Chery

New vehicle limited and genuine spare parts & accessories warranty policy

The warranties set out below are provided Chery UK Limited, as the Authorised Importer / Distributor of Chery vehicles in the United Kingdom.

Warranty Coverage Period

Chery UK Limited provides you with a 7 year / 100,000 miles warranty (whichever comes first) commencing on the day your new vehicle was first registered unless a different period is stated in this warranty policy. This warranty transfers to each new owner for the remainder of the respective term.

For vehicles that are used, or have been used, as a taxi, ride sharing, hire, rental, driving school, delivery / courier vehicle or as an emergency services vehicle the warranty period is limited to 4 years / 80,000 miles (whichever comes first).

For vehicles that are registered from 01/09/2026 and used, or have been used, as a taxi, ride sharing, hire, rental, driving school, delivery / courier vehicle or as an emergency services vehicle the warranty period is limited to 5 years / 100,000 miles (whichever comes first).

All genuine Chery spare parts sold through our Authorised Chery Dealer network come with 2 years / Unlimited mileage warranty (except where limitations apply – see 'Spare Parts Warranty' section).
This warranty is in addition to your statutory rights and applies to Chery vehicles that were originally sold and supplied by Chery UK Limited.

Travelling Abroad

These UK warranty terms also apply when travelling within the European Union Member States (non-permanent with return to the UK expected). Should there be a need for support outside of the UK, please contact a local Chery Dealer at first and should further support be required, contact Chery UK Limited customer services team. Should you require roadside assistance, please contact the current nominated supplier. All UK contact details can be found at www.cherycar.co.uk.

All eligible warranty repairs performed outside of the UK will be carried out by the local Chery Dealer at no cost to you.

Customer Obligations

In order to continually benefit from your Chery UK Limited warranty, you must ensure:

- Service the vehicle in accordance with the Chery service guidelines and service intervals.
- Complete each service within 30 days or 1,000 miles of the specified service interval.
- Not allow the vehicle to suffer from neglect or improper repair and be properly maintained and cleaned.

- Report any defect and make the vehicle available to an Authorised Chery Dealer without undue delay while within the warranty period. Any consequential damage or defect arising from the continued use of vehicle damage or a defect may not be accepted under the terms of this warranty.
- Comply with any product safety recalls notified to you by Chery UK Limited or an Authorised Chery Dealer. Failure to do so will invalidate the warranty for any incident or claim relating to the product safety recall.
- It is the vehicle owner's responsibility to provide the vehicle for service and repairs.
- It is the vehicle owner's responsibility to register the vehicle with an Authorised Chery Dealer when used as a taxi, ride sharing, hire, rental, driving school, delivery / courier vehicle or as an emergency services vehicle. Failure to do so may invalidate the vehicle's warranty.

Warranty Cover Explained

Chery UK Limited warrants that for the defined warranty coverage period, that it will rectify free of charge, defects in manufacture, material or workmanship, subject to the terms and conditions of this warranty.
Warranty repair or replacements will be performed (in a reasonable timeframe) by an Authorised Chery Dealer using new or remanufactured parts. Any parts replaced during a warranty repair are covered for the remainder of the respective warranty period only. Chery UK Limited are not liable for any costs that may be incurred to reach a dealer, supplying a replacement vehicle or as a result of loss for being without the vehicle during warranty repairs, related but not limited to subsequent loss of earnings or other financial loss, including travel costs and lodgings.

What is Covered?

Body Warranty

This warranty covers any repair or replacement of body sheet metal parts that have been perforated by rust for a period of 12 years.
Perforation for the purpose of this warranty is defined as a body sheet metal panel that contains a physical hole (from the inside out) through a body panel due to corrosion, caused as a result of a manufacturing defect.
Customers should regularly inspect the body sheet metal parts on the exterior body. If any stone chips or scratches in the paint or protective coating are found, they should be rectified straight away.

Paint Warranty

This warranty covers paint defects that affect visible surface areas on the vehicle resulting in cracking, blistering, discoloration, orange peel, surface finish issues, caused as a result of a manufacture, material or workmanship defect for a period of 3 years.
• Defects resulting from damages to the paintwork caused by (but not limited to); lack of proper maintenance, accidental damage, scratches, stones, atmospheric influence (including bird lime) or the application of corrosive materials are **not** covered under the terms of this warranty.

