

Toll Fees

We will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland as part of the recovery.

Exclusions

AutoTrust Assist does not cover the following:

- 1 Any caravan/trailer where the total length exceeds 23 feet or where it is not attached to the **Vehicle** with a standard towing hitch.
- 2 Contracts not registered with **Us**.
- 3 The cost of any parts, components or materials used to repair the **Vehicle**.
- 4 Any costs or expenses not authorised by **Our** Rescue Controllers.
- 5 The cost of food, drinks, telephone calls or other incidentals.
- 6 The cost of alternative transport.
- 7 The cost of fuel, oil or insurance for a hire vehicle.
- 8 The recovery of the **Vehicle** and passengers if repairs can be carried out at or near the scene of the **Breakdown** within a reasonable time. If recovery takes effect we will only recover to one address in respect of any one **Breakdown**.
- 9 Overnight accommodation or car hire charges.
- 10 **Breakdowns** caused by failure to maintain the **Vehicle** in a roadworthy condition including maintenance of proper levels of oil and water. If, in the opinion of **Our** recovery operator, the **Vehicle** is found to be un-roadworthy due to lack of maintenance, unless servicing records can be provided, **We** may terminate **Your** Assistance package immediately notifying **You** by letter what action **We** have taken.
- 11 **Vehicles** where service cannot be effected because the **Vehicle** does not carry a serviceable spare wheel of the correct size for **Your Vehicle**.
- 12 Any request for service if the **Vehicle** cannot be reached due to snow, mud, sand or flood or where the **Vehicle** is not accessible or cannot be transported safely and legally using a standard transporter.
- 13 Any request for service if the **Vehicle** is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
- 14 Overloading of the **Vehicle** or carrying more passengers than it is designed to carry.
- 15 Claims not notified prior to expenses being incurred.
- 16 The charges of any other company (including Police recovery) other than **Our** recovery operator.
- 17 Loss or damage to the **Vehicle** or its contents.
- 18 Direct or indirect loss, damage or liability caused by, contributed to or arising from:
 - a) Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel;

- b) the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof;
 - c) any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
- 19 Any false or fraudulent claims.
 - 20 Failure to comply with requests by **Us** or **Our** recovery operators concerning the assistance being provided.
 - 21 Fines and penalties imposed by courts.
 - 22 Any charges where **You**, having contacted **Us**, effect recovery or repairs by other means.
 - 23 Ferry and Toll charges outside of Mainland UK.
 - 24 Any claims relating to the following:
 - **Vehicles** in excess of 35 cwt-3.5 tonnes.
 - **Vehicles** more than 17 feet long, six feet three inches wide or eight feet high.
 - 25 Any service or insurance cover where remedial action has not taken place following a previous Breakdown.
 - 26 More than six callouts per contract per year.
 - 27 Claims totalling more than £2,500 in any one year.

General Conditions

- 1 **We** will provide cover if:
 - a) **You** have met all the terms and conditions within this contract.
 - b) The information provided to **Us**, as far as **You** are aware, is correct.
- 2 The driver of the **Vehicle** must remain with or nearby the **Vehicle** until help arrives.
- 3 **We** may cancel the contract by sending seven days' notice to **Your** last registered address.
- 4 Under normal circumstances no refunds will be made under this Assistance package and in no circumstances if a claim has been made. AutoTrust Assist is administered by Call Assist Ltd. Should **You** wish to contact **Us**, please send **Your** correspondence to: Call Assist Ltd, Axis Court, North Station Road, Colchester CO1 1UX.
AutoTrust ASSIST Helpline 0844 573 8149

Jubilee House
5 Mid Point Business Park
Thornbury
West Yorkshire BD3 7AG

9275 - 07/2013



AutoTrust Assist Roadside Assistance

- ✓ Roadside Assistance
- ✓ Home Start
- ✓ Nationwide Recovery





Peace of mind motoring

Operated by Call Assist, our package is one of the most comprehensive available providing the following cover.

