

Terms and conditions

1. This free offer is made by Chrysler UK Limited of Delaware Drive, Tongwell, Milton Keynes MK15 8BA (“CUK”) to the party specified in the Registration form (“the Operator”).
2. CUK provides an information service via the telephone exclusively under these following Terms and Conditions. No other agreement whether in writing or otherwise shall be valid.
3. Chrysler UK Limited is the distributor of Chrysler, Jeep and Dodge vehicles and related equipment, tools and spare parts to the United Kingdom on behalf of the Chrysler Corporation.
4. In order to fulfil certain obligations under European law, CUK is required to supply technical information to its independent operators as well as its own franchise Retailers and Authorised Repairers who provide repair and maintenance services for motor vehicles to the public.
5. Chrysler vehicles and spare parts for the purposes of the telephone advice service are those produced and distributed by CUK or its parent and sister companies within the European Union and within 10 years prior to the date on which advice is sought by the Operator.
6. The CUK advice line is a live voice service (“the Service”) supplied only via telephone by CUK and only to nominated technicians from businesses registered with CUK. The Service is supplied free of charge only in relation to technical information and equipment supplied for the sole purpose of the service and/or repair of vehicles manufactured by Chrysler and distributed in the European Union. Such advice may (but not expressly or exclusively) include:
 - The correct operation of a vehicle sold by Chrysler;
 - The maintenance, service, repair or equivalent activity which may be performed on a Chrysler vehicle;
 - The correct removal/installation and operation of spare parts associated with a Chrysler vehicle;
 - The correct selection and use of technical equipment and tools supplied by Chrysler for use on a Chrysler vehicle.
7. In the course of registration and answering telephone enquiries, CUK will acquire information about the registered business and its staff. CUK reserves the right to retain and disclose such information on behalf of the Chrysler group companies resident in the UK, their Authorised Repairers or their agents acting on our behalf. Any of the above parties may use the details that you have supplied to provide you with information by post, telephone, fax, e-mail or other appropriate forms of communication about the group's products and services or to obtain your opinions through market research and be kept part of CUK’s business records.
8. The Service is provided on the basis that the Operator meets the following requirements:
 - The Operator is a franchised Retailer, Authorised Repairers on behalf of CUK or an independent operator who provides repair and maintenance services for motor vehicles to the public. For the avoidance of doubt, ‘independent operator’ shall mean businesses that are directly or indirectly involved in the repair and maintenance of motor vehicles in the course of their day to day activities;
 - The work which is being undertaken by the Operator and its employees by them as part of a service for the repair and maintenance of motor vehicles which they offer to the public;
 - The Operator and its employees has access to the technical information as supplied by Chrysler relevant for a particular enquiry or at the Internet site (SITE).
 - The Operator is not and will not, as a result of registration with this website or by access to any other technical information, be authorised and/or be allowed to assert to the public that he is a person or business authorised by CUK or that he is authorised to carry out any work in whole or in part on behalf of CUK.
 - The Operator may not use the registration or use of the service as permission to use any other documents, services or know-how of CUK.