Battery Warranty

This warranty covers the original batteries fitted to your Chery vehicle as follows from the date of the vehicle's first registration (Components may vary depending on the model / specification of the vehicle):

- Vehicle Remote Key – 1 year / 20,000 miles (whichever comes first).
- 12V Battery– 2 years / Unlimited miles (whichever comes first).
- High Voltage – 8 years / 100,000 miles (whichever comes first. Up to 70% capacity*).

Taxi, ride sharing, hire, rental, driving school, delivery / courier, emergency services purposes:

- Remote Key – 1 year / 20,000 miles (whichever comes first).
- 12V Battery– 2 years / 30,000 miles (whichever comes first).
- High Voltage – 5 years / 80,000 miles (whichever comes first. Up to 70% capacity*).

*In either scenario, the battery warranty applies to repairs required to return the battery capacity to at least 70% of the original capacity.

Tyre Warranty

The tyres originally installed on new vehicles are limited to 2 years / 10,000 miles from the date of the vehicle's first registration (whichever comes first) when the defect is caused as a result of a manufacture, material or workmanship issue.
Normal wear & tear, punctures and defects caused by external influence are not covered under warranty.

What has Limited Cover

The following parts within the new vehicle warranty are limited to 3 months / 1,000 miles from the date of the vehicle's first registration (whichever comes first) when the defect is caused as a result of a manufacture, material or workmanship issue:

- Glass cracks or delamination (which are not caused by external influence such as, but not limited to, stone chips).

The following parts within the new vehicle warranty are considered as service/maintenance parts and carry no warranty

- A/C Filter.
- Air Filter.
- Bulbs.
- Coolant.
- Engine Oil Filter.
- Fuel Filter.
- Fuses.
- Lubricating Oil.
- Spark Plug.

The following parts within the new vehicle warranty are considered as service/maintenance parts and are only warrantied when the defect is caused as a result of a manufacture, material or workmanship within the earlier of: 2 years or 10,000 miles from the date of the vehicle's first registration or until the time that the next maintenance service is due for the vehicle (You can find information about the service schedules for your vehicle at: www.cherycar.co.uk):

- Brake Disc.
- Brake Friction Lining.
- Clutch Plate
- Wiper Blade

Components Covered for 2 Years/ 20,000 Miles

The following components are covered for two Years(2) or 20,000 Miles (whichever occurs first) from the date of first registration:

- V Belt/ Drive Belt

Components Covered for 3 Years/ 40,000 Miles

The following components are covered for three (3) or 60,000 Miles (whichever occurs first) from the date of first registration:

- Dashboard Upholstery and Trim (wear & tear)
- Seat Upholstery (wear &tear)
- Steering Wheel Upholstery (wear tear)

Components Covered for 7 Years / 60,000 Miles

The following components are covered for seven (7) years or 60,000 miles (whichever occurs first) from the date of first registration:

- All rubber component(s)
- Ball Joint(s)
- Track Rod End(s)
- All Bushes

Components Covered for 7 Years / 100,000 Miles

All other components including the below (which has had coverage increased) are covered for seven (7) years or 100,000 miles (whichever occurs first) from the date of first registration:

- A/C Compressor
- Alternator
- Fuel Injector(s)
- Fuel Pump
- Oil Pump
- Water Pump
- Catalytic Converter
- Exhaust System
- Infotainment Unit
- Shock Absorber(s)
- Wheel Hub Bearing(s)
- Window Regulator(s)
- Brake Calliper
- Starter Motor

Taxi, ride sharing, hire, rental, driving school, delivery / courier, emergency services purpose the following exclusions apply

Exclusions		
1	12v Battery	2 Years / Unlimited
2	Remote key battery	1 year / 20,000 miles
3	Exhaust System	3 Years / 40,000 miles
4	Fuel Injector	3 Years / 40,000 miles
5	Water Pump	3 Years / 40,000 miles
6	Brake Disc	2 Years / 10,000 miles
7	Brake Caliper	3 Years / 40,000 miles
8	Audio Unit	3 Years / 40,000 miles

What is not covered

The following parts within the new vehicle warranty are considered as service/maintenance parts and carry no warranty

- A/C Filter.
- Air Filter.
- Bulbs.
- Coolant.
- Engine Oil Filter.
- Fuel Filter.
- Fuses.
- Lubricating Oil.
- Spark Plug.

