

## Service & Maintenance Contract Terms and Conditions

### Clause 1: Key Information

**Service Level:** the services are split into different levels, please check carefully which services apply and make sure that the services You intended appear in the services schedule on the front of Your agreement. References to service levels, Level 1, Level 2, Level 3 and relevant type of service, are as set out in the table below.

**Contract Parties:** This Contract is between You and Us being Peugeot Motor Company PLC for a Peugeot Vehicle, Citroen U.K. Limited for a Citroen Vehicle, Citroen UK Limited t/a DS Automobiles for a DS Vehicle.

**Vehicle:** the services apply only to the Vehicle detailed in Your Services Agreement (subject to any agreed replacement of this where applicable) and are not transferrable to any other vehicle.

**Duration:** the services apply for the duration of Your Services Agreement unless terminated as detailed in this Contract.

**Mileage:** the services only apply if You comply with the mileage conditions as set out in Your Services or Finance Agreement (as applicable).

**Restrictions to services:** the Services will apply to certain types of vehicles, there are restrictions on the types of vehicles and the way that they are used, and these can vary by Service Level, please check that You have the right level for Your Vehicle. The Services only apply if performed by an Authorised Repairer.

**Geographic considerations:** the Services apply in the jurisdictions set out in clause 13.7. You should check carefully before travelling.

**Payment:** where You have a "Pay Monthly" Services Agreement or a Finance Agreement, You pay PSA Finance UK Limited, who are acting as payment agent for Us. PSA Finance UK Limited will take the payment from You by direct debit together with Your monthly instalment for Your Vehicle finance (where You have a Finance Agreement) and at defined intervals where You do not have a Finance Agreement. For "Cash Payment" Services Agreements You pay Our Authorised Repairer in a lump sum at point of sale of the Services Agreement.

**Defined terms:** We use defined terms in this Contract, these are set out in clause 13.9 below.

### Clause 2: Service Levels

Service Level Type of Service	Level 1		Level 2		Level 3	
	Assistance	Servicing & Assistance	Just Add Fuel / Simply Drive	Maintenance	Access Maintenance	
Roadside Assistance (clause 4)	✓	✓	✓	✓	✓	✓
Routine Servicing (clause 5)	☒	✓	✓	✓	✓	✓
Routine Servicing with parts failure replacement (clause 6)	☒	☒	☒	✓	✓	✓
Courtesy car during Routine Servicing (clause 7)	☒	☒	☒	Optional	Optional	Optional
Parts (subject to wear) (clause 8)	☒	☒	☒	✓	✓	✓
MOT (clause 9)	☒	☒	☒	✓	✓	✓
Tyres (clause 10.2)	☒	Optional	☒	Optional	Optional	Optional
Arduous conditions of use servicing (clause 10.3)	☒	☒	☒	Optional	Optional	Optional
Max age of Vehicle at start of Contract (clause 3.3)	12 months*	12 months *	N/A	12 months*	12 months*	12 months*
Mileage restriction	No	Yes	Yes	Yes	Yes	Yes

\*and before the Vehicle's first scheduled service.

### Key

✓ - included

☒ - not included

### Clause 3: Conditions and Restrictions to the Services

#### **3.1 Eligible Vehicles:**

The Vehicle detailed in Your Services Agreement or Finance Agreement provided (i) it is still owned by its first registered keeper or (in the case vehicles first registered in the name of the supplying dealer) the second registered keeper, (ii) it is not ineligible as detailed in clause 3.2 below and (iii) it meets the vehicle age requirements at the start of the Contract as set out above in clause 2 and mileage requirements set out in clause 3.3 below. Eligible Vehicles include:

- taxis, chauffeur-driven private passenger cars, ambulances, vehicles intended for the transportation of passengers in return for a charge for Level 1 only;
- driving school vehicles for Level 1;
- driving school vehicles for Level 3 with arduous conditions of use servicing only; and
- vehicles converted by one of Our approved converters can benefit from the Contract. In this latter case, the converted sections, any faults which may have been caused by these conversions and any servicing operations specific to these converted areas of the vehicle are not covered by the Contract.

