



TOYOTA BATTERY CARE WARRANTY

TERMS AND CONDITIONS

Introduction

1. These terms and conditions (“Terms”) govern the Toyota Battery Care Warranty.
2. Please read these Terms carefully and keep a copy for your records.
3. Clauses 21-26, 28 and 29 of these Terms contain important information about your obligations. You should read those clauses carefully and ensure that you understand and comply with them.
4. These Terms are effective from 19/02/2026
5. In these Terms:
 - a. **“Activation Date”** means the relevant date of activation of the Service Activated Warranty, as described in clauses 7 and 8 of these Terms;
 - b. **“Approved Used Vehicle”** means any used Toyota vehicle sold under the Toyota Approved Used Vehicle Programme;
 - c. **“Approved Used Vehicle Programme”** means vehicles sold by an official Toyota Retailer which are under 10 years/100,000 miles, have completed the 145-point technical inspection and are provided with a minimum 12 month warranty and roadside assistance.
 - d. **“Approved Used Vehicle Warranty”** means the 12 month warranty that all Approved Used Vehicles receive as standard from the point of sale, provided by Toyota Motor Europe;
 - e. **“Authorised Toyota Repairer”** means any repairer that has been authorised by the Toyota Group to undertake servicing, repair and maintenance work;
 - f. **“Eligible Service”** has the meaning given to it in clause 6 of these Terms;
 - g. **“EV Traction Battery”** means the battery used to drive the vehicle’s wheels through the electric motor and drivetrain in our full Battery Electrical Vehicles (BEV);
 - h. **“EV Traction Battery Health Check”** means the service routine performed by trained technicians using a dedicated application. It tests the health of the battery traction system including the battery itself, the battery insulation, other components of the battery and the auxiliary battery;
 - i. **“Geographical Zone”** has the meaning given to it in clause 31 of these Terms;

- j. **"Original Manufacturer's Warranty"** has the meaning given to it in clause 7 of these Terms;
- k. **"Service and Warranty Booklet"** means the service and warranty booklet provided to the customer that describes the terms of warranty coverage as well as general owner responsibilities. It can be a physical or online booklet;
- l. **"Toyota Group"** means Toyota (GB) PLC, Great Burgh, Epsom, KT18 5UX and Toyota Motor Europe;
- m. **"United Kingdom"** means England, Scotland, Wales and Northern Ireland;
- n. **"Vehicle"** means a Toyota full Battery Electric Vehicle (BEV);
- o. **"We", "us" or "our"** means Toyota (GB) PLC, Great Burgh, Epsom, KT18 5UX; and
- p. **"You" or "your"** means the owner and registered keeper of the vehicle.

Eligibility Criteria and Exclusions

- 6. The Toyota Battery Care Warranty is a warranty which is applied to your vehicle (subject to these Terms) on completion of each scheduled service of your vehicle that includes an EV Traction Battery Health Check, by an Authorised Toyota Repairer in the UK, Channel Islands or Isle of Man (**"Eligible Service"**).
- 7. Where your vehicle undergoes an Eligible Service and your vehicle is, at that time, benefiting from a warranty described in the Service and Warranty Booklet (**"Original Manufacturer's Warranty"**), the Toyota Battery Care Warranty will be automatically activated upon expiry of that Original Manufacturer's Warranty.

By way of example only: if a vehicle that has a 12 month/10,000-mile service interval undergoes an Eligible Service at 5 years, 6 months after the date of first registration of the vehicle, a Toyota Battery Care Warranty will be applied to the vehicle at the time of that service. However, The Original Manufacturer's Warranty will continue until the end of the 5-year term of the Original Manufacturer's Warranty, after which the Toyota Battery Care Warranty will take effect.

- 8. Where your vehicle undergoes an Eligible Service after expiry of an Original Manufacturer's Warranty, the Toyota Battery Care Warranty will be automatically activated from the date of completion of that Eligible Service.