This Warranty does not cover:

- Air Conditioning Re-gas (when not part of a warrantable repair).
- Adjustments.
- Wheel Alignment.
- Wheel Balancing.
- Any damage or defect arising from any form of neglect or misuse are not covered by this Warranty.
- Mechanical repairs which become necessary as a result of normal maintenance requirement and / or normal wear and tear.
- Panel gaps, or any other defects, which are considered representative of manufacturing specifications and tolerances.
- Noise, Vibration, Harshness (NVH) which are considered representative of manufacturing specifications and tolerances.

Warranty coverage shall be null and void in the event of:

- Vehicle Identification Number (VIN) has been altered or removed.
- Unlawful odometer tampering or alteration.
- The true mileage cannot be determined
- Alteration of the vehicle from Chery UK Limited specifications
- Fire, riot, war, explosion.

Warranty coverage does not apply in the following circumstances:

- Vehicle has not been serviced and maintained as per the manufacturer's guidelines.
- Any accidental damage or any other matter that has not been caused by a manufacture defect.
- Investigation charges will only be reimbursed as part of a valid warranty claim. It is the responsibility of the warranty holder to authorise and to pay the charges if it is proved that the failure is not the responsibility of Chery UK Limited under the terms of this warranty.
- The defects are due to modifications not approved / authorised by Chery UK Limited.
- The defects are caused by abuse or negligence.
- The vehicle has been written off by any insurance company or government vehicle regulation body.
- Accidents, explosions, fire, theft, riot, war or illegal use.
- Use of non-recommended, improper or contaminated fuel, fluid, oil or lubricant.
- Defects caused by work carried out by repairers other than Authorised Chery Dealers or approved repairers.
- The defects are due to installation or use of non-genuine parts.
- Vehicles where the mileage has been altered or where the mileage is not able to be determined.
- Continuing to drive the vehicle after loss of lubricants, oils, refrigerant or water on or after knowledge of failure.
- The defects are due to the vehicle having been loaded beyond the manufacturer's specifications.

- The defects are due to the vehicle being used for purposes for which it was not designed, such as (but not limited to) rallying, racing, hill climbing, speed trials or similar activities, towing beyond weight limits recommended by the company.
- Deterioration due to use and exposure and or damage/corrosion from environmental conditions such as adverse weather, fall-out, salt, stones, tree sap, bird lime, hail, flood or acts of God.
- Any act or omission that is willful, unlawful, or negligent.
- Depreciation or any consequential loss.
- Communications, Bluetooth and Entertainment Systems:
- Loss of personal recording media, software or data;
- Loss, change, or discontinuation of functionality because of system updates or lack of compatibility with Chery electronic devices;
- Lack of network coverage or availability;
- Failure to synchronise, connect or maintain connectivity with all cellular phone or digital media devices;
- Damage caused by installation of unauthorised software, viruses, peripherals, attachments, incompatible upgrades/modifications and/or defective function of your cellular phone or digital media device.

Spare Parts & Accessories Warranty

All genuine Chery Spare Parts & Accessories sold through our Authorised Chery Dealer network are warrantied against defects caused as a result of a manufacture or material defect. A customer must have proof of purchase in their name, as well as a proof of the mileage at which the part was originally fitted to substantiate any claim.

All genuine Chery Spare Parts & Accessories sold through our Authorised Chery Dealer network come with 2 years with no distance limitation warranty from the date of sale, except for the following parts which are considered as service, maintenance parts and are limited to the earlier of: 2 years / 10,000 miles or until the time that the next maintenance service is due for the vehicle (You can find information about the service schedules for your vehicle at www.cherycar.co.uk).

All genuine Chery Spare Parts & Accessories used on taxi, ride sharing, hire, rental, driving school, delivery / courier, emergency services vehicles are covered for 2 years or 30,000 miles (whichever comes first). Except for the following parts which are considered as service, maintenance parts (You can find information about the service schedules for your vehicle at; www.omodaauto.co.uk).

- A/C Filter.
- Air Filter.
- Bulbs.
- Coolant.
- Engine Oil Filter.
- Fuel Filter.
- Fuses.
- Lubricating Oil.
- Spark Plug.

Limited Liability

Chery UK Limited reserves the right to make changes in content, description, or terms of the warranty policy if it is deemed necessary by legislation or business strategy.

Chery UK Limited, under the terms of this warranty, are not liable in the event of any consequential, direct or incidental loss or damage.