



WARRANTY BOOKLET

INDEX:

Company Overview	Page 1
Warranty Comparison	Page 2
3-Month Warranty	Page 3
12-Month Warranty & Service Plan	Page 4
24-Month Warranty & Service Plan	Page 5
Terms of Sale	Page 6
Complaints Procedure	Page 7

ABOUT US:

At Ansloos Garage Ltd, we pride ourselves on delivering quality used vehicles, excellent customer care, and long-term peace of mind for our customers.

Founded in Wrexham, we've built our reputation on three key principles:

Trust – every vehicle is prepared to a high standard and comes with a warranty as standard.

Value – competitively priced vehicles with flexible finance and upgrade options.

Service – our in-house garage, OneFix, ensures your car receives expert attention from qualified technicians whenever it needs it.

We understand that buying a used car is an important decision, which is why all our vehicles are supplied with a FREE 3-Month Warranty and the option to upgrade to our 12 or 24-Month Warranty & Service Plans for extra reassurance.

OUR WARRANTY PROMISE:

Every used car purchased from Ansloos Garage comes with cover for key mechanical and electrical components. Our warranties are designed to:

Protect you from unexpected repair costs.

Provide clear, fair terms with no hidden clauses.

Ensure all repairs are carried out by our trusted in-house garage at fair labour rates.

Offer courtesy cars where available to keep you moving.

We believe in transparency — you'll find a summary of all available warranty and service plans on the next page, followed by a detailed explanation of what each plan covers, how to make a claim, and your obligations as a vehicle owner.

Whether you choose our FREE 3-Month Warranty or extend your protection with a 12 or 24-Month Plan, you can drive away with complete peace of mind knowing Ansloos Motors has you covered.

ANSLOOS GARAGE WARRANTY AND SERVICE PLANS

All our vehicles come with a FREE 3-Month Warranty as standard, with the option to extend your cover for added peace of mind.

PLAN	DURATION / MILEAGE	COVERAGE	INCLUDED SERVICES	PRICE
3-Month Warranty (Standard)	3-Months / 2,500 Miles	Engine & Gearbox (major mechanical only)	Courtesy Car (if available)	FREE
12-Month Warranty	12-Months / 10,000 Miles	Engine Gearbox Fuel System Steering Heating/AC System	Courtesy Car (if available)	£299
12-Month Warranty + Service Plan	12-Months / 10,000 Miles	Same as 12-Month Warranty	+ MOT + Interim Service + Vehicle Check + Courtesy Car (if available)	£499
24-Month Warranty + Service Plan	24-Months / 20,000 Miles	Same as 12-Month Warranty	+ 2x MOT + Interim Service + Major Service + Vehicle Check + Courtesy Car (if available)	£999

Key Information

Claim Limit: £1,000 per individual claim.

Labour Rate: £60/hr (repairs carried out at our in-house garage, OneFix).

Specialist Repairs: If manufacturer-only work is required, additional costs may apply.

Wear & Tear: Excluded unless specifically covered.

3-MONTH WARRANTY (INCLUDED FREE)

Every used vehicle purchased from Ansloos Garage comes with our FREE 3-Month Warranty, designed to give you peace of mind as soon as you drive away.

Duration

3 months from date of delivery OR

2,500 miles from delivery (whichever comes first).

What's Covered

Engine – major internal mechanical components, including: cylinder block, cylinder head, pistons, crankshaft, camshaft, valves, timing chain/belt, oil pump, water pump.

Gearbox – manual and automatic gearboxes (major internal components only).

What's Not Covered

Wear & tear items (clutch, tyres, brakes, exhaust, bulbs, wipers, fluids).

Cosmetic items (paint, trim, upholstery, corrosion).

Damage caused by neglect, overheating, misfuelling, or modifications.

Diagnostics if no fault is covered under this warranty.

Claim Process

Contact Ansloos Garage within 48 hours of fault developing.

Book vehicle into our in-house garage (OneFix) for inspection.

If fault is covered, repairs will be carried out free of charge (labour rate capped at £60/hr).

Courtesy car provided where available.

Customer Obligations

Must return vehicle to OneFix Garage at own cost.

Must not continue to drive vehicle if it may cause further damage.

Must maintain correct servicing schedule.

12-MONTH WARRANTY (COST £299)

Duration

12 months OR 10,000 miles (whichever comes first).