By way of example only: if your vehicle has a 12 month/10,000-mile service interval and you have serviced your vehicle in line with the service interval for the first 7 years, but you don't have your vehicle serviced in year 8 and, instead, your vehicle undergoes an Eligible Service at 8 years, 6 months after the date of its first registration, your vehicle will be without a warranty for 6 months –

during the period between the Original Manufacturer's Warranty expiring and the Toyota Battery Care Warranty starting.

9. For the avoidance of doubt, it is not mandatory to have your vehicle maintained and serviced by an Authorised Toyota Repairer, but only by doing so will a Toyota Battery Care Warranty be applied to your vehicle (subject to these Terms) and therefore only by doing so can you help ensure that your vehicle has warranty coverage at all times (subject to these Terms).
10. If your vehicle has a 12 month/10,000-mile service interval, the Toyota Battery Care Warranty will last from the Activation Date until:
 - a. 12 months from the date of completion of that Eligible Service;
 - b. Your vehicle covers 10,000 miles after the date of completion of that Eligible Service; or
 - c. Your vehicle undergoes another Eligible Service, at which point (subject to these Terms) a new Toyota Battery Care Warranty will be applied to your vehicle, whichever is the sooner.
11. If your vehicle has a month/mile service interval that is not a 12 month/10,000 mile service interval, the Toyota Battery Care Warranty will last from the Activation Date until:
 - a. the number of months from the date of completion of that Eligible Service that is equal to the number of months' service interval of your vehicle;
 - b. Your vehicle covers the number of miles after the date of completion of that Eligible Service that is equal to the number of miles' service interval of your vehicle; or
 - c. Your vehicle undergoes another Eligible Service, at which point (subject to these Terms) a new Toyota Battery Care Warranty will be applied to your vehicle, whichever is the sooner.

By way of example only: If your vehicle has a 24 month/20,000 mile service interval, the Toyota Battery Warranty will last from the Activation Date until:

- a. 24 months from the date of completion of that Eligible Service;
 - b. Your vehicle covers 20,000 miles after the date of completion of that Eligible Service; or
 - c. Your vehicle undergoes another Eligible Service, at which point (subject to these Terms) a new Toyota Battery Care Warranty will be applied to your vehicle, whichever is the sooner.
12. If an Eligible Service shows that the EV Traction Battery has less than 70% capacity, Toyota Battery Care Warranty will not be applied to the vehicle.
 13. Vehicles that are 10 years old (or more) or that have covered 1,000,000 (one

million) miles (whichever comes first) from the day the vehicle was first registered are not eligible for Toyota Battery Care Warranty.

14. Hybrid Electric Vehicles (HEVs) and Plug-in Hybrid Vehicles (PHEVs) are not eligible for Toyota Battery Care Warranty.
15. Toyota Proace vehicles are not eligible for Toyota Battery Care Warranty.
16. Toyota Battery Care Warranty only applies to EV Traction Batteries; 12v batteries are not covered by the Toyota Battery Care Warranty.
17. For those vehicles that meet the above eligibility criteria, the Toyota Battery Care Warranty will cover the cost of repair or replacement of EV Traction Batteries:
 - a. That have a functional defect (for example: failure of a component in the EV Traction Battery); or
 - b. That have less than 70% capacity.
18. **No** claims can be made under Toyota Battery Care Warranty for the refund of or compensation for:
 - a. Any indirect or direct losses, costs, damages or expenses, for example, loss of profit or income; transportation (including taxis); vehicle hire; towing; phone; accommodation; subsistence; rent; loss of any assets or valuables;
 - b. Deprivation of use; or
 - c. Air freight or special delivery.
19. **No** claims can be made under Toyota Battery Care Warranty for the refund of costs associated with:
 - a. Damage caused by the direct effects of storms, hail, lightning, earthquakes, flooding, or external fire or explosions;
 - b. Damage caused by wartime events of any type, civil war, civil unrest, strikes, lockouts, seizure or other sovereign action or by nuclear power;
 - c. Damage as the result of an accident, i.e. an event caused by a sudden direct external mechanical force;
 - d. Wilful or malicious action, grossly negligent behaviour, stealing, in particular theft, unauthorised use, robbery or fraud;
 - e. The effects of the vehicle being exposed to greater axle or trailer weights than those specified or recommended by the manufacturer;
 - f. The use of unsuitable lubricants and fuels, which are not recommended under the manufacturer's guidelines;
 - g. Damage caused by entry of water, corrosion or contaminated fluids;