#### **3.2 Ineligible vehicles:**

- taxis, chauffeur-driven private passenger cars, ambulances, vehicles intended for the transportation of passengers in return for a charge for any Service Level except Level 1;
- driving school vehicles for Level 2;
- motor homes;
- light commercial vehicles used for medical or emergency services; and
- vehicles which have been modified or used in competitions or rallies for any Service Level.

#### **3.3 Duration and mileage**

The Services start from the date set out in the Services Agreement or Finance Agreement. The Services will end on the earlier of:

- the expiry of the term for Services detailed in the Service Schedule;
- the Vehicle exceeding the total mileage limit as set out in Your Services Agreement or Finance Agreement;
- You or We terminate the Contract as set out in clause 13; or
- PSA Finance UK Limited terminates Your Finance Agreement.

The Vehicle's mileage at the start of the Contract must not exceed the mileage at which the Vehicle's first service is due as set out in the Manufacturer's servicing requirements. Any amendment to Your Vehicle's mileage allowance must be agreed in writing in a variation to this Contract.

### 3.4 Parts

If We repair or replace parts (under the terms of clause 5, 6 and 8), We may use new parts or reconditioned parts, We will not return the replaced parts to You. The parts may be Our branded parts or parts obtained from Our network of Authorised Repairers including (after the expiry of 36 months from the date of first registration of the Vehicle) from the EUROREPAR range. For Access Maintenance contracts, We will use EUROREPAR or reconditioned parts (where available) throughout the entire period of the contract.

### 3.5 General conditions to the Services

The Services including the costs associated (which are parts and labour including tax) are included if they are performed by an Authorised Repairer (or Our approved breakdown provider) but are subject to the following:

- the Vehicle must remain registered in the UK, Channel Islands and Isle of Man;
- the Vehicle must have been used and maintained in accordance with the Manufacturer's instructions; these are indicated in the Manufacturer's handbook;
- the servicing operations and checks specified in the Manufacturer's servicing schedule must be recorded in the Vehicle's warranty and maintenance guide. If You don't have this, You must be able to provide supporting documentary evidence (such as servicing monitoring forms, invoices, etc.); and
- the fluid and lubricant levels must have been maintained in accordance with the Manufacturer's instructions; these are indicated in the Manufacturer's handbook;

### Clause 4: Roadside Assistance

#### ***Complimentary Cover with the sale of your new vehicle***

4.1 With the sale of all new vehicles, You will receive a complimentary cover period for Roadside Assistance. The period of cover is dependent on the make and model of Your vehicle, as described in the table below:-

<b>Complimentary cover period (including self-induced faults) starting from date of registration.</b>		
<b>Brand</b>	<b>Model</b>	<b>Period length</b>
Peugeot	Petrol / Diesel	12 months (1 year)
Peugeot	Electric / Hybrid	96 months (8 years)
Citroen	Petrol / Diesel	12 months (1 year)
Citroen	Electric / Hybrid	96 months (8 years)
DS	Petrol / Diesel	36 months (3 years)
DS	Electric / Hybrid	96 months (8 years)

During this complimentary cover period You will benefit from cover for self-induced faults (as defined in Clause 13.9). Full details of the complimentary cover provided with the sale of all new vehicles can be found on the specific brand website:-

- Peugeot - <https://www.peugeot.co.uk/owners/assistance-warranty/peugeot-assistance.html>
- Citroen - <https://www.citroen.co.uk/maintain/citroen-assistance.html>
- DS - <https://www.dsautomobiles.co.uk/ds-services/ds-24-hr-assistance>

#### ***Additional roadside assistance after expiry of Your complimentary cover***

4.2 Where the length of Your Service Level contract exceeds the complimentary cover period (as described in 4.1) we will provide Roadside Assistance cover, as stated in the clauses 4.2 to 4.7.

This additional Roadside Assistance cover is for the remainder of the Service Level contract period.

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 mis-fuel, road traffic collision, fire, flood, theft, acts of vandalism.

The additional Roadside Assistance cover does NOT include self-induced faults (as defined in Clause 13.9).