Roadside Assistance

Provides assistance for vehicles registered with AutoTrust Assist following a breakdown due to mechanical or electrical failure, tyre puncture, or road traffic accident, which immediately renders the vehicle immobile.

Home Start

Gives you breakdown assistance following a breakdown at or within a one mile radius of your home address.

Nationwide Recovery

Provides recovery of an immobilised vehicle (including a caravan or trailer which was on tow at the time) and up to a maximum of five people to the nearest garage able to undertake the repair, if this is not possible at the time, you will be transported to your home, or your original destination.

Important – This is only a summary of the cover available. The definitions, conditions and exclusions are shown overleaf.

AutoTrust Assist

Definitions

Us/We/Our – means AutoTrust Assist.

You, Your – the person named on the welcome letter.

Vehicle – the vehicle covered by your warranty as shown on the welcome letter.

Breakdown – a mechanical or electrical failure, puncture or accident, which immediately renders the vehicle immobile.

Territorial Limits – means Great Britain, Northern Ireland, The Channel Islands and The Isle of Man.

Important Note

Details of AutoTrust Assist cover may not reach **Us** by the time assistance is required. In this unlikely event, **We** will always assist customers, but before assistance can be provided, **We** will ask **You** to provide **immediate payment** for the service required by Credit or Debit card. A payment receipt will be sent to **You** in order for **You** to seek reimbursement from the administrator.

This payment can be claimed back from AutoTrust Assist when **Your** details are confirmed as being on their records. Please contact **Us** if **You** have any questions concerning this procedure.

Call 0844 573 8149

Tell the controller who answers **Your** call:

- **Your** warranty type, number and car registration number
- The registration of the **Vehicle** covered by the warranty
- Where **Your Vehicle** is and
- What seems to be the problem
- If **You** also intend to claim under **Your** warranty **You** must telephone the administrator on 0844 573 8005 and obtain advance authorization before any repairs are commenced.

STRICTLY FOR RESCUE 0844 573 8149

If Your Vehicle breaks down as defined, cover will be provided as follows:

Roadside Assistance and Nationwide Recovery

If **Your Vehicle** breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, **We** will send help to the scene. **We** will arrange to pay call out fees and mileage charges needed to repair or assist with the **Vehicle**. If, in the opinion of **Our** recovery operator, they are unable to repair the **Vehicle** at the roadside **We** will assist in the following way:

- Arrange and pay for **Your Vehicle**, **You** and up to five passengers to be recovered to the nearest garage able to undertake the repair.
- If the above is not possible at the time, **We** will arrange for **Your Vehicle**, **You** and up to five passengers to be transported to **Your** home or original destination.

Home Assist

We will despatch one of **Our** recovery operators to **Your** home address or within a one-mile radius only.

Please note: Any repairs undertaken by **Our** recovery operators at their premises are provided under separate contract, which is between **You** and the garage.

Caravans and Trailers

If **Your Vehicle** breaks down and **Your** caravan/trailer is attached, provided that it is fitted with a standard towing hitch and does not exceed 23 feet in length, **Your** caravan/trailer will be recovered with **Your** vehicle at no extra cost.

Message Service

If **You** require, **We** will gladly pass on two messages to **Your** home or office to let them know of **Your** predicament and ease their worry.

Accident Cover

If **Your Vehicle** is involved in an accident rendering it immobile or illegal **We** will transport **Your Vehicle** to a nominated local address within the United Kingdom.

Puncture Cover

If **Your Vehicle** sustains a puncture and **You** are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel or inflation kit. If **Your Vehicle** was never provided with a spare wheel by the manufacturer and the inflation kit is ineffective due to a badly damaged tyre, then **We** will provide service under the terms of the vehicle being immobilised.

In the event **Your Vehicle** is fitted with run-flat tyres and due to the time of day or local stock availability a replacement cannot be found within the 50 miles the **Vehicle** can be driven for on a run-flat tyre, **You** and **Your Vehicle** would be recovered to **Your** home or original destination in the same way as any other irreparable breakdown.