- h. The use of an item which recognisably requires repair, unless the damage can be proved to be unconnected to the item requiring repair or the item had been at least temporarily repaired when the damage occurred;
- i. The alteration of the original condition of the vehicle or vehicle design and/or the extension/addition of particular accessories which negatively influence the original technical specification or safety standard, or which are not of the same or better quality as the original fittings;
- j. Other vehicle brands/models, except for Toyota;
- k. Vehicles not sold by:
 - i. Us;
 - ii. Toyota's European entities; or
 - iii. Toyota's Authorised dealers in the Geographical Zone, the United Kingdom, The Channel Islands or The Isle of Man;
- l. Where your vehicle has an active Toyota Battery Care Warranty, repairs carried out to your vehicle under that Toyota Battery Care Warranty by anyone other than a Authorised Toyota Repairer in the Geographical Zone, the United Kingdom, The Channel Islands or The Isle of Man;
- m. Vehicles that are registered to a vehicle retailer/repairer, a service garage or other type of commercial vehicle company;
- n. Any pre-existing faults with your vehicle at the time of the Eligible Service;
- o. Circumstances where the fault arising is due to maintenance and inspection work not having been carried out in accordance with maintenance and/or care specified or recommended by the manufacturer;
- p. In the case of a vehicle purchased under the Toyota Approved Used Vehicle Programme and which received an Approved Used Vehicle Warranty, circumstances where the fault arising is due to maintenance and inspection work not having been carried out in accordance with maintenance and/or care specified or recommended by the manufacturer, after the date of such purchase;
- q. Any situation leading to a claim which is linked to the failure of a repairer to carry out a particular repair or maintenance operation in the correct manner, or using poor quality spare parts;
- r. EV Traction Batteries covered by a special policy adjustment, a recall campaign, or any other warranty cover (to which separate terms and conditions may apply); or

- s. A vehicle whose mileage counter has been adjusted in order to reduce the number of miles that the vehicle is showing as having been driven.
20. **No** claims can be made under Toyota Battery Care Warranty for the refund of or compensation for:
- a. Brands other than Toyota;
 - b. Vehicles which are used for races or other associated track driving;
 - c. Police vehicles, fire service vehicles, ambulances and vehicles used by any other emergency service;
 - d. Vehicles which are professionally used as taxis and already have had 5 (five) EV Traction Battery Health Checks.

Your Obligations

21. The Authorised Toyota Repairer is responsible for repairs covered by Toyota Battery Care Warranty. You must keep all service invoices safe and accessible at all times during your ownership or possession of the vehicle. A Toyota Battery Care Warranty repair can only be considered on presentation of a relevant service invoice in hard copy and/or electronically. If you lose the service invoice, please contact your Authorised Toyota Repairer.
22. You must report any repair under Toyota Battery Care Warranty immediately, by presenting the relevant service invoice to your Authorised Toyota Repairer and making the vehicle available for examination.
23. You must provide all information needed or requested to help the Authorised Toyota Repairer identify the issue being claimed for.
24. You must keep the Service and Warranty Booklet safe and accessible at all times during your ownership or possession of the vehicle and make it available to your Authorised Toyota Repairer upon request.
25. Until the defect has been confirmed and root cause identified, no assessment can be made as to the potential for a claim to be made under Toyota Battery Care Warranty. Customers may therefore be asked to pay for diagnostic work to be undertaken in order for a root cause to be established, ahead of any decision by the relevant Authorised Toyota Repairer to accept a claim under Toyota Battery Care Warranty. If the diagnosis reveals that the vehicle is eligible under these Terms for repairs to be carried out under Toyota Battery Care Warranty, the customer will be refunded the cost of the diagnostic work.
26. In order to receive the benefit of a Toyota Battery Care Warranty, you must:
- a. Ensure that the execution of the Eligible Service is confirmed in the Service and Warranty Booklet, as copies of the booklet with the entries must be

