

# 24-Hour Roadside Assistance Terms and Conditions

Your Roadside Assistance coverage has been given to you for free by the automotive service facility where you recently received service for your vehicle. **Your Roadside Assistance Coverage begins on the date identified on your invoice from the participating authorized service facility and continues for 365 days from the hour of the invoice.** All services provided through the Roadside Assistance Program are described below:

**Covered Vehicle :** Coverage will be specific to the vehicle identified on the invoice (the "Covered Vehicle") and will be provided to the vehicle owner, spouse and/or dependent children when driving the covered Vehicle. Requests for roadside assistance will only be honoured for Covered Vehicles under the program.

**Excluded Vehicles :** Vehicles with a manufacturer's load rating capacity greater than one ton. Any vehicle with a load capacity of one ton or greater designed for, built for or used in a private recreational or commercial application including but not limited to Class A (or Type A) Motor Homes and Class C (or Type C) Motor Homes and any motorcycles. Any emergency service vehicle : Any vehicle used for hire, towing, construction or postal service.

Any vehicle used for farm, ranch, agriculture, or off-road use (off-road use is described as driving on anything that is not a paved or gravel road maintained by the state or local authority).

**Roadside Assistance:** If you are in need of roadside assistance, call the toll-free number **1-855-276-9307** and choose the option for roadside assistance

**Covered Services - Benefit Limit per occurrence for covered services is \$75** per disablement and is limited to two (2) roadside assistance claims per 365-day period. This is a reimbursement program; however you must call the toll-free number 1-855-276-9307 for roadside assistance service to be eligible for reimbursement. The service provider requires use of a credit card to arrange for dispatch. You will be reimbursed for covered services up to the **\$75 per occurrence benefit limit upon our receipt of your reimbursement claim.**

- 1. Towing:** When towing is necessary, the disabled Covered Vehicle will be towed to the nearest qualified repair facility or to the repair facility of your choice.
- 2. Lock-Out Assistance:** Assistance will be provided in unlocking the Covered Vehicle in the event the keys are lost or locked inside.
- 3. Flat Tire Assistance:** If the Covered Vehicle's spare tire is serviceable, it will be installed to replace the flat tire. If the disabled Covered Vehicle has no serviceable spare, or if it has two or more flat tires, the vehicle will be towed.
- 4. Fuel, Oil, Fluid and Water Delivery Service:** An emergency supply of gasoline (where permitted), oil, fluid and water will be delivered to any Covered Vehicle in immediate need. The customer must pay for the costs of the actual fluids delivered.
- 5. Battery Jump-Start:** If a battery failure occurs, a battery jumpstart will be provided to start the Covered Vehicle.

Roadside assistance is intended to cover emergencies and is not intended to be a substitute for proper vehicle maintenance or repair. The driver of the Covered Vehicle must be with the Covered Vehicle when the service provider arrives, as roadside assistance cannot be provided to an unattended vehicle. If the driver is not with the Covered Vehicle, there may be an associated fee that is not reimbursable under the terms of this program.

**Reimbursement Procedures :** You must call the toll-free number 1-855-276-9307 for free by the automotive service facility where you recently called for roadside assistance service to be eligible for received service for your vehicle.

You will be reimbursed for any payments made by Coverage begins on the date identified on your invoice from the you for authorized covered services up to the specified benefit limit of participating authorized service facility and continues for 365 days \$75.00. Otherwise, service secured through any source other than from the date of your invoice. All services provided through the 24-through this Program will not be reimbursed. Our Roadside Assistance programs are described below:

**To file a reimbursement claim, you must submit the following information within sixty (60) days of the disablement:**

- Your current contact information including phone number and address; who the driver of the vehicle was at time of disablement and their relation to the vehicle owner identified on the invoice; and type of assistance for which you are requesting reimbursement.
- Copy of the invoice of a minimum of \$50 before taxes, from the automotive service facility showing the following:
  - Name and Address of the Authorized Service Facility
  - Legible Date
  - Customer Name, Home Address, Phone Number
  - Vehicle Licence Plate, VIN number, Year, Make, Model
- Copy of your original receipt for or credit card statement showing transaction for roadside assistance service performed which must include
  - The name and the complete contact information of the roadside assistance company,
  - Description of the service provided
  - Name and contact information of the driver of the vehicle at the moment when the service was requested
  - Vehicle Licence Plate, year, make, model and mileage

Submit all reimbursement claims to the following address:

**Assistance Plus Team 71  
Broadway Street, ON, CA  
1.855.276.9307**

## Services Not Covered

- Repair or damage to a Covered Vehicle.
- Cost of parts, replacement keys, lubricants, fluids; cost of installation of products or materials.
- Tire repair or non-emergency mounting or removing of any tires, snow tires, or chains.
- Service on a vehicle that is not in a safe condition to be towed
- Impound towing or towing by other than an authorized service provider
- Vehicle storage charges.
- Any additional labour related to towing due to specialized equipment or processes required to transport your Covered Vehicle due to non-factory modifications or enhancements made to the Covered Vehicle.
- Towing from or repair work performed at a service station, garage or repair shop. Towing by other than a licensed service station or garage.
- A second tow for the same disablement.
- Towing or service on roads not regularly maintained, such as sand beaches, open fields, forests, and areas designated as not passable due to construction, etc.
- Towing in the direction of a law enforcement officer relating to traffic obstruction, impoundment, abandonment, illegal parking, or other violations of law.
- Traffic fines, citations or penalties.
- Coverage shall not be provided in the event of emergencies resulting from the use of intoxicants or narcotics, or the use of the Covered Vehicle in the commission of a felony.
- Any roadside assistance services provided to a Covered Vehicle by a private citizen's assistance is not covered and is not reimbursable.
- Non-emergency towing or other non-emergency service.

**Service Providers :** Neither 24-Hour Roadside Assistance, nor the participating automotive service facility is responsible for acts or omissions of independent contractors.