



# BREAKDOWN ASSISTANCE

Immediate Breakdown Assistance  
Important Information

Should you breakdown or require  
assistance please call us on



**01423 447351**



# Immediate Breakdown Assistance

## Important Information

In the event of a breakdown and you require assistance whilst you are within the UK, please call us on **01423 447351**.

The roadside can be a dangerous place, so please ensure the safety of you and your passengers at all times.

We can provide service for vehicles with a laden weight less than 3,500kg (3.5 tonnes), less than 7 metres long, less than 2.3 metres wide and less than 3 metres high.

### What is covered

Following a mechanical breakdown occurring within the UK, we will:

- Send a Recovery Operator to attend the scene of the incident and provide up to one hour of roadside labour including either:
  1. Completion of a temporary repair to the vehicle. Or;
  2. If roadside assistance isn't available, or in the Recovery Operator's opinion a temporary repair is not possible, we will arrange for transportation of the vehicle to be recovered to a single destination.
- Where possible the driver and passengers will also be recovered with the vehicle to the same destination.
- If your vehicle breaks down and has a caravan or trailer attached, providing the caravan or trailer is fitted with a standard towing hitch and does not exceed 7 metres in length. At our discretion and subject to an additional charge your caravan or trailer will be recovered to the same destination.

### Cost

Assistance costs £110 (including VAT) and includes roadside assistance (where available) and/or vehicle recovery to a single destination within 10 miles. Further mileage will be charged at £2.50 per mile.

### General Terms

1. Where safe to do so, the driver of the vehicle must remain with or near the vehicle until help arrives.
2. Any repairs completed at the roadside, including boost starts, are classed as temporary repairs.
3. It is your responsibility to take the vehicle to a garage or dealer immediately after any temporary repair, in order to have the fault permanently repaired.
4. Except for guide dogs, we will only allow animals in our vehicles at the Recovery Operator's discretion. Any animals can remain in your vehicle at your own risk. We will not be liable for any injury to animals, or damage caused by them. We will not be responsible for any costs relating to animals.
5. We reserve the right to accept or refuse any particular request for assistance.
6. We reserve the right to refuse service if you or your passengers are being obstructive in allowing us to provide the most appropriate assistance, or are abusive to us or our Recovery Operators.

## General Cover Exclusions

- Incremental costs such as lock replacement, new keys, drainage of tank, disposal of wrong fuel, any replacement fuel and any replacement or repair of tyres.
- Any secondary movement of the vehicle.
- Repair and labour costs other than one hour of roadside labour at the scene.
- Any winching costs or the use of specialist recovery equipment including; winches, cranes, dollies and skates.
- Alternate travel costs or the costs of emergency accommodation.
- Any liability for the diagnosis of a fault, or cause of a breakdown by our Recovery Operators.
- Any damage to your vehicle or its contents whilst being recovered, stored or repaired and any liability or consequential loss arising from any act performed in the execution of the assistance services provided.
- Assistance if the vehicle cannot be reached due to water, snow, mud or sand or where the vehicle is not accessible or cannot be transported safely or legally using a standard transporter.
- Toll and sea transit charges.
- Fines and penalties imposed by courts.

## Privacy and Data Protection

We are committed to protecting and respecting your privacy in accordance with the current Data Protection legislation. For more information, please visit our website at [www.Rescuemycar.com/privacy-policy](http://www.Rescuemycar.com/privacy-policy)

## Our Service Commitment

If you have any suggestions or comments about the service provided or if you are unhappy with the service you received, please contact us on 01423 447351.