

# RENAULT E-TECH ELECTRIC ASSISTANCE TERMS AND CONDITIONS



## All models registered from 18th December 2019

### Roadside Assistance and additional services

Roadside Assistance is offered by "Renault E-Tech Assistance" in the UK, which provides a comprehensive roadside package, available 24 hours a day, every day of the year.

### Duration of Renault E-Tech Assistance

All E-Tech Vehicles except Twizy\* are entitled to 36 months (unlimited mileage the first 24 months, then limited to a total of 100,000 for all models except Twizy from 25th to 36th month, whichever comes first) Renault E-Tech Assistance cover commencing from the date the Vehicle is first registered (or the duration of the Traction Battery Lease Agreement, where applicable). Twizy is entitled to 24 months unlimited mileage.

## 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 E-Tech Assistance Cover Details

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

#### Beneficiaries

The Customer, or the authorised driver, and all other occupants of the eligible Vehicle up to the legal seating capacity of the Vehicle (including the driver), benefit from assistance under the following conditions: Renault E-Tech Assistance only provides assistance in relation to an immobilisation of the Vehicle due to an unexpected mechanical, electrical or electronic defect covered by the Vehicle Warranty and recognised by the Manufacturer and beyond the responsibility of the Customer or the driver.

#### What is not included?

##### Non-Warranty Incidents

While Renault E-Tech 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 normal loss of energy from the Vehicle Traction Battery is not covered as part of the Renault E-Tech Warranty (but is covered under the terms of the RCI Battery Lease Agreement, where applicable).
- 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.

If you have a RCI Traction Battery Lease Agreement other terms may apply.

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.

#### Operations of Roadside Assistance

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

On receipt of the Customer call, and depending on the situation, Renault E-Tech Assistance will arrange assistance free of charge for services as follows:

The Customer will not need to pay any advance expenses except for telephone costs and, in accordance with local highway regulation, towing fees when the Vehicle is towed on the motorway (in UK normally only under police instruction). In this case, the Customer must contact RENAULT E-Tech ASSISTANCE as soon as the Vehicle leaves the motorway.

**ATTENTION: Renault E-Tech Assistance will not cover expenses incurred by the Customer without prior consent. Roadside assistance services and additional services are exclusively arranged by Renault E-Tech Assistance.**

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## How to call Renault E-Tech Assistance

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.

In the event of assistance being required in the UK call: **0800 169 7985**. In the event of a Road Traffic Accident, select Option 2 for the Renault Accident Support Line (RASL).

## Roadside assistance benefits

### a) On-site repair

Whenever and as soon as possible, Renault E-Tech Assistance will arrange on-site help and roadside repair of the Vehicle.

If the Vehicle cannot be repaired on the spot, and towing is necessary, then the driver and his passengers defined in chapter "Beneficiaries" will benefit from following services (b to g).

### b) Towing

The Vehicle will be towed to the nearest Renault E-Tech dealer.

## Additional assistance benefits

If the Vehicle cannot be repaired the same day or if the repair time is more than 3 hours, according to the repair time defined by the Manufacturer, the Customer can benefit, according to the situation, from one of the following additional services.

NB: Users of Renault Vehicles provided by a short term rental company or of Vehicles with a seating capacity higher than 9, or Vehicles with additional changes (refrigeration system, driving school), do not enjoy the additional assistance benefits.

### c) Overnight accommodation

If the Vehicle is more than 50 miles away from the Customer's permanent residential address, and if the Customer wishes to wait for the repairs of the Vehicle, Renault E-Tech Assistance will arrange and will support the costs for overnight accommodation for the Customer and his passengers for up to 3 nights in a hotel selected by Renault E-Tech Assistance. Any additional costs (other than breakfast), such as meals, drinks, telephone calls and newspapers are not covered and must be settled by the Customer.

### d) Alternative travel arrangements – or – e) home return (these services are not cumulative with one another or with accommodation)

If the Customer does not wish to wait for the repairs of the Vehicle, Renault E-Tech Assistance will arrange and support the costs for the most direct onward travel:

- Rail
- Air (economy) if the travel by train is longer than 8 hours
- Boat
- Taxi, up to 100 miles
- Any other appropriate and locally available transportation means.

### e) Collection of the repaired Vehicle (this service is cumulative with the previous ones)

In order to collect the Vehicle after repairs, RENAULT E-Tech ASSISTANCE will arrange and support the costs for one of the means described in the paragraph entitled "Alternative travel arrangements or Home return" for the Customer or for a person designated by him.

### f) Replacement vehicle (this service is not cumulative with the previous ones)

If the Vehicle cannot be repaired the same day or if the repair time is more than 3 hours, according to the repair time defined by the Manufacturer, the Customer can benefit from a replacement vehicle free of charge up to 3 days, provided by Renault, subject to local availabilities. See details about providing the replacement vehicle in the "Mobility" Section.

### g) Connection costs

RENAULT E-Tech ASSISTANCE will assist with all the connecting costs between stations, airports, hotels, home address and vehicle repairs location.

## Mobility

The Customer may also receive a courtesy vehicle for a fault or breakdown that does not result in immobilisation of the Vehicle (provided this is not the result of an accident) where the repair is covered by the Warranty and exceeds 3 hours, according to the repair time defined by the Manufacturer.

The Customer must arrange an appointment at least 48 hours before the scheduled repair, in order to allow the Renault E-Tech Dealer to ensure the availability of a courtesy vehicle. Customers must specifically request a courtesy vehicle when making appointments with a Renault E-Tech Dealer.

- The courtesy vehicle will be available to the Customer during the downtime of the Vehicle and may not exceed 3 days.
- The courtesy vehicle will be offered to the Customer according to local availability.
- The use of the courtesy vehicle will be subject to the terms and conditions of the hire company.
- The courtesy vehicle must be returned to the place where it was hired.
- The additional costs such as additional insurance, tolls or fuel shall be borne by the Customer.
- Vehicles that have been subject to further adjustments (such as but not limited, a refrigerated vehicle, driving school, taxi) as well as short-term rental Vehicles and Vehicles of more than 9 seats do not benefit from the provision of a courtesy vehicle.
- Please note a like-for-like courtesy vehicle cannot be guaranteed.