If Roadside Assistance requires the recovery of the Vehicle, the number of people transported is limited to the driver and Vehicle's Passengers.

The Roadside Assistance services can be obtained by calling the telephone number printed in the Warranty and Maintenance guide. The numbers are as follows:

Peugeot Assistance 0800 197 2045  
 Citroen Assistance 0800 197 2046  
 DS Assistance 00800 24 24 07 07

Service is available every day of the year, including Saturdays, Sundays and Bank Holidays, 24 hours a day.

4.3 You or the driver of the Vehicle and the Vehicle's Passengers are entitled to benefit from roadside repair and/or recovery services.

4.4 Roadside Assistance covers attendance of the recovery vehicle at the site of the breakdown. As far as possible, the Vehicle will be repaired at the roadside. Otherwise, it will be recovered to the workshop of Our Authorised Repairer nearest to the site of the breakdown.

4.5 You or the driver of the Vehicle and the Vehicle's Passengers are entitled to benefit from additional transportation, courtesy car, accommodation and assistance in medical emergency services if the Vehicle cannot be repaired on the day on which the breakdown occurs.

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

1. Hire Car; or
2. Alternative transport; or
3. Overnight accommodation.

1. Hire car service provided.

Roadside Assistance will arrange a hire car for up to 48 hours or until your Vehicle 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.

2. Alternative transport service provided.

If you would prefer to continue the journey by air, rail, taxi or public transport, Roadside Assistance will reimburse you for a standard class ticket up to £150 per person or £500 for the whole party, whichever is less.

3. Overnight accommodation service provided.

You may decide that waiting for your Vehicle to be fixed is best. Roadside Assistance will arrange one night's bed and breakfast accommodation, up to a value of £150 per person or £500 for the whole party, whichever is less.

4.7 Assistance in a medical emergency service provided

Roadside Assistance will also help if you or one of your Vehicle's Passengers suddenly or unexpectedly falls ill and needs medical help before the end of your journey. Roadside Assistance will help you:

1. Book one night's bed and breakfast accommodation for you and your Vehicle's Passengers if the hospital is more than 20 miles from home. Roadside Assistance will reimburse you up to £150 per person or £500 for the whole party, whichever is less; and

2. Arrange to get the patient home or to a local hospital as soon as they are fit to travel.

#### **Exclusion for medical visits**

Roadside assistance is excluded where You and Your Vehicle's Passengers are taken ill on a journey to either a planned medical appointment or a planned visit to seek medical assistance..

#### **4.8 Pay and reclaim**

Under some circumstances, you may need to pay for the service up front and claim this back from Roadside Assistance (The RAC). To do so, please visit [www.rac.co.uk/europeanclaimform](http://www.rac.co.uk/europeanclaimform) for reimbursements under European Breakdown Cover, or [www.rac.co.uk/reimbursementclaimform](http://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](mailto: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. Please note: Any costs that are not arranged through or agreed by The RAC will not be reimbursed.

#### **Clause 5: Routine Servicing**

**5.1** This service includes the routine vehicle servicing covering labour and replacement of parts as specified in the Manufacturer's servicing requirements for normal conditions of use of the Vehicle. If You lose Your copy of the Manufacturer's servicing requirements, You can ask one of Our dealers for a copy. There is an option to include Arduous Conditions of use servicing for an additional cost with Level 3 contracts (as set out in clause 2).

**5.2** The Contract does not cover:

- arduous conditions of use according to the Manufacturer's servicing requirements, unless You have selected Arduous Conditions of use servicing as an optional service (Level 3 only);
- all services not expressly covered by the Service Level You have chosen ;
- the periodic inspections of the anti-perforation warranty;
- the locating of noises;
- navigation updates;
- fragrance refills;
- maintenance;
- replacement of wear parts;
- replacement of failed parts;
- the wheels, tyres and their balancing; and
- all other costs and expenses.

