LAND ROVER ASSISTANCE

Land Rover Assistance is a comprehensive assistance programme, designed specifically for Land Rover drivers to promote absolute peace of mind. The programme provides assistance in motoring emergencies ranging from immobilisation due to breakdown or accident, through to minor emergencies such as punctures.

If your vehicle is immobilised, Land Rover Assistance will attend your vehicle. If the problem cannot be resolved at the roadside, we will recover your vehicle to the nearest Land Rover Authorised Repairer.

If the Land Rover Authorised Repairer cannot repair your vehicle promptly, you may be eligible for additional benefits such as a replacement vehicle.

The benefits of Land Rover Assistance are available throughout the manufacturer's new vehicle warranty period.

DEFINITIONS FOR LAND ROVER ASSISTANCE

The following words and phrases are used throughout this booklet and are defined as follows:

Abroad means any country in Europe other than the home country.

Additional benefits are replacement vehicle, public transport, hotel accommodation, storage, vehicle redelivery and vehicle repatriation.

Eligible vehicle is the Land Rover vehicle that is still within the manufacturer's new vehicle warranty period and has a home country that appears on the list of participating countries.

Europe means the following countries:

Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (excluding the Faeroe Islands), Estonia, Finland (excluding Aland), France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Turkey, Ukraine and the United Kingdom.

Home country means the country in which Land Rover systems show the eligible vehicle as having been sold to a Land Rover dealer. This will normally (but not always) be the country in which the vehicle was first sold by the Land Rover dealer.

Immobilisation means that your vehicle is not driveable due to a vehicle fault, a road traffic accident or an incident in which the vehicle is not at fault.

Participating countries are:

Austria, Belgium, Croatia, Czech Republic, Estonia, Finland, France (including Martinique, Guadeloupe and La Reunion), Germany, Gibraltar, Hungary, Italy, Latvia, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain (including the Balearic Islands and Tenerife but excluding the Canary Islands), Sweden, Switzerland, Ukraine and the United Kingdom.

Roadside repair (or fix) means either a temporary repair or permanent repair of a vehicle fault.

Road traffic accident is a collision involving your vehicle and another object, person or animal.

Vehicle fault means any fault covered by the manufacturer's new vehicle warranty.

Vehicle not at fault means keys locked in vehicle, lost keys, stolen keys, incorrect fuel, running out of fuel, punctured tyre, glass breakage, damage or destruction by fire, theft or vandalism, damage caused by the fitment of non approved accessories or accessories not fitted in accordance with the manufacturers instructions, vehicle being kept in an unroadworthy condition, and vehicle not serviced in accordance with the manufacturer's recommendations.

Your vehicle is a Land Rover vehicle that is eligible to receive Land Rover Assistance.

SERVICE PROVISION

Assistance Centre

The Assistance Centre is open all day, every day. Whether you are at home or abroad, you will have direct access to trained assistance personnel who speak your language and who can arrange for the appropriate resources to be deployed.

Home start

We will provide assistance if your vehicle is immobilised at your home address. Our aim is to fix your vehicle and get you on your way. If we are unable to do this within a reasonable period of time we will recover your vehicle to the nearest Land Rover Authorised Repairer.

Roadside repair

We will provide assistance if your vehicle is immobilised while driving in your home country. Our aim is to fix your vehicle and get you on your way. If we are unable to do this within a reasonable period of time we will recover your vehicle to the nearest Land Rover Authorised Repairer.

Recovery to home dealer

If immobilisation is due to a vehicle fault and we've been unable to perform a roadside repair, you may elect to have your unrepaired vehicle recovered to the Land Rover Authorised Repairer nearest to your home address.

European Assistance

We will provide assistance if your vehicle is immobilised while driving in Europe. Our aim is to fix your vehicle and get you on your way. If we are unable to do this within a reasonable period of time we will recover your vehicle to the nearest Land Rover Authorised Repairer.

Additional benefits

Additional benefits may be available if your vehicle suffers a vehicle fault that cannot be repaired at the roadside and we cannot arrange for repair by the local Land Rover Authorised Repairer within a reasonable period of time.

Onward mobility

You and your passengers may be provided with an alternative means of reaching your destination. Depending on your circumstances, you may be offered one or more of the following options:

- A replacement vehicle, or
- Public transport, or
- Hotel accommodation.

These additional benefits are dependent on availability and are provided at the discretion of Land Rover Assistance, see **15, LAND ROVER ASSISTANCE TERMS AND CONDITIONS**.

Replacement vehicle

A replacement vehicle will be available while your vehicle is being repaired for up to a maximum of two working days. If immobilisation occurs while driving abroad this will be up to ten working days. Land Rover Assistance will pay for taxi costs up to a combined total of £60 for collection and delivery of the replacement vehicle.