What's Covered

Engine (as per 3-Month Warranty).

Gearbox (as per 3-Month Warranty).

Fuel System – fuel pump, injectors, regulators, rails.

Steering – rack & pinion, power steering pump, column.

Air Conditioning – compressor & condenser (excl. re-gas).

What's Not Covered

Wear & tear items (clutch, tyres, brakes, exhaust, bulbs, wipers, fluids).

Cosmetic items (paint, trim, upholstery, corrosion).

Damage caused by neglect, overheating, misfuelling, or modifications.

Diagnostics if no fault is covered under this warranty.

Air con re-gassing, routine service parts, corrosion.

Claim Process

Contact Ansloos Garage within 48 hours of fault developing.

Book vehicle into our in-house garage (OneFix) for inspection.

If fault is covered, repairs will be carried out free of charge (labour rate capped at £60/hr).

Courtesy car provided where available.

Customer Obligations

Must return vehicle to OneFix Garage at own cost.

Must not continue to drive vehicle if it may cause further damage.

Must maintain correct servicing schedule.

12-MONTH WARRANTY & SERVICE PLAN (COST £499)

Duration

12 months OR 10,000 miles (whichever comes first).

What's Covered

Engine (as per 3-Month Warranty).

Gearbox (as per 3-Month Warranty).

Fuel System – fuel pump, injectors, regulators, rails.

Steering – rack & pinion, power steering pump, column.

Air Conditioning – compressor & condenser (excl. re-gas).

Service Plan

Free MOT (to be booked at OneFix).

Free Interim Service (oil, filter, safety checks).

Free Vehicle Health Check.

Courtesy car if available.

What's Not Covered

Wear & tear items (clutch, tyres, brakes, exhaust, bulbs, wipers, fluids).

Cosmetic items (paint, trim, upholstery, corrosion).

Damage caused by neglect, overheating, misfuelling, or modifications.

Diagnostics if no fault is covered under this warranty.

Air con re-gassing, routine service parts, corrosion.

Claim Process

Contact Ansloos Garage within 48 hours of fault developing.

Book vehicle into our in-house garage (OneFix) for inspection.

If fault is covered, repairs will be carried out free of charge (labour rate capped at £60/hr).

Courtesy car provided where available.

Customer Obligations

Must return vehicle to OneFix Garage at own cost.

Must not continue to drive vehicle if it may cause further damage.

Must maintain correct servicing schedule.

24-MONTH WARRANTY & SERVICE PLAN (COST £999)

Duration

24 months OR 20,000 miles (whichever comes first).

What's Covered

Engine (as per 3-Month Warranty).

Gearbox (as per 3-Month Warranty).

Fuel System – fuel pump, injectors, regulators, rails.

Steering – rack & pinion, power steering pump, column.

Air Conditioning – compressor & condenser (excl. re-gas).

Service Plan

2x Free MOT (to be booked at OneFix each year).

Free Interim Service (oil, filter, safety checks).

Free Major Service (oil, oil filter, air filter, pollen filter, spark plugs/diesel filter, safety checks)

Free Vehicle Health Check.

Courtesy car if available.

What's Not Covered

Wear & tear items (clutch, tyres, brakes, exhaust, bulbs, wipers, fluids).

Cosmetic items (paint, trim, upholstery, corrosion).

Damage caused by neglect, overheating, misfuelling, or modifications.

Diagnostics if no fault is covered under this warranty.

Air con re-gassing, routine service parts, corrosion.

Claim Process

Contact Ansloos Garage within 48 hours of fault developing.

Book vehicle into our in-house garage (OneFix) for inspection.

If fault is covered, repairs will be carried out free of charge (labour rate capped at £60/hr).

Courtesy car provided where available.

Customer Obligations

Must return vehicle to OneFix Garage at own cost.

Must not continue to drive vehicle if it may cause further damage.

Must maintain correct servicing schedule.

TERMS OF SALE FOR USED CAR SALES

1. Contract

When you purchase a vehicle from Ansloos Garage Ltd, the contract is formed between you (“the Buyer”) and us (“the Seller”). The Sales Invoice is the full agreement. Any changes must be confirmed in writing and signed by an authorised representative of Ansloos Motors.

2. Delivery & Collection

Vehicles are normally collected from our site. Delivery may be arranged at additional cost. Ownership transfers once full payment is received.

