

## ***PREMIUM ROADSIDE ASSISTANCE***

If you need help on the road at any time of day or night, Mazda Premium Roadside assistance is there for you. A simple phone call galvanises Mazda's support system into action to ensure you are looked after with the expert care and attention you deserve.

### ***24-HOUR ROADSIDE ASSISTANCE***

Day or night, city or country, Mazda Premium Roadside Assistance is there when you need it. If the unlikely happens and your Mazda can't be driven, we'll try to fix the problem over the phone. Or if need be, we'll send someone to help you straight away.

Whenever you need help, call one of our friendly operators on **1800 807 405**.

So we can get you back on the road and enjoying Zoom-Zoom again, please have ready:

- Your registration number
- Your location
- A brief description of the problem
- Your phone number
- For safety reasons, please make sure you are with the car at all times, unless you have made alternative arrangements with the Customer Service Assistant.

### ***THINGS WE CAN HELP YOU OUT WITH***

#### **Lost or locked in keys (inc. Emergency Vehicle Access)**

If your vehicle's keys have been lost or locked in the vehicle, Mazda Roadside Assistance will provide emergency assistance to:

- Locate and deliver a spare key; or
- Arrange for you to retrieve a spare key if more practical; or
- If an emergency situation arises and it is necessary to gain access to the vehicle, Mazda Roadside Assistance will attempt to gain access only after written consent is given. Mazda Roadside Assistance will not be responsible for any damage incurred or for any repair costs resulting from gaining access to the vehicle. A limit of \$150.00 (incl. GST) will apply to this service. All additional costs will be your responsibility.

#### **Keeping others informed**

As the result of a breakdown or accident, Mazda Roadside Assistance will:

- Relay urgent messages to family, friends or business associates likely to be affected or concerned by the disruption or delay; and/or
- Provide advice on local transport options and alternatives.

#### **Flat or faulty batteries**

If you have a flat or faulty battery we can jump start it for you or co-ordinate a replacement. You may be responsible for the cost of the battery.

#### **Emergency fuel**

Mazda Roadside Assistance will provide enough 'free' fuel for you to travel to the nearest available petrol station. In some instances your vehicle may be transported to the nearest petrol station.

#### **Flat or damaged tyres and wheels**

Mazda Roadside Assistance will change a flat tyre with the vehicle's spare wheel, or, if necessary, transport your vehicle to an approved tyre outlet, or your authorised Mazda service facility.

#### **Towing and transportation**

Where your vehicle cannot be driven due to a breakdown, it will be transported to the nearest Mazda service facility (limit of 50kms) where repairs may be carried out. If your vehicle requires towing outside of the 50kms radius\*, it will be towed to the nearest service facility.

#### **Taxi**

Where your vehicle cannot be driven due to a breakdown and must be transported, Mazda Roadside Assistance will provide a taxi ride to the value of \$50.00 (inc. GST). This is to help you continue your journey to the nearest town or within the same city where the breakdown occurred.

#### **Accident co-ordination**

Mazda Roadside Assistance will provide co-ordination of towing arrangements following an accident and will also advise on accident procedures. If required, Mazda Roadside

Assistance will co-ordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility and may be recoverable from your insurance company.

#### **Vehicle recovery**

If your car is unable to be driven due to a mechanical breakdown and is more than 100kms by road from your home, and you have left to continue your journey, vehicle relocation will be provided to deliver the repaired vehicle to your home or intended destination. We can also arrange for you to return to your vehicle to a maximum value of \$200.00 (inc. GST).

#### **Accommodation**

If your car cannot be driven due to a mechanical breakdown and is more than 100kms by road from your home, accommodation will be provided for you for one night to a maximum value of \$150.00 (inc. GST). This will be provided should you decide to remain with the vehicle whilst it is being repaired locally, or, breakdown has occurred outside the hours when alternative transport could be arranged. Any amount charged in excess of this limit will be your responsibility. This benefit covers room only and excludes meals, phone calls, laundry, etc. This entitlement is not available in addition to the rental vehicle benefit, as explained next.

#### **Rental vehicle**

If your car cannot be driven due to a mechanical breakdown and is more than 100kms by road from your home, a rental vehicle will be provided for a maximum of three days to a maximum limit of \$300.00 (inc. GST). Any amount charged in excess of this limit will be your responsibility. Rental vehicle entitlements will cease on the day your vehicle is repaired. This entitlement is not available in addition to the accommodation benefit. In normal circumstances, Mazda Roadside Assistance will arrange for a late model, two-wheel drive sedan/station wagon hire car for you. Mazda Roadside Assistance will arrange and pay for delivery, relocation and stamp duty provided it is within the maximum limit. In the event that the rental vehicle is involved in an accident, the accident excess is also your responsibility.

- If the driver's licence history or age will not allow the rental company to provide a hire car, the provision of alternative transport in lieu of rental car will be at Mazda Roadside Assistance's discretion to the same maximum comparable hire car cost.
- If a rental bond cannot be provided by the driver at the time of securing the hire car, provision of the hire car will be at the discretion of the rental company.

Mazda Roadside Assistance will not provide the rental bond, but at its discretion, may provide alternative transport in lieu of rental car to the same maximum comparable hire car cost.

### ***THINGS THAT AREN'T COVERED BY MAZDA ROADSIDE ASSISTANCE***

- Costs relating to parts, labour and any other associated costs for the repair of a vehicle;
- Unregistered vehicles;
- Unattended vehicles;
- Caravans or trailers;
- Vehicles located off road;
- Vehicles operating as a commercial rental, hire vehicle or taxi;
- Vehicles involved in or connected with any form of racing or motor sports, such as driving on a race track or competing in organised road or off-road rallies;
- Accident damage, classified as damage by impact or collision of any nature, attempted or successful theft or where control has been lost of the vehicle causing damage to the vehicle, third party property or persons;
- Repeat service calls due to owner/driver related faults;
- Where your vehicle cannot be driven due to neglect, inappropriate maintenance, repair or use, whether intentionally or by neglect;
- Bugged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our service provider and service is at our discretion.

- Costs of mechanical repairs and maintenance, unless covered by a separate warranty are the responsibility of the owner (subject to applicable legislation).

### ***TERMS AND CONDITIONS***

#### **Cover**

Mazda Customers will be entitled to coverage under the Mazda Roadside Assistance 24 Hour program for the period of their membership. Access to these services is 24 hours a day, 7 days a week.

#### **Communications**

The valid customer will access the Mazda Roadside Assistance program via a unique 1800 number supplied to the driver by Mazda Australia.

#### **Validity**

Assistance is available to those customers whilst driving a Mazda nominated vehicle. Change of vehicle driver does not affect the validity of the program. Mazda Roadside Assistance applies during the valid period and is offered to provide owners with roadside assistance or advice on the operation of their vehicle anywhere in Australia, 365 days a year.