9. The Service is supplied by CUK on the basis of the following assumptions:
 - The Operator and its nominated employees who will request advice have experience, knowledge and training appropriate, whether through training by CUK, vocational training or otherwise for the work upon which they are propose to use the Service;
 - The Operator and its employees have suitable workshop(s); tools and equipment appropriate to the tasks that they propose to use the Service for further advice.
 - We make no warranties, whether express or implied in relation to its satisfactory quality, fitness for a particular purpose, non-infringement, compatibility, accuracy, condition or completeness, or any implied warranty arising from course of dealing or usage or trade.
 - The service is provided on an "as is" and "as available" basis without any representation or endorsement we make no warranty that the services offered by us or on our behalf will meet your requirements or will be uninterrupted, timely, that defects will be corrected, or that the system that makes it available or products or services offered whether by us or on our behalf are fully functional, accurate, or reliable.
 - The Service in no way interferes with CUK in the operation of its right in contract and/or **tort** against the registered party outside of the provision of this Service.
10. CUK hereby exclude all liability in respect of the Service whether in contract, tort or howsoever arising via action and/or inaction on the part of Chrysler group companies resident in the UK, their Retailers, Authorised Repairers or their agents acting on our behalf or a third party's actions. This includes if the Operator, their employees or any connected persons or third parties incur loss or damage. Such damages and/or losses will include any economic losses (including without limitation loss of revenues, profits, contracts, business or anticipated savings); and/or any loss of goodwill or reputation; and/or any special or indirect or consequential losses.
11. The Service is currently provided free of charge and is supplemental to information, which is available from the Chrysler Corporation. On this basis the advice is also accepted based on subjective factors relating to the Operators business, it is not possible for CUK to include liability for any and all of the above reasons in providing this service.
12. Nothing in the conditions shall exclude or limit our liability for death or personal injury resulting from our negligence via this telephone advice service.
13. CUK reserves the right to change these Terms and Conditions without notice. CUK may from time to time revise these terms and conditions at its own discretion. A current version of these terms will be posted on the Internet at (SITE) or will be available in writing upon written request. The terms and conditions, which apply to the provision of telephone support, will be those posted at the time of any advice given.
14. CUK reserves the right to update, change or discontinue the functions of the support telephone services, including the introduction of charges. CUK also reserves the right to discontinue services completely.
15. Use of and/or access to the advice service may be temporarily or permanently restricted or interrupted because of technical, business or other requirements as CUK may have.
16. This Agreement is made in and will be construed and governed in all respects in accordance with the laws of England and Wales. In case of formal disputes, the courts of England and Wales shall have jurisdiction.

CHRYSLER UK LIMITED

Chrysler UK Limited

Registration Form

In order to supply qualifying businesses and their employees with free telephone advice, Chrysler requires the completion of the following information.

Please fill in the following questions and return it by post to:

Simone Porter Chrysler UK Limited Customer Services Tongwell Milton Keynes MK15 8BA

Please note that the information and advice provided via the telephone is based on the terms and conditions supplied. These conditions include that the work is being undertaken by a suitably qualified technician meeting a minimum standard (NVQ's, City and Guilds, CUK training, 5 years experience) in a work area appropriate for the tasks proposed.

Name of person acting on behalf of the business:	
Job Title:	
Name of business (Company/Partnership/sole trader):	
Address of Business:	
VAT Number:	
Retail Motor Industry Federation (RMI) number (if applicable – if part of an equivalent industry body, please specify):	
Description of work undertaken on Chrysler vehicles by business e.g. servicing/accident repair/MOT:	
Please specify for which brand your are requesting support: (one form per individual application is required)	Chrysler <input type="checkbox"/>
	Jeep <input type="checkbox"/>
	Dodge <input type="checkbox"/>

Name(s) of nominated technician:

E.g. number of technicians = 1 nomination in every 6 technicians employed.

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Name	Position	Contact Phone No.	E-mail Address

(NB: Please nominate a specific person. We will only supply information directly to this person. In the absence of a name in this section, we will only speak with the person acting on behalf of the business).

We will only support contacts from the details above. i.e. if a non-nominated person or a contact from a different e-mail address is made, we will be unable to supply any advice.

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I consent to CUK holding personal data for the purposes of allowing me access to the advice lines. Your details may be used by Chrysler group companies resident in the UK, their Authorised Retailers, or their agents acting on our behalf, to provide you with information by post, telephone, fax, e-mail or other appropriate forms of communication, about the group's products and services or to obtain your opinions through market research.

If you do not wish to be contacted, please tick the adjoining box.

Signature:		Please tick if you do not wish to be contacted: <input type="checkbox"/>
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The following questions are optional in order to support any queries you may have:

Details of any Chrysler tools or equipment available to the workshop:	
List CUK training received – Certificate numbers?	
If no CUK training taken to date, specify qualifications and experience:	

I have read and accept the terms and conditions provided by CUK on behalf of

_____ (enter your business name)

and accept that CUK may modify these terms, as it deems appropriate from time to time.

I accept that any activities undertaken by

_____ (enter your business name)

or on my behalf arising from information or advice supplied by CUK is entirely at my own risk and that the option of referring any issues to an Authorised Repairer in the CUK network is always available to me.