Any warranty cover (including our 3-Month Warranty) begins on the date the vehicle is ready for collection or delivered.

3. Price & Payment

Vehicles remain the property of Ansloos Garage until payment is made in full.

If finance is arranged through a third-party lender, the vehicle will not be released until we receive cleared funds.

4. Part Exchange

Any vehicle offered in part exchange must belong to you and be free from finance or legal claims, unless otherwise agreed.

If the part exchange has outstanding finance, we may settle it on your behalf and deduct the settlement from the allowance.

The part exchange vehicle must be returned in the same condition as originally agreed, allowing for fair wear and tear.

5. Failure to Collect

If you do not collect and pay for your vehicle within 7 days of being notified it is ready, we may:

- Cancel the sale and retain your deposit (less reasonable costs), and/or
- Charge storage fees or deduct any costs from sums already paid.

6. Vehicle Examination

You are encouraged to inspect the vehicle before purchase.

Our vehicles are prepared to a high standard, but second-hand vehicles are sold subject to age-related wear and tear.

If any known defects exist, these will be disclosed before sale.

7. Warranty & Guarantee

We will transfer any remaining manufacturer’s warranty (if applicable).

All vehicles include the Ansloos Garage 3-Month Warranty, covering engine and gearbox.

Under this guarantee, we will first attempt to repair the vehicle at our cost. If the fault cannot be repaired, we may offer a refund or replacement.

The vehicle must be returned to our garage at your cost for assessment. A courtesy car will be provided if available.

Our extended Warranty & Service Plans are optional and explained earlier in this booklet.

8. Distance Sales & Cancellations

If you purchased your vehicle remotely (online or off-premises), you may cancel within 14 days of delivery/collection under the Consumer Contracts Regulations.

If you cancel, you must return the vehicle at your own cost, and we will refund payments received (minus delivery and any deductions for excess mileage or damage).

Personalised or modified vehicles are not eligible for cancellation.

9. Defective Goods

If you believe your vehicle is defective, you must notify us in writing within 14 days of collection, or within a reasonable time of the fault becoming apparent.

Vehicles described as “Spares or Repairs” or sold to trade buyers are excluded from consumer protections and are sold as seen.

10. Courtesy Cars

Courtesy cars may be provided during repairs or warranty work, subject to availability.

A refundable security deposit of £100 applies.

The courtesy car must be returned in the same condition and with the same fuel level.

Any damage, fines, or excess wear will be charged to you.

11. Disputes

If a dispute arises, we will first try to resolve it directly with you.

If unresolved, we encourage mediation through the Motor Ombudsman (CTSI-approved ADR).

Nothing prevents either party from taking legal action if necessary.

12. Statutory Rights

Nothing in these Terms of Sale affects your legal rights under the Consumer Rights Act 2015.

COMPLAINTS PROCEDURE

At Ansloos Garage, we are committed to treating our customers fairly and ensuring you are happy with your vehicle and our service. If something does go wrong, we want to put it right quickly.

How to Make a Complaint

The quickest way to make a complaint is by emailing us at:
sales@ansloosgarage.com

Please include your full name, vehicle registration number, and details of your concern.

If you are unable to email, you may also write to us at:
Ansloos Garage Ltd
Plas Acton Garage
282 Chester Road
Wrexham, LL12 8DU

Our Process

Acknowledgement

We will acknowledge your complaint within 5 working days of receiving it via email or 14 working days if received via post.

Investigation

Your complaint will be investigated by our management team.
We may contact you for further information.

Response

We will provide a full written response within 14 working days of acknowledgement.
If more time is needed (for example, if parts or inspections are required), we will keep you updated.

If We Cannot Resolve Your Complaint

If we are unable to resolve your complaint internally, you may escalate it to an Alternative Dispute Resolution (ADR) provider such as the Motor Ombudsman (www.themotorombudsman.org).

Alternatively, you may pursue the matter through the courts.

Commitment to Fairness

We value your custom and are committed to resolving complaints in a transparent, professional, and fair manner.

CONTACT INFORMATION:

Operations Site:

Plas Acton Garage
282 Chester Road
Wrexham
LL12 8DU

Phone: 01978 356983

Email: hello@onefixwrexham.com

Sales Site:

106 Chester Road
Wrexham
LL11 2SN

Phone: 07930 571224

Email: sales@ansloosgarage.com





WWW.ANSLOOSGARAGE.COM