#### **Clause 6: Parts Failure Replacement**

**6.1** This service component can only be provided in conjunction with Routine Servicing (as set out in clause 5 above) as a Level 3 service. It consists of the replacement or repair, at the Authorised Repairer's discretion, of faulty mechanical, electrical or electronic parts; i.e. parts that would not permit normal use of the Vehicle, as defined in the Vehicle's handbook. If other parts on the Vehicle are damaged by this fault, these will be replaced or repaired under the same conditions. The replacement of failure parts shall only apply for the period between the expiry of the Manufacturer's warranty and the termination of the Contract.

**6.2** The Parts Failure Replacement does not include or apply to:

- sinking or immersion (in water), 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 accessories not originally fitted on the Vehicle and any related consequences;
- the consequences of repairs, conversions or modifications carried out by companies which are not approved by the Manufacturer;

- 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 as well as the use of any additional additive 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 the Vehicle (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 the Vehicle's traction and ancillaries 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;
- work on the bodywork and the passenger compartment, including cleaning (unless You have taken Free Drive ) and repairs of door trims and upholstery;
- the cabriolet hood;
- the locating of noises;
- deterioration such as discolouration, alteration or distortion of parts due to normal ageing linked with the use of the Vehicle, its mileage or its geographic and climatic environment, if this replacement is not due to a manufacturing defect;
- navigation updates;
- fragrance refills;
- servicing and maintenance;
- the wheels, tyres and their balancing;
- the direct or indirect consequences noticed following the absence of notification of the fault by the owner of the Vehicle to an Authorised Repairer;
- the direct or indirect consequences noticed following the absence of a response from the owner of the Vehicle to the invitation of an Authorised Repairer to have the Vehicle repaired immediately;
- the modifications necessary to ensure that the Vehicle conforms following a change of legislation which comes into force after the delivery of the new Vehicle; and
- all other costs included but not limited to the costs incurred as a result of the Vehicle being off the road such as loss of enjoyment or use.

#### **Clause 7: Courtesy Car during Routine Servicing – Level 3**

**7.1** This service component is available as an option to Level 3; You must have opted for this in the Service Schedule to qualify. If the Vehicle is off the road for a servicing operation recommended by the Manufacturer, a courtesy car of the same category or lower as defined by the leaser's classification (subject to local availability and supplied by the Manufacturer's approved supplier), without special equipment, will be made available to You, within the limit of one day per servicing activity and on condition that the appointment with the relevant Authorised Repairer was made at least 48 hours in advance. The service will be subject to the terms and conditions of the Authorised Repairer or Manufacturer's supplier as applicable.

**7.2** As soon as the Vehicle becomes available again, the courtesy car must be returned. The courtesy car must be collected from and returned to the same location.

#### **Clause 8: Parts subject to wear**

**8.1** This service component is included in Level 3; You must have opted for this in the Service Schedule to qualify. This service component consists of the replacement of parts if, through wear, these parts cannot fulfil the function for which they have been designed. This decision will be taken at the Authorised Repairer's discretion and/or in accordance with any wear indicator provided for this purpose.

**8.2** The following in particular are considered parts subject to wear: brake pads, brake discs, brake drums and brake shoes,

shock absorbers, wheel bearings, ball joints, remote control batteries, clutch (mechanism, cover, disc, thrust bearing) wiper blades, fuses, bulbs (except discharge bulbs and LEDs). Any parts not listed in this clause 8.2 are excluded.

#### **Clause 9: MOT**

**9.1** The cost of MOT examinations is included for Level 3 only. The MOT must be carried out in the UK, Channel Islands or Isle of Man in accordance with government and legal requirements. To do this, the Vehicle must be presented to Our Authorised Repairer 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 Authorised Repairer at no additional cost to You. If these repairs are not covered by the Contract, a repair quotation will be given to You and You can choose to have Your Vehicle repaired by Our Authorised Repairer or by any other reputable and skilled repairer of Your choice.

**9.2** After this MOT either the Vehicle obtains the MOT certificate; in this case it is returned to You with the MOT certificate at no additional charge to You; or the Vehicle fails the MOT; the cost of the initially failed MOT is borne by Us. If You choose not to use Our Authorised Repairers to repair the Vehicle then You will be responsible for the cost of the repairs and the costs of any repeat MOTs.