- presented in the event of a fault occurring;
- b. Provide details of the current mileage count from the mileage counter to the Authorised Toyota Repairer when reporting a fault under Toyota Battery Care Warranty; and
- c. Take account of and follow the manufacturer's instructions in the user's manual regarding the use of your vehicle.

Toyota Battery Care Warranty Repairs Abroad

27. In the event of a repair to your vehicle needing to be carried out under Toyota Battery Care Warranty in the Geographical Zone, provided your stay is shorter than 90 consecutive days, any Authorised Toyota Repairer in the country you are visiting will (subject to these Terms) be able to carry out the repair work to your vehicle.
28. The cost of the repair shall be settled by you with the Authorised Repairer.
29. In order to claim reimbursement of the cost of repair:
- a. You must provide a copy of the repair invoice to an Authorised Toyota Repairer in the United Kingdom, Channel Islands or Isle of Man within 28 calendar days of the date of completion of the repair; and
 - b. The replacement part prices, labour time and costs must be set out individually in the repair invoice.
30. Subject to these Terms, the repair costs will be refunded to you up to a maximum of the invoice value including VAT.
31. For the purposes of these Terms “**Geographical Zone**” means the following countries: Albania, Andorra, Armenia, Austria, Azerbaijan, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Kazakhstan, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, the Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland and Turkey.

General Terms

32. If you sell your vehicle, any Toyota Battery Care Warranty existing on your vehicle at the time of the sale will automatically continue, subject to these Terms.
33. Toyota Battery Care Warranty is not transferable to any other vehicle.
34. All decisions of the Authorised Toyota Repairers are final and no discussions or correspondence will be entered into with you.

35. Any replaced parts shall become our property.
36. The maximum total aggregate claim compensation under each Toyota Battery Care Warranty and the maximum individual claim compensation under each Toyota Battery Care Warranty is the value of the vehicle concerned at the time of its repair under that Toyota Battery Care Warranty.
37. Toyota Battery Care Warranty has no surrender or refund value and there is no cash alternative.
38. Your vehicle may be covered by other warranties.
39. If your vehicle is benefiting from the Original Manufacturer's Warranty and the Toyota Battery Care Warranty at the same time, and there is a conflict between these Terms and any terms and conditions of the Original Manufacturer's Warranty, the relevant terms and conditions of the Original Manufacturer's Warranty shall prevail.
40. If your vehicle is benefiting from our Service Activated Warranty and the Toyota Battery Care Warranty at the same time, and there is a conflict between these Terms and any terms and conditions of the Service Activated Warranty, these Toyota Battery Care Warranty Terms shall prevail.
41. If your vehicle is benefiting from the Approved Used Vehicle Warranty and Toyota Battery Care Warranty at the same time, and there is a conflict between these Terms and any terms and conditions of the Approved Used Vehicle Warranty, the relevant terms and conditions of the Approved Used Vehicle Warranty shall prevail.
42. These Terms should be read in conjunction with our website terms of use (which can be found at [Legal Information | Footer | Toyota UK](#)) and privacy policy (which can be found at "<https://www.toyota.co.uk/footer/privacy-policy>" [Privacy Policy | Footer | Toyota UK](#)).
43. We reserve the right, at our sole discretion, to update, change or replace any part of these Terms at any time. We shall post updates and changes to our website. It is your responsibility to check our website periodically for changes.
44. We reserve the right to stop the Toyota Battery Care Warranty at any time.
45. These Terms do not affect your statutory rights.
46. These Terms are governed by the laws of England and Wales and any dispute under or in relation to these Terms shall be subject to the jurisdiction of the English courts.

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