

## DentPro Blue Care Package Terms and Conditions

### 1 Definitions.

The terms “us”, “we” and “our” shall be taken to mean DentPro.

“PDR” means Paint-less Dent Repair which is a collection of repair techniques used by us to restore damaged car bodywork without the use of fillers or repainting.

“Fill & Spray” refers to conventional car panel repair including the application of new paint and other materials as deemed appropriate.

“Swage Line” means any manufacturers design line, crease, body line, raised or indented section etc.

“Registered Vehicle” means a vehicle registered with us for care package purposes, it does not in any way refer to any national vehicle registration or licensing system

“Customer” means the registered owner of the care package.

“Services” and “Service” mean the services and offerings detailed below in section 5 and no other offerings or services.

“Insurance policy” means a motor insurance policy issued by Blue Insurances Ltd where a DentPro Blue Care package has been specified as included by Blue Insurances Ltd.

### 2 General.

2.1 These terms and conditions apply only to the DentPro Blue Care Package (hereinafter referred to as a Care Package) and not to any other care package, offering or service.

2.2 The Care Package is a time-limited, service credit; it is not a warranty or insurance product.

2.3 All services to be carried out at a DentPro site, mobile services where available will incur an additional call out charge of €30.

2.4 All care packages being redeemed require a minimum 15 working days advance booking.

### 3 Validity.

3.1 The Care package is only valid when accompanied by a valid Insurance policy.

3.2 The validity period begins at 9am on the 15th day following the commencement of the insurance policy and continues until the expiry of the insurance policy subject to a maximum of 24 months from the inception of the insurance policy.

### 4 Registered Vehicles & Policies.

Registered Vehicles must be standard road-going passenger or light commercial vehicles. These shall only include passenger vehicle (EU categories M1 and M2) along with commercial vehicles (in category N1). No other vehicle categories can be accepted for care package purposes. Notwithstanding the above, the maximum vehicle height we can accept is 2.30m.

4.1 Each Care Package is tied to a specific insurance policy and a single vehicle. The Care Package will be applicable only to the vehicle bearing the registration number as recorded on our systems. Transfer of a Care Package to a subsequent vehicle is permissible only under the following circumstances.

4.1.1 Transfer may only take place where the insurance policy has also been transferred, and only to the same vehicle to which said transfer applies.

4.1.2 No transfers may take place during the first 3 months of any validity period.

**4.1.3** No more than 2 transfers may be made in any period of validity pertaining to any care package.

**4.1.4** Following any transfer the validity period for the subsequent vehicle shall commence at 9am on the 45<sup>th</sup> day following the accepted notification of any such transfer.

## **5 Care Package Benefit.**

Each care package covers one dent or scratch to be no larger than 50mm in any dimension and no deeper than 10mm at its deepest. The damage must be located in excess of 200mm from a panel edge for a scratch and in excess of 150mm from a panel edge for a dent. The damage must not be on, touching or in any manner affecting any manufacturer's body or swage line

**5.1** Bumper repairs only valid on bumpers manufactured from plastic which are colour coded, smooth, non-textured units. Fibreglass, metal, rubberised or any other bumpers along with tears and/or cracks are specifically excluded.

## **6 Care Package Repair Services.**

**6.1.1** All work to be undertaken shall be subject to physical assessment of the vehicle damage by DentPro. If in the opinion of our technicians the damage presented is unsuitable (for any reason including due to its nature or location) for PDR then Fill & Spray may be offered as an alternative.

**6.1.2** All panels covered shall be in the manufacturer's original paint finish or suitable facsimile of the manufacturer's original paint finish, custom paintwork including but not limited to, special finishes, colours, vinyl wrap, additional colouration or striping etc. are specifically excluded from all care packages.

**6.1.3** Each repair is valid for one panel surface only and does not include any substructure, stripes, badges or any other adornments or attachments.

**6.1.4** We shall not be obliged to undertake any repair where we are of the opinion that an acceptable result cannot be achieved due to the nature of the damage, the vehicle or other elements outside of our control.

## **7 Renewals and/or additional Care Package Purchases.**

Any renewal of a Care Package shall be deemed to be a new purchase and shall take place under the terms and conditions in place on the date of purchase.

No more than one Care Package can be applied to any vehicle at any given time. The Care Package cannot be combined with any other Care Package, offering or service and is considered to be a standalone offering and may only be used as such.

## **8 Refunds and returns.**

All care package sales are final and are not refundable under any circumstances.

## **9 Changes and alterations to terms & conditions**

We reserve the right to amend, update or otherwise alter these terms and conditions and/or the range of products and/or services available with any level of Care Package at any time.

Any such changes shall however only affect care packages purchased after any such changes have been published on our website [www.DentPro.ie](http://www.DentPro.ie) and shall not otherwise apply retrospectively.

## **10 T&C Validity**

These terms may be referred to as revision no B1.02 and are effective from 29<sup>th</sup> Dec 2016