

Land Rover assistance

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, vehicle being kept in an unroadworthy condition, and vehicle not serviced in accordance with the manufacturer's recommendations.

Your vehicle is a Land Rover car 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.

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

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, you and your passengers will be provided with an alternative means of reaching your destination. Depending on your circumstances, you will 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 Cars Limited, see '*TERMS AND CONDITIONS*' on page 16.

Replacement vehicle

In most cases you will be offered a replacement vehicle for up to a maximum of five working days while your vehicle is being repaired. 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 100 Euros 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 second-class train or scheduled economy air travel.