

# RENAULT ASSISTANCE TERMS AND CONDITIONS



## All models registered from 18th December 2019

### RENAULT Assistance

RENAULT UK Limited has purchased a comprehensive roadside assistance package (Renault Assistance) for you from its preferred supplier. The benefits of Renault Assistance are available 24 hours a day, every day of the year. Renault Assistance aims to provide you with peace of mind motoring, by providing assistance if your Vehicle breaks down due to a manufacturing defect, or a mechanical or electrical fault, unless otherwise stated.

### Duration of Renault Assistance

All vehicles are entitled to 36 months Renault Assistance cover commencing from the date the vehicle is first registered. Unlimited mileage for first 24 months, then limited to a total of 60,000 miles for cars and 100,000 miles for Koleos and LCV from 25th to 36th month, whichever comes first.

## SUMMARY OF COVER

Year	Mileage Limitation	Renault Roadside Assistance (includes Home)	Renault Recovery	Renault Onward Travel	Tyres	European Cover
Years 1 to 3 (month 0 – 36)	✓	✓	✓	✓	X	X

## Renault Assistance Cover Details

### UK Benefits (Includes Northern Ireland but excludes Republic of Ireland)

#### Renault Roadside Assistance

If your Vehicle breaks down at the roadside and is immobilised, Renault Assistance will send out a patrol or appointed agent to get you back on the road. In the exceptional circumstances where an "on-the-spot" repair proves impossible, you are entitled to use the Recovery services detailed below.

#### Renault At Home Assistance

If your Vehicle breaks down at or within 1/4 mile of your home, Renault At Home Assistance will bring help to your doorstep. If your Vehicle cannot be repaired, Renault Assistance will transport it to the nearest authorised Renault Dealer, or another destination of your choice, whichever is the nearer.

#### Renault Recovery

If your Vehicle breaks down more than 1/4 mile from your home and a prompt local repair at the roadside is not possible, Renault Assistance will arrange onward passage for you, up to seven passengers and your Vehicle to any single destination in the UK mainland or Northern Ireland. This also includes the Isle of Man, Guernsey and Jersey, although any ferry costs must be borne by you. If you are towing a trailer or a caravan at the time, this will also be recovered, subject to the following overall weight and size restrictions:

- Max Weight (gross) 3.5 tonnes
- Max Length 7.0 metres (23ft) including tow bar
- Max Width 2.55 metres (8ft 4in)
- Max Height 3 metres (9ft 10in)

Your Vehicle or any caravan or trailer (as applicable) attached to it, complies with and does not exceed any of the above restrictions.

#### Renault Onward Travel

If your Vehicle is immobilised away from home, Renault Assistance may, at its absolute discretion, provide additional benefits immediately following Recovery, giving you a choice of ways to continue your journey. We can at our discretion:

- Arrange a vehicle\* for up to 72 hours (subject to the terms and conditions of the hire company). To ensure that you are eligible for this, please make sure you have your driving licence with you. If we choose to arrange a hire vehicle for you, you will have to pay a fuel deposit. You will also be responsible for returning the vehicle and any additional costs; or
- Refund the cost of public transport for you and up to seven passengers\*\*, to reach the end of your journey, subject to a maximum of £150 per person, or £500 for a group, whichever is less; or
- Arrange and pay for overnight accommodation and transport for you and up to seven passengers\*\*, up to a maximum of £150 per person in total or £500 for each party, whichever is less. This does not include the cost of providing meals and drinks. You will have to pay for any extra hotel or transport costs.

\*Please note that we will not supply a like-for-like vehicle.

\*\*Up to the stated capacity of the Vehicle.

RENAULT UK LIMITED The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire WD3 9YS  
Tel: 0344 335 0000 [www.renault.co.uk](http://www.renault.co.uk)

Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS  
Registered Number 82932 – England



## **How to Call Renault Assistance**

### **Telephone numbers for UK Assistance**

In a UK emergency, please call: 0800 085 8005 or 0333 202 3005.

Before calling for assistance, please make sure you have the following details ready:

- The registration number of your Vehicle
- Your name
- Your address
- A contact telephone number
- The model and colour of your Vehicle
- The nature of your breakdown
- Your exact location
- The current mileage of your Vehicle

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time of your call. After making the call, return to a safe place near your Vehicle. If the problem resolves itself before the assistance arrives, please call and let us know.

## **What is not included?**

### **Non-Warranty Incidents**

While Renault Assistance aims to provide you with peace of mind motoring, it only provides assistance for manufacturer based or mechanical faults on the vehicle. It does not provide assistance for certain non-Warranty incidents such as (but not limited to):

- The use of incorrect fuel or lack of fuel
- Keys locked inside the vehicle, lost or stolen
- Road traffic accidents
- Incidents involving trailers and caravans
- Wheel changes, punctured tyres, damage to wheels or tyres
- European assistance

For non-Warranty incidents, we will arrange assistance if requested but the responsibility of paying for assistance remains with you or the nominated driver. If you call for assistance in these instances, you will be responsible for paying a charge at the time of service request.