details in Section 6 below or you may submit requests via <https://amtrust.clarip.com/dsr/create>

To ensure the Data Controller only disclose personal information where it knows it is dealing with the right individual, the Data Controller will ask you for proof of identity when making a request to exercise any of these rights. The Data Controller will respond to all valid requests within one month, provided to have all the information required to respond. For every request, the Data Controller will make a priority to resolve your complaint as quickly as possible.

The relevant data protection authority is the Information Commissioner's Office (ICO), who you can contact via <https://ico.org.uk/global/contact-us/>

Retention

Your data will not be retained for longer than is necessary and will be managed in accordance with the Data Controller's data retention policy. In most cases the retention period will be for a period of ten (10) years following the expiry of the contract, or the Data Controller's business relationship with you, unless the data must be retained for a longer period due to business, legal or regulatory requirements. In any case, where data is retained, the Data Controller will endeavour to delete or to anonymise any personal elements, in order to maintain your privacy and security.

Questions In Relation To The Data Controller's Privacy Policy Or Use Of Your Data

If you have any questions concerning the Data Controller Privacy Policy or use of your personal data, including exercising your rights detailed in Section 4, you can contact:

The Data Protection Officer, Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire BD3 7AG, England or email CCPH_DPA@carcareplan.co.uk

How to get in touch

You can contact us any time during your membership. Here's how:

Call: 0344 573 8232

Email: SmooveRepairClub@carcareplan.co.uk

Post:

Car Care Plan Limited, Jubilee House,
5 Mid Point Business Park, Thornbury,
West Yorkshire, BD3 7AG



Smoove is administered by Car Care Plan Limited.

Car Care Plan Limited, Jubilee House, 5 Mid Point Business Park, Thornbury, West Yorkshire, BD3 7AG