

AHG Roadside Assist – Terms & Conditions

Tele – Assist

Once a service call has been received on the **AHG freecall 1800 244 337** telephone number, our team of qualified Customer Service Assistants, will provide general advice specific to the operation of your motor vehicle. Should the vehicle be immobilised, where possible, over-the-phone diagnosis to enable vehicle mobilisation will be provided.

Roadside Assistance

In the event that your vehicle is unable to be mobilised over the phone, the Customer Service Assistant will immediately despatch an AHG Roadside Assist accredited service provider to the scene. The service provider will effect emergency repairs and/or rectify problems associated with the four most common elements of roadside difficulty, as follows:

1. Flat or Faulty Batteries

Jump-start flat batteries or coordinate battery replacement. AHG Roadside Assist is not responsible for the cost of the battery.

2. Emergency Fuel – Petrol/Diesel

AHG Roadside Assist will provide enough **free** fuel for the driver to travel to the nearest available re-fuelling facility, where the individual is to re-fuel at their own cost.

3. Flat Tyres/Damaged Wheel

AHG Roadside Assist will change a flat tyre/damaged wheel with the vehicle's spare wheel, or, if necessary, transport your vehicle to an approved tyre outlet, or an AHG authorised service facility (as per Towing/Transportation).

4. Emergency Vehicle Access/Replacement of Lost Keys

If a vehicle's keys have been lost or locked in your vehicle, providing adequate proof of ownership is established, AHG Roadside Assist will provide emergency assistance to:

- ▶ Locate and deliver a spare key, or
- ▶ Arrange for a replacement key to be cut for you if possible and more practical, or
- ▶ In the case of emergency only, AHG Roadside Assist will attempt to gain access to your vehicle provided written consent to the entry has been supplied by the owner of the vehicle by way of indemnity for any damage to the vehicle caused by any attempt (where successful or not) to gain access to the vehicle. AHG Roadside Assist will not be liable for any repair costs incurred in gaining or attempting to gain access to your vehicle.

A limit of \$150.00 (inc. GST) will apply to this service, all additional costs will be the individual's responsibility. Computer chip operated keys can not be replaced by AHG, only by manufacturers at a cost to the individual.

Roadside assistance is not limited to the above four items, and there is no limit to the number of call-outs.

Towing/Transportation

Where your vehicle cannot be mobilised at the breakdown, you can choose to have it towed to either the nearest AHG dealership or the dealership from which you originally purchased your vehicle from (limit of 50km). If the breakdown has occurred after hours and your vehicle cannot be taken directly to the nearest authorised service facility, AHG Roadside Assist will tow your vehicle to the nearest safe location within the 50km limit. If your vehicle requires towing outside of the 50km radius any costs above the 50km limit will be the individual's responsibility. This benefit does not extend

to towing or transportation required as a result of an accident.

Emergency Message Relay

As a result of breakdown AHG Roadside Assist will:

- ▶ Relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay; and/or
- ▶ Provide advice on local transport options and alternatives.

Accident Coordination

AHG Roadside Assist will provide coordination of towing arrangements following an accident and will also advise on accident procedures. If required, AHG Roadside Assist will coordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs will be the individual's responsibility and, if insured, may be recoverable from your insurance company.

Terms & Conditions

This information outlines the benefits and service available as part of the AHG Roadside Assist Standard Plan. This plan is not an insurance contract, vehicle extended warranty contract, personal injury contract nor is it voidable or refundable. In cases of mechanical breakdown, AHG Roadside Assist requires that there be no fault on the part of the owner/driver for the vehicle failure. Costs of mechanical repairs and maintenance, unless covered by a separate warranty are the responsibility of the owner (subject to applicable legislation). AHG reserves the right to amend or withdraw service where utilisation is excessive due to lack of preventative maintenance or failure to rectify any recurring fault. AHG reserves the right to change or terminate the conditions of its Roadside Assist program, at its discretion, at any time.

Exclusions

AHG Roadside Assist will **not apply** to the following:

- ▶ Vehicles not registered on the system, (unless over the phone verification of date of first registration can be confirmed)
- ▶ Vehicles purchased from AHG outside of WA
- ▶ Vehicles over 3.5 tonnes (GVM)
- ▶ Vehicles over 10 years of age
- ▶ Unattended vehicles
- ▶ Unregistered vehicles
- ▶ Caravans or trailers
- ▶ Vehicles operating as taxis, limousines, rental vehicles, hire vehicles and government vehicles.
- ▶ Vehicles located in a remote location. This is deemed as being a location not trafficable by a two-wheel drive recovery vehicle
- ▶ Where your vehicle is immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- ▶ Bogged Vehicles

Privacy

AHG considers the security of your personal information as an important and necessary part of the responsible management of our data. AHG therefore takes all reasonable steps to ensure that your information is secure and is safeguarded from loss, misuse, unauthorised access, modification or disclosure. We will only disclose personal information in order to fulfil our obligations in respect of the provision of services to our customers.

This document was correct at time of issue and is subject to change without notice. Your AHG Roadside Assist is offered by the Automotive Holdings Group Limited ABN 35 111 470 03. AHG Roadside Assist is provided by ETI Australia Pty Ltd a company of the Mondial Assistance Group ABN 52 097 227 177.