



All models registered from 1st August 2022

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 and aims to provide you with peace of mind motoring, by providing assistance if your Vehicle (“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 100% electric cars and LCV from the 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

Renault Assistance covers the UK, & Northern Ireland (excludes Republic of Ireland)

Beneficiaries

Renault Assistance covers the Vehicle, therefore any authorised driver (“The Customer”) and all other occupants of the eligible Vehicle up to the legal seating capacity benefit from Renault Assistance. Assistance will be provided should the Vehicle become immobilised 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 driver. 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 under “Additional Assistance Benefits”.

Renault At Home Assistance

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

Renault Recovery

If the Vehicle breaks down more than 1/4 mile from home and a prompt local repair at the roadside is not possible, Renault Assistance can arrange onward travel 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 the driver or other occupants. 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.

Operations of Roadside Assistance

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

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

On receipt of the call, and depending on the situation, Renault Assistance will arrange assistance free of charge for any defect deemed to be a manufacturing defect.

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

The Customer will not need to pay any advance expenses except for, 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 Assistance as soon as the Vehicle leaves the motorway.

Please note: Renault Assistance will not cover expenses incurred by the Customer without prior consent. Roadside assistance services and additional services are exclusively arranged by Renault Assistance.



How to call Renault Assistance

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time of the call. Ensure you remain in a safe place near the 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 085 8005.

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 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 Dealer.

Additional assistance benefits

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

Please note (c and d / c and e) are not cumulative with one another.

c) Arrange a vehicle

For up to 72 working hours (3 working days). 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 damage deposit with a debit or credit card and adhere to the terms and conditions of the hire. You will also be responsible for returning the vehicle with the correct level of fuel and any additional costs or damage incurred. During working hours the Renault Dealer will arrange a vehicle for you under the same conditions as above. Please note a like-for-like vehicle cannot be guaranteed.

d) 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 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 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.

e) Alternative travel arrangements to reach a destination or a home return

If the Customer does not wish to wait for the repairs of the Vehicle, Renault 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.

f) Connection costs

Renault Assistance will assist with all the connecting costs between stations, airports, hotels, home address and vehicle repair location, up to the total cost for all travel arrangements as stated below.

The cost of public transport options above and any connections are for the driver and passengers up to the legal seating capacity of the Vehicle, to reach the end of your journey or return home. This is subject to a maximum of £150 per person, or £500 for a group, whichever is less for the travel arrangements and connections.

g) Collection of the repaired Vehicle (this service is cumulative with the previous ones, c and e)

In order to collect the Vehicle after repairs, Renault Assistance, at its discretion, and if the Vehicle is more the 50 miles from the customers home, will arrange and support the costs for the Vehicle to be returned to the Customers home address.

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 above.

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 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 Warranty
- Keys locked inside the Vehicle, lost or stolen.
- Road traffic accidents.
- Incidents involving trailers and caravans being towed causing damage or immobilisation of the Vehicle
- Changes of punctured or damaged tyres, or wheels.
- Flat 12v battery due to non approved or external devices fitted including but not limited to tail lifts or over use of items attached to the 12v socket
- European assistance.

We will arrange assistance if requested but the responsibility of paying for assistance remains with the Customer or the nominated driver. If you call for assistance in these instances, you will be responsible for paying a charge at the time of request.