



**Permission to invoice:** follow the instructions at [www.fragus.com](http://www.fragus.com).



**Questions:** contact our Technical Support Department by calling +358 9 34 87 32 37, or by sending an e-mail to [info@fragus.fi](mailto:info@fragus.fi).

## A safer and more straightforward motoring experience!

The Fragus Group is one of the Nordic countries' leading providers of value-generating services to the automotive industry. As a car buyer, you will enjoy many great advantages:

- *The contract covers the most expensive repairs, thus reducing the overall costs that accumulate during the time of ownership of the vehicle. Easy and convenient.*
- *Professional vehicle experts with extensive experience in the field will assist you in handling your concerns.*
- *Repair cases are always processed quickly – you will typically get a response within half an hour.*
- *Once the repair request has been approved, the vehicle will be repaired at an authorized service shop as near as possible to your location.*
- *Having a GoSafe contract for your vehicle guarantees that the vehicle's quality has been certified, and that it has undergone comprehensive testing prior to delivery.*



**Fragus Group**  
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# GO SAFE extended

Starts after the new-vehicle warranty ends.  
A safer and more straightforward motoring experience.



**12-to-36-month  
maintenance contract  
for vehicles  
under warranty**

A collaboration of:



## CONTENT OF THE CONTRACT

When the contract is active and the vehicle is less than 5 years old, and as long as the vehicle has been driven less than 100,000 km at the time when a defect or repair need is reported to Fragus, the components listed under points 1-2 below will be covered if they break, with the exception of the procedures, expenses and limitations not covered by the Contract.

### 1. MECHANICAL COMPONENTS

### 2. ELECTRONIC COMPONENTS

#### PROCEDURES AND EXPENSES NOT COVERED BY THE CONTRACT

The following are not covered under the Contract: repairs and replacement of parts and components that are not mentioned in points 1-2 of the Contract, and defects or repair/service procedures that are directly or indirectly caused by corrosion, fire, water damage, theft, accidents, crashes and other forms of damage, inadequate service, lawbreaking, overheating, leakage, freezing, modifications to the structure of the vehicle, misuse, erroneous use, or another external influence, and repairs of which the (or a) reason, cause or symptom is increased consumption of motor oil, carbon build-up or other fouling, towing, substitute vehicles, stays in lodgings, transports, costs arising from neglect of the vehicle's maintenance or repairs, cleanings, washes, adjustments, lubrications, updates and programmings, regular service as directed by the vehicle's instruction manual, other normal maintenance, procedures caused by the wearing-down of friction surfaces (such as replacement of brake pads, brake discs or clutch discs), or repairs or replacement of parts of the chassis, steering or suspension – such as arms, bushes, bushings, wheel bearings, tyres, rims, tie rod ends, stabiliser bars, automatic stabilisers, shock absorbers, springs, upholstery, interior panels/handles/hatches, cover plates, decorative features, mouldings, parts of the vehicle body, glass panes, wiper blades, batteries, spark plugs, belts and their clamps, cable, guides, drags/draggers or reels, lamps/bulbs (regardless of their type), fuses, relays and their boxes or cases. The Contract does not cover damage that is an after-effect of the breakdown of a component covered by the Contract, nor does it cover incidents wherein a factor or component not covered by the Contract causes the breakdown of a component that is covered by the Contract.

Any other expenses or procedures whose inclusion in the scope of this Contract has not been expressly agreed on will not be covered by the Contract. Additionally, the Contract does not cover the following: product improvements, defects that are within the scope of factory warranties, insurance policies, or similar liability criteria, and the repair of these defects, and service/repair procedures the need for which arose before the validity period of this Contract began.

#### VALIDITY PERIOD AND KILOMETRE LIMITS

There are three fixed-term contractual periods to choose from: 12 months/20,000 km, 24 months/40,000 km or 36 months/60,000 km.

#### EFFECT OF VEHICLE AGE AND KILOMETRES ON THE RIGHT TO EXERCISE THE CONTRACT

The right to exercise the terms of the Contract will cease once the vehicle turns 5 years old, or once it has been driven 100,000 km. This should be taken into consideration when selecting the contractual period. At the time when the Contract is activated, the vehicle's factory warranty should still have at least three months and 3,000 km of validity left.

#### CONDITION OF THE VEHICLE

At the start of the contractual period, the vehicle must not have any defects. The structure of the vehicle must be in its original state, this limitation also applies to the programming of the control units. The vehicle cannot have been written off by an insurance company, nor removed from transport usage due to damage, in Finland or abroad, at any point during its history. The vehicle should have a perfect service history, and there should be documentation of this history. The maintenance intervals cannot have been exceeded by more than 10%.

#### RESPONSIBILITIES OF THE CUSTOMER, AND REQUIREMENTS CONCERNING THE USE OF THE VEHICLE

The customer must take care of his/her vehicle as well. The service plan must be followed, and any needs for repairs should be reported to Fragus before the repairs are undertaken. The vehicle will require also maintenance in between services. Perform the necessary checks on your vehicle, and any additions of fluids, as instructed by the user manual. **Service and repairs should, as a first option, be done by the company from which this Contract was purchased, or at another location designated by Fragus.** When you make a purchase or other transaction at a repair shop, inform them of this Contract, so that they

can request permission from us to invoice. Keep in mind that any procedures done without previously approved permission to invoice will not be covered by this Contract. Permission to invoice should always be requested on your behalf by the repair shop.

#### TERMINATION OF THE CONTRACT

Single-payment contracts are always valid for a fixed period of time, and may not be terminated by the customer. Contracts invoiced on a monthly basis generally start with a fixed 12-month term, after which they become valid until further notice. Fragus has the right to terminate the Contract if misleading information has been provided about a vehicle, if the maintenance obligations regarding this vehicle have been neglected, or if the vehicle has been used in a manner contrary to the terms of the Contract.

#### CESSATION OF THE CONTRACT

The Contract's validity will cease after the selected contractual period expires, or if Fragus terminates the Contract. The right to exercise the terms of the Contract will cease if any of the limits concerning mileage and/or age stated in the Contract are reached during the contractual period.

#### TRANSFER OF THE CONTRACT

If you sell the vehicle to another private user, the Contract may be transferred under certain stipulations. In such a situation, Fragus should be contacted.

#### PERSONAL DATA RECORDS

A description of the personal data records kept can be found at the address [fragus.com/fi/gdpr-policy/](https://fragus.com/fi/gdpr-policy/)

**This brochure gives a general overview of the product – it does not present all the terms and conditions of the Contract in question.**

**The complete contractual terms and conditions are available from the dealer.**

**We reserve the right to amend the content of the product, and/or the contractual terms and conditions. We are not liable for any typographical errors that may appear in the brochure.**