



GENESIS

Genesis Excess Return Terms & Conditions

Excess Return Voucher Terms and conditions

- 1st The voucher is valid for one year from its start date and can only be used once. Only one voucher can be issued per vehicle.
- 2nd The voucher is not valid for standalone glass claims, misfuelling claims or Motability vehicles.
- 3rd The voucher only applies when the claim is reported to, accepted and managed by Genesis Excess Return and the accident repair is carried out at a Genesis Approved Bodyshop.
- 4th Following an accident, regardless of who you are insured with, you must call Genesis first on the dedicated 0330 818 0493 number. If you call any other Genesis number or your insurer first, or without our instruction, the voucher will be void.
- 5th Where we accept and complete the vehicle repair, we will pay up to the voucher value* as cash back towards any policy excess paid by you. You will be required to pay the repairer your applicable Motor Insurance Policy Excess. The repair cost must be settled by your insurer. Once the repair is completed and your insurer has settled the claim, we will refund you the voucher value* or the value of your excess whichever is the lower. You will need to provide proof that you have paid your excess in order to claim on the voucher. Nothing in this offer obliges us to accept any vehicle for repair. The voucher is not valid if your vehicle is deemed a total loss.
- 6th Where we manage the vehicle repair, we will do so in conjunction with your motor insurer if the accident was your fault, or the other driver's insurer if they were at-fault and if they have accepted liability.
- 7th Accident recovery is provided for unroadworthy vehicles when you call Genesis first and we handle your insurance claim on your behalf. If you cancel the recovery of your vehicle you will be liable for any cancellation charges incurred, or if your insurer rejects your claim you will be liable for any recovery costs incurred.
- 8th A courtesy car is provided subject to availability for accident repairs carried out by a Genesis approved repairer when you call Genesis first and we handle your insurance claim on your behalf. We will provide a repairer courtesy car if the incident is your fault, or if the incident is not your fault, we will aim to provide a hire car of a similar size to your own vehicle. A courtesy car is not available for standalone glass claims or if you are claiming on Genesis Free Driveaway Insurance.
- 9th In some instances where your insurer may not let us report the claim to them on your behalf, we will ask you to report to them advising that you are using our Genesis Excess Return service with a Genesis approved repairer.
- 10th This offer may be withdrawn at any time.
- 11th The voucher must be active before the incident occurs in order to be valid. The incident must take place between the validity dates shown on the voucher.



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The Genesis Excess Return Voucher is provided by Car Care Plan Limited which is registered in England, Company No. 850195 at Jubilee House, 5 Midpoint Business Park, Thornbury, West Yorkshire, BD3 7AG.

*The voucher value as stated on your Excess Return Voucher.