Public transport

If a replacement vehicle is not a viable option, we will wherever possible organise and pay for you and your passengers to continue your journey by first-class train or scheduled economy air travel.

Hotel accommodation

If the immobilisation occurs more than 50 miles from your home address and overnight accommodation is a more practical option, we will pay for the cost of hotel accommodation for you and your passengers for one night. If immobilisation occurs while driving abroad this will be up to seven nights.

Redelivery of the unrepaired vehicle

If you prefer, you may elect to have your vehicle recovered to the Land Rover Authorised Repairer nearest to your home address rather than the one nearest to the incident.

Storage

If your vehicle has to be stored following recovery by Land Rover Assistance, we will pay for the cost of storage up to a maximum of £100.

Vehicle collection

Land Rover Assistance will pay for reasonable costs incurred to collect your vehicle once it has been repaired.

Redelivery of the repaired vehicle

Alternatively, if the Land Rover Authorised Repairer is located more than 50 miles from your home address, you may elect to have your repaired vehicle delivered to your home.

Vehicle repatriation

If your vehicle has been recovered by Land Rover Assistance to a Land Rover Authorised Repairer abroad and if the repairs cannot be completed before your intended return date, we will arrange and pay for repatriation of your vehicle to your home address.

Message service

If your journey has been delayed due to the immobilisation of your vehicle, we can pass on urgent messages to family, friends or business.

OBTAINING ASSISTANCE

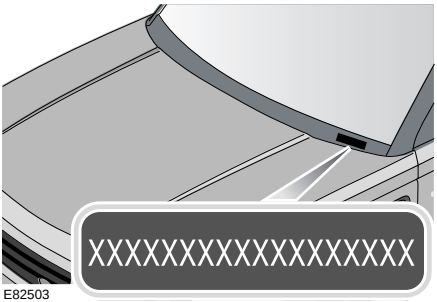
Should you require assistance, you should contact Land Rover Assistance immediately. Please do NOT make your own arrangements.

It would greatly assist us and speed up the assistance process if you could have the following details to hand when contacting Land Rover Assistance:

- Your name and exact location.
- A brief description of the incident.
- A contact telephone number.
- The registration number and VIN (vehicle identification number) of your Land Rover.

Locating your VIN

Your VIN is visible through the windscreen.



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You will be asked to provide this number along with your registration number. If you have not done so already, please take this opportunity to record them on your membership card. The VIN is also recorded in your Service Portfolio.

Assistance telephone numbers

United Kingdom - 0800 521 786

If outside UK + 44 1926 320003

Calls to Land Rover Assistance may be recorded to assist in confirming details of calls that may be incomplete or unclear. Recordings may be used for training purposes.

LAND ROVER ASSISTANCE TERMS AND CONDITIONS

Additional benefits

If your vehicle is immobilised as a result of an incident for which the vehicle is not at fault, additional benefits will not be provided. Where additional benefits do apply, these are subject to the terms and conditions of Land Rover Assistance.

Adverse weather conditions

Please be aware that adverse weather conditions such as high winds, snow or floods can make some Land Rover Assistance operations physically impossible until the weather improves. Our immediate priority will be to ensure that you and your passengers are taken to a place of safety and it may be necessary to attend to your vehicle later.

Caravan/Trailer

If your vehicle is immobilised, we will tow your caravan or trailer to a destination near to the appropriate Land Rover Authorised Repairer. Land Rover Assistance will not, however, be held responsible for any goods or animals (other than domestic pets) being transported.

European motorway/autoroute restrictions

On certain major roads in some European countries, you must use the official SOS boxes at the side of the road to be connected to the authorised assistance service and arrange for initial recovery. These roads are privatised and we may be prevented from assisting on them. You should contact Land Rover Assistance at the earliest opportunity so that we can arrange for the most appropriate assistance once your vehicle has been recovered to a place of safety. Costs incurred for initial recovery should be claimed back from Land Rover Assistance.

Glass breakage

We can on your behalf contact a Land Rover Authorised Repairer or Land Rover approved glass supplier, who will usually be able to supply and fit replacement glass. You will be liable for the cost of replacement parts and fitting charges.

Hotel accommodation

The maximum amount payable by Land Rover Assistance for hotel accommodation will not exceed £100 per person per night (£150 in capital cities).

Fuel

If your vehicle is immobilised due to the use of incorrect fuel (or running out of fuel) and the problem cannot be resolved at the roadside, Land Rover Assistance may at its discretion, recover your vehicle to the most appropriate Land Rover Authorised Repairer.

Languages spoken

Languages spoken at the Assistance Centre will be appropriate to the home country. Languages spoken by the roadside technician will be appropriate to the country in which the assistance takes place.

Limited assistance

The benefits of Land Rover Assistance are not limited to mechanical breakdown, we aim to assist in the event of most types of motoring emergency. Please note however, that if your vehicle is immobilised as a result of an incident for which the vehicle is not at fault, then additional benefits will not apply.

