

RENAULT E-TECH ELECTRIC ASSISTANCE TERMS AND CONDITIONS



All-New Mégane E-Tech 100% Electric registered from 1st August 2022

Roadside Assistance and additional services

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

Duration of All-New Mégane E-Tech 100% Electric Assistance

Your Vehicle is entitled to 36 months (unlimited mileage the first 24 months, then limited to a total of 100,000) Renault Assistance cover commencing from the date the Vehicle is first registered.

SUMMARY OF COVER

Year	Mileage Limitation	Renault Roadside Assistance (includes Home)	Renault Recovery	Renault Onward Travel	Tyres	European Cover	Out of Charge
Years 1 to 3 (month 0 – 36)	✓	✓	✓	✓	X	X	✓ Years 1 to 5

All-New Mégane E-Tech 100% Electric Assistance Cover Details

Beneficiaries

Renault Assistance only provides assistance for 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:

- 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.
- In relation to the immobilisation of the Vehicle due to the Vehicle's Traction Battery being out of charge. Here Renault assistance will provide on-the-spot charging or a tow to the nearest charging point, up to a maximum of 10 miles, from month 0 to 60 from the date of first registration.

What is not included?

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):

- 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.

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 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 Assistance as soon as the Vehicle leaves the motorway.

ATTENTION: 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.

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How to contact Renault Assistance

The quickest and easiest way to contact us is via the MyRenault app and select “Help” to complete the online form.

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time you contact us. Ensure you remain in a safe place near your Vehicle. If the problem resolves itself before the assistance arrives, please contact 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 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 their 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 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 Assistance will arrange and will support the costs for overnight accommodation for the Customer and their 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.

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 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 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 them.

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 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 of the Vehicle (provided this is not the result of an accident) where the repair is covered by the Warranty.

- The courtesy vehicle will be available to the Customer during the downtime of the Vehicle and may not exceed 3 working 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.