

Service, Maintenance & Repair

Rivervale's Service, Maintenance & Repair (SMR) Package offers a fully managed network comprising both franchised and non-franchised repairers, ensuring nationwide coverage for vehicle maintenance needs. When choosing our optional maintenance package, we will cover all routine work that is due to occur during the contract term (based on manufacturer guidelines and the quoted month and mile combination).

Not Included

- Glass / windscreens
- Vehicle Bodywork damage
- Accident damage
- Driver abuse items
- Damage and replacement as a result of neglect
- Shoulder and sidewall tyre damage
- Tyre replacements caused by reckless driving
- Misfueling
- Lost or damaged locking wheel nuts, keys, compressors and charging leads

Included

- Maintenance and Repairs
- All scheduled servicing through main dealer or network of Premium Independent Network, using OEM parts and genuine manufacturing parts.
- Tyre replacements due to fair wear and tear
- Full Puncture coverage
- Roadside Tyre Assistance *where possible
- MOT's
- Replacement Wear & Tear items including wiper blades, batteries, exhausts and brakes
- Breakdown assistance including Home Start for the duration of the contract (UK only).
- Warranty Assistance

*Please note: the courtesy car and collection and delivery service are provided by the garage on the day of your vehicle service only and is not provided by the policy provider directly. This service is subject to availability and garage discretion. This is beyond the policy provider's control but in most cases, they can offer you a drop off appointment instead.

**Damage to the vehicle is not covered. This includes windscreen repair, although most insurers include this, so it is wise to check your policy. Shoulder & sidewall damage to the tyre is not covered. Flat batteries are also not covered, unless due to a fault and under the warranty.

