

Policy Terms and Conditions

General Exclusions

We shall not be held responsible for and is not required to provide any Services where any of the following occur:

- a) Where the Vehicle has undergone unauthorised modifications (including without limitation any replacements, removals or additions) not in conformity to the manufacturer's specifications or the Vehicle has been modified for racing, trials, or rallying or any Accident or any claim for Service has arisen in respect of such races, trials, rallies or participation in such activities.
- b) Where the Vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising from or connection with the improper, unauthorised, reckless or negligent operation of the Vehicle or misuse of the Vehicle.
- c) Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, terrorism, riot, or civil commotion or sabotage or any other similar events.
- d) Provision of Services requested is outside New Zealand.
- e) Mechanical breakdown due to driver related damage or misuse of the vehicle.
- f) The Vehicle is not in a roadworthy condition or the Vehicle has not been regularly serviced in accordance with the manufacturer's instructions.
- g) We shall not be held responsible for any damage to or theft of objects and accessories that are left in or outside the Vehicle but exercise all due care to leave the vehicle secure where able to do so.
- h) We will not be responsible for the cost of any breakdowns resulting from unauthorised repairs or from faulty workmanship.
- i) We will not be responsible for the cost of any breakdowns caused by the fitting of accessories to the Vehicle which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer.
- j) The vehicle is not accessible by a two-wheel drive recovery vehicle.
- k) Costs relating to parts, labour and any other associated costs for the repair of the member's vehicle, including replacement batteries or tyres, shall be at the cost of the member. Any subsequent call outs required after the initial failure for the same related case will be at the owner's expense.
- l) Once the Driver has contacted Auto Super Shoppe Roadside Assistance for a breakdown service, it is vital that they are with the Vehicle at the designated time of arrival of the service contractor. If the Vehicle is unattended, then work cannot be carried out on the

Vehicle and payment maybe required for any subsequent call outs prior to sending further assistance. In certain cases due to circumstances where wait times maybe excessive we will make a time for the driver to meet the provider at the vehicle.

Membership

Auto Super Shoppes Roadside Assistance is available to all registered members in New Zealand and provides 24/7 nationwide access to vehicle breakdown assistance services. Auto Super Shoppes Roadside Assistance premiums are non-refundable. To be eligible for Auto Super Shoppes Roadside Assistance, the covered vehicle(s) must be well maintained and of sound mechanical and roadworthy condition. A current WOF/COF is required. Auto Super Shoppes Roadside Assistance reserves the right to amend or withdraw services where use is excessive due to lack of regular preventative maintenance, non compliance to rectify any recurring failures or numerous call outs due to driver related error.

Roadside Assist Policy Benefits

One Year Policy

Auto Super Shoppes Roadside Assistance is available for up to 3 callouts per vehicle covered per year, covering up to \$60 per event, unless otherwise specified. Additional events or costs over \$60 will be at the driver's expense.

Six month Policy

Auto Super Shoppes Roadside Assistance is available for 1 callout per vehicle covered per six months, covering up to \$60 per event, unless otherwise specified. Additional events or costs over \$60 will be at the driver's expense.

Policy Entitlements

Roadside Assistance

Minor Roadside Repairs

Replace fuses, Temporary repair to Air Hoses, Coolant hoses, Minor Electrical repairs etc. Parts can be supplied, drive / fan belts, radiator hoses etc. Temporary repairs can be carried out the costs of parts and labour are at the owners expense.

Technical Advice

We have technicians available and trained customer service consultants so we are able to solve or assist many cases over the phone e.g. warning lights, operation of vehicle components, immobilisers, alarms, technical advice re engine fluids etc.

Flat Battery Parts Replacement

NZRA will organise for a jumpstart for the vehicle or replace the Battery if required the cost of parts will be the owner's expense.

Emergency Fuel

NZRA will organise for the delivery of emergency fuel (Petrol or Diesel only) or transport to the closest refuelling depot. The cost of the fuel will be the owner's expense

Lock Outs

NZRA does not attempt forced entry of vehicles **unless** requested / instructed to by customer. NZRA will not be held liable for any damage to the vehicle if asked to attempt a break in.

Lost Keys

NZRA can organise delivery of a spare key, or organise a lock smith to cut new keys and locks (without immobiliser chip). The cost of lock smith services will be at the owner's expense and any parts required also.

Towing

If the vehicle cannot be mobilized, we will cover the initial tow of the vehicle into the Auto Super Shoppe workshop when available or the closest repairer or a place of safety if a repairer is not available.

Prices

Unless otherwise stated, all prices and entitlements are current and inclusive of GST. They are subject to change without notice.

Request for Assistance

The Driver is to wait by the Vehicle after contacting the breakdown service, as we cannot provide assistance services at the site of the Vehicle breakdown if the Driver is not in attendance. If long waits times occur due to circumstance we will liaise with the customer and arrange for the service provider to meet at the vehicle at a set time.

There is a 48 hour stand down period from the date the policy was received by the customer.

Auto Super Shoppes Roadside Assistance services are provided by NZ Roadside Assistance Ltd (NZRA)