

# National Roadside Assist



## Platinum Roadside Assistance

Call 1800 817 877 in Australia or 0800 717 877 in New Zealand for Roadside Assistance (Toll Free)

### Roadside Response

1. If you get a flat battery we will come out and jump start your vehicle.<sup>1</sup>
2. If you get a flat tyre we will come out and fit your roadworthy spare.
3. If you lock your keys in your vehicle we will come out and unlock your vehicle.<sup>2</sup>
4. If you run out of petrol we will bring some out for you.<sup>3</sup>

#1 Replacement battery costs always at driver's expense.

#2 First \$77.00 of vehicle access fee covered, key cutting at driver's expense.

#3 Minimum 5.0 litres of unleaded petrol at owner's cost, LPG/Diesel vehicles transported to fuel supply.

### Towing Breakdown

1. If your vehicle breaks down, or is unable to be safely driven due to mechanical failure, we will transport you back to your preferred authorised repairer within a 50km limit, or to the nearest authorised service centre if during business hours. If after hours, your vehicle maybe transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.

### Platinum Extras

#### Car Hire and Accommodation

1. In the event of a major mechanical failure, whilst more than 100kms from your registered residence, which sidelines your vehicle for longer than 48hrs, we will assist with Car Hire (up to \$120.00 p/day) and Emergency Accommodation (up to \$250.00 p/day) costs (Excludes fuel, km charges, administration charges, rental insurance/cover/excess reduction, one-way drop off/collection fees, meals).
2. On submission of the account, together with a copy of the repair bill, we will reimburse up to \$400.00 per claim.

#### Ambulance Cover

1. In the event of an accident where the registered vehicle is involved, and the driver or passengers require the services of an ambulance as a result of that accident, we will assist with the ambulance fees.
2. On submission of the account, together with a copy of the ambulance bill, we will reimburse up to \$400.00 per claim.

ALL CLAIMS MUST BE SUBMITTED WITHIN 21 DAYS OF OCCURRENCE TO:

EMAIL: [claims@nationalroadsideassist.com.au](mailto:claims@nationalroadsideassist.com.au)

### Limit of Cover

1. Towing fee is free up to 50km, towing in excess of 50km will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than 50km from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.

### National Roadside Assist App (available in Australia only)

Download and activate your Roadside Assist policy on the App (available one business day after the receipt of this policy).



Download at [www.nationalroadsideassist.com.au/GetApp](http://www.nationalroadsideassist.com.au/GetApp)

### Roadside Assistance Exclusions and Limitations

1. Trucks, buses, vehicles used for hire or reward including, but not limited to taxis, limousines, chauffeured vehicles and rental/loan cars.
2. Vehicles that require excess labour, specialist/heavy equipment (i.e. trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged or are not within easy reach of a public road.
3. Vehicles already at a repairer and vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood damage.
4. Excess labour and battery installation fees, heavy vehicles, trucks and equipment over 3.5t gross weight.
5. Ferry/barge costs, freight costs, including tolls and sea crossings.
6. National Roadside Assist will not be liable for increased/additional costs and expenses as a result of a breakdown in a remote location.

7. Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from the manufacturer's specifications i.e. excessively lowered vehicles, modified for racing/4x4 tracks.
8. Repeated/excessive call-outs due to driver related faults, aftermarket accessories, vehicle neglect or abuse, as reasonably determined by NRA or its contractors, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
9. NRA at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards NRA staff or its contractors, or attempts to receive service by deception or has any excess owing for previous call-outs.
10. In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, NRA or its contractors will not accept responsibility or liability for damage that may occur as a result.

## General Conditions

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1. This Contract is between the Company and the Customer who has purchased this policy.
2. **Australia:** The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Competition and Consumer Act 2010 and similar State and Territory laws. The Australian Consumer Law ("ACL"), which is Schedule 2 of the Competition and Consumer Act 2010, helps protect consumers by giving them certain guaranteed rights when they buy goods or services. These rights apply automatically whenever goods or services are supplied to a consumer. They are known as "Consumer Guarantees". Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
  - to cancel your service contract with us; and
  - to a refund for the unused portion, or to compensation for its reduced value.You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.  
**New Zealand:** The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Consumer Guarantees Act.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company. To drive the vehicle when to do so may cause further damage may void this Contract.
4. Should any false statement be made by the Customer or any person acting on the Customer's behalf or otherwise, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then this Contract will become null and void and the Customer's rights to claim shall be forfeited in respect of all past, present and future claims.
5. In the event of any breach of the terms and conditions of the Contract by the Customer, the Company reserves the right to cancel the Contract.
6. If the nominated vehicle:
  - a. Has been exported to another country, or
  - b. Has been affected by beach use, or
  - c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
7. This Contract is not transferable.
8. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.

For full details, including our Privacy Policy, please visit: [www.nationalroadsideassist.com.au](http://www.nationalroadsideassist.com.au)

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