#### **Clause 10: Additional Service Options**

The following additional options are available depending on the Service Level You have taken (excluding Level 1):

##### **10.1 Courtesy car**

This option is available for Level 3 on the terms set out in clause 7.

##### **10.2 Tyres**

This options is available for Level 2 (excluding Just Add Fuel / Simply Drive) and Level 3.

Our Authorised Repairers will replace Your tyres (like for like with Our choice of premium brand tyres) once the tyre's tread reaches 2mm (or lower) on a fair wear and tear basis. Fair wear and tear will be determined at Our discretion based on Your Vehicle's repair history and mileage usage. We will also cover the cost of repairs or replacement to punctured tyres (as determined at the Authorised Repairer's discretion), wheel balancing and replacement of the puncture repair kit will also be completed as necessary. We will not cover the cost of repair or replacement of tyres where damage has been caused by kerbing, accidents or vandalism, or where the repair or replacement is not conducted by Our Authorised Repairer.

##### **10.3 Arduous conditions of use servicing**

This option covers the servicing detailed in the Manufacturer's servicing requirements for arduous conditions of use as defined in the warranty and maintenance guide. The commencement of these services must be within 12 months following the start date of the Vehicle's warranty. You will be liable for the full costs over the Contract duration regardless of usage. If the Contract is terminated before the expected end date, You will be responsible for making payment for all unpaid amounts within 30 days.

#### **Clause 11: Price and Payment**

**11.1** The cost for the Services is fixed throughout the Contract and is as set out in the Service Schedule. For "Pay Monthly" Services Agreements, You will be required to complete a direct debit mandate. If You have a Finance Agreement, payment will be taken on a monthly basis by direct debit under the same direct debit mandate You completed for Your Finance Agreement. PSA Finance UK Limited will collect payments from You as Our payment agent in such cases. Where You have chosen a "Cash Payment" Services Agreement, payment will be taken in a lump sum by Our relevant Authorised Repairer.

**11.2** For "Pay Monthly" Services Agreements. If the mileage limit is reached before the agreed contract end date, You will be charged an adjustment amount for the difference between the total amount of money You have paid up to the date You exceeded the mileage limit and the amount You would have paid for the agreed duration of the Contract had You not exceeded the mileage limit. The amount will be payable within 30 days and will be collected by PSA Finance UK Limited on Our behalf.

#### **Clause 12: Termination**

**12.1** If one of the parties fails to fulfil one of its obligations specified in the Contract, the other party may terminate the Contract by rights 10 days after sending the party which is in breach of contract formal notification by registered letter with acknowledgement of receipt which has remained without effect.

**12.2** The Contract ceases:

- if the Vehicle is written off, following an accident;
- if the Vehicle is stolen and is not found within 30 days following the declaration;
- if the Vehicle is registered outside the United Kingdom; or
- if the Finance Agreement is terminated.

To this end, You undertake to inform Us by registered letter with acknowledgement of receipt. The event must be reported within 60 days maximum of the occurrence of the event. The letter must be accompanied:

- by a copy of the Contract and of any additional clauses signed by You;
- if the Vehicle 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 the Vehicle 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.

We or PSA Finance UK Limited may charge You a cancellation fee of £30 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 13: General Terms**

**13.1** You may not assign, novate or transfer any of Your rights or obligations under this Contract.

**13.2** You can make a complaint by contacting:

For contract and payment issues contact PSA Finance:-  
Email: [ukcustomercare@psa-finance.com](mailto:ukcustomercare@psa-finance.com)  
or telephone: 0345 345 5549

For vehicle related issues contact Customer Care:-  
For Peugeot:  
<https://peugeot.my-customerportal.com/peugeot>  
or telephone 0800 042 2422

For Citroen:  
<https://citroen.my-customerportal.com/citroen>  
or telephone 0800 093 9393

For DS:  
<https://dsautomobiles.my-customerportal.com/dsautomobiles>  
or telephone 0800 877 8455

For Roadside Assistance issues contact:-  
E-mail: [breakdowncustomercare@rac.co.uk](mailto:breakdowncustomercare@rac.co.uk)  
or telephone: 0330 159 0339

**13.3** The Contract is governed by English law and is subject to the Courts of England in respect of any dispute, issue or claim (including contractual, non-contractual, civil and commercial).