Lost keys and keys locked in vehicle

At our discretion, we will endeavour to provide assistance by the most practical method. However, should we be unable to gain entry to your vehicle, modern security systems may necessitate a forced entry. If this is the case, you will be asked to sign a declaration stating that you have given permission for this action, and that any costs for resultant damage will be your responsibility. These costs may be covered by your motor insurance policy.

Punctured tyres

Punctures to tyres do not merit additional benefits. However, if your vehicle should suffer multiple punctures in one event, or your vehicle is not equipped with a spare wheel as standard and a tyre in use suffers dangerous tyre wall damage, extra assistance may be required. If repairs cannot be made within a reasonable period of time, Land Rover Assistance will determine at its sole discretion the appropriate level of extra assistance.

Reclaiming expenses

If you have been authorised by Land Rover Assistance to pay for a covered benefit and wish to recover the costs, please retain original receipts and contact Land Rover Assistance for details of the reclaim procedure.

Release fees

Should your vehicle be stolen or involved in a road traffic accident and subsequently recovered by the police, you will be liable for any release fee payable before we can remove your vehicle. These costs may be refundable under the terms of your motor insurance policy.

Replacement vehicles

A replacement vehicle will be sourced through one of the major vehicle rental companies. You may be required to enter into a hire contract with the rental company and you must be able to comply with their conditions of hire. You will be responsible for any additional costs (including but not limited to fuel, congestion charges, parking fines, speeding fines, and toll charges). Insurance requirements may stipulate maximum and minimum age requirements. If you are outside of the stated age range we will endeavour to make alternative arrangements, but these cannot be guaranteed.

Certain endorsements on your driving licence may prejudice your eligibility to hire a vehicle. A valid driving licence and a credit card deposit (to cover any additional costs) will be required. Please note that we cannot guarantee availability of specific models or vehicles fitted with accessories such as roof racks and tow bars.

Road traffic accidents

In the event of a road traffic accident, replacement vehicle entitlement is limited to a maximum of two working days, both in your home country and abroad.

Validity outside your home country

Land Rover Assistance is only available outside your home country for single trips that do not exceed 30 days and for a maximum of 91 days overall duration in any 12 month period. It is recommended that adequate travel insurance should be taken out in such circumstances.

Vehicle repatriation from abroad to your home country

You will be asked to provide Land Rover Assistance with a signed inventory of all items left in your vehicle prior to repatriation. Neither Land Rover Assistance nor its agents accept any liability for the subsequent loss of, or damage to, any items not declared on this inventory.

The maximum amount payable by Land Rover Assistance for vehicle repatriation will not exceed the market value of your vehicle.

EXCLUSIONS

Land Rover Assistance will not pay for:

- Any expense incurred without the prior authorisation of Land Rover Assistance.
- Any expense that would have normally been payable by you, such as fuel, congestion charges, parking fines, speeding fines and toll charges.
- The cost of replacement parts, unless covered by Land Rover Warranty.
- Any costs resulting from participation in motor racing, rallies, speed or duration testing.
- Any costs resulting from your vehicle being kept in an unroadworthy condition, or not being serviced in accordance with the manufacturer's recommendations. If, in the opinion of Land Rover Assistance, a recurring fault is due to poor maintenance, we reserve the right to limit the assistance to recovery of your vehicle to the nearest Land Rover Authorised Repairer.
- Any costs resulting from you being under the influence of intoxicating liquor or drugs, or from solvent abuse.
- Any consequential losses arising directly or indirectly from the immobilisation.
- Any additional losses not specified within the terms and conditions.
- Damage or injury intentionally caused by the beneficiary or resulting from participation in a criminal act or offence.
- Any costs incurred if your vehicle is disabled by floods or snow affected roads, is embedded in sand or mud or is not easily accessible.
- Specialist equipment charges - if the recovery of your vehicle requires the use of specialist equipment (for instance, if your vehicle is in an inaccessible location or if assistance is required as a result of a road traffic accident, multiple wheel theft or vandalism) any costs incurred will be your responsibility. These costs may be refundable under the terms of your motor insurance policy.
- Costs incurred as a result of accident damage that are covered by your motor insurance policy.
- Land Rover Assistance reserves the right to restrict or deny service in the event of your vehicle being re-registered in a second country.
- Land Rover Assistance maintains the right to refuse assistance to any person where it reasonably considers that the person or anyone accompanying the person is behaving in a threatening or abusive manner.

This list is not intended to be exhaustive. While recognising your consumer rights, Land Rover Assistance may extend the list of exclusions if and when there is a requirement to do so.

All services are provided at the discretion of Land Rover Assistance. Land Rover Assistance reserves the right to withdraw services in whole or in part without prior notice.