**13.4** Full details of how we use your personal information are set out in Our privacy policy. If You do not want Us to use Your personal information in the manner described, please email our Data Protection Officer at [dataprotectionuk@mpsa.com](mailto:dataprotectionuk@mpsa.com).

Copies of Our privacy policies are available at:-

<https://www.peugeot.co.uk/tools/privacy-policy.html>

<https://www.citroen.co.uk/tools/privacy-policy.html>

<https://www.dsautomobiles.co.uk/privacy>

Alternatively, please contact our Data Protection Co-ordinator in writing by post to:-

Head of Compliance, c/o Customer Care, Peugeot Citroën Automobiles UK Ltd, Pinley House, 2 Sunbeam Way, Coventry, CV3 1ND.

**13.5** If You are a consumer then Your rights under the Consumer Rights Act 2015 apply to this Contract.

**13.6** If You are a consumer and You entered into a Services Agreement online or over the telephone, You have the right to cancel this Contract within 14 days after You entered into it and receive a refund, provided that no service claim has been made during that period. Should You wish to cancel within that period, please contact Us and We will arrange for the cancellation of the Contract. If You have a Finance Agreement and decide to withdraw or cancel in accordance with the terms of Your Finance Agreement then You will also withdraw or cancel from this Contract automatically. If You wish to continue with the Services, a variation agreement must be agreed in writing.

**13.7** Territory: The services provided under this Contract are available to You in the United Kingdom, in any of the Countries of the European Union\* and in the following countries or territories:

Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Kosovo, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland, Vatican.

\* On the date of printing of the Contract, the European Union consists of the following countries: Austria, Belgium, Bulgaria, Cyprus, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden.

For pay and reclaim arrangements when You are travelling abroad in the Territory, please see clause 4.8 above.

**13.8** Any amendment to this Contract shall be made in writing and agreed with You, Us and PSA Finance UK Ltd (where applicable).

### 13.9 Definitions

In this contract (referred to as the "Contract") the terms starting with a capital letter have the following meaning:

- **Authorised Repairer:** means a repairer in Our network authorised by Us to provide the Services as part of an authorised repairer agreement with Us.
- **Finance Agreement:** means the agreement You have signed with PSA Finance UK Limited for the Vehicle and sets out the Service Schedule.
- **Self Induced Faults:** means any fault caused by actions or omissions of the driver of the vehicle, for example running out of fuel (or charge in an electric vehicle), punctured tyres, lost, stolen or broken keys, or locking Your keys in Your vehicle.
- **Services:** means the services to be provided as set out in the Service Schedule applicable to the Service Level chosen by You.

- **Services Contract:** means the Contract for the Services which forms part of Your Services Agreement or Finance Agreement (as the case may be) and referred to throughout as "the Contract"
- **Service Level:** means the level of service You have chosen from the Services available as set out in clause 2.
- **Service Schedule:** sets out the Service Level You have chosen and the price that You are required to pay attached to either the Finance Agreement or the Services Agreement (as the case may be).
- **Services Agreement:** means the standalone Services Agreement You have entered into which is not part of a Finance Agreement and where You make payment either by cash in one payment or a monthly payment taken by PSA Finance UK Limited on Our behalf.
- **Vehicle:** means the motor vehicle benefiting from the Services indicated in the Service Schedule.
- **Vehicle's Passengers:** means the maximum number of passengers in relation to the legal seating capacity for Your vehicle (excluding the driver).
- **We, Us, Our:** means (for Peugeot Vehicles) Peugeot Motor Company PLC (registered number 148545) or (for Citroen Vehicles and DS Vehicles) Citroen U.K. Limited (registered number 191579) all with registered office, Pinley House, 2 Sunbeam Way, Coventry CV3 1ND UK.
- **You, Your:** means You, the party named on the Finance Agreement or the Services Agreement (as the case may be).