

Terms and Conditions

This information outlines the benefits and service available as part of the AHG Roadside Assist Standard Plan. This plan is not an insurance contract, vehicle extended warranty contract, personal injury contract nor is it voidable or refundable. In cases of mechanical breakdown, AHG Roadside Assist requires that there be no fault on the part of the owner/driver for the vehicle failure. Costs of mechanical repairs and maintenance, unless covered by a separate warranty are the responsibility of the owner (subject to applicable legislation). AHG reserves the right to amend or withdraw service where utilisation is excessive due to lack of preventative maintenance or failure to rectify any recurring fault. AHG reserve the right to change, or terminate the conditions of its Roadside Assist program at its discretion, at any time.

Exclusions

AHG Roadside Assist will not apply to the following:

- Vehicles not registered on the system, (unless over the phone verification of date of first registration can be confirmed)
- Vehicles over 3.5 tonnes (GVM)
- Unattended vehicles
- Unregistered vehicles
- Caravans or trailers
- Vehicles operating as taxis, limousines, rental vehicles, hire vehicles and government vehicles.
- Vehicles located in a remote location. This is deemed as being a location not trafficable by a two-wheel drive recovery vehicle
- Where your vehicle is immobilised due to inappropriate maintenance, repair or use, caused intentionally or by negligence on the part of the owner, the driver or any other third party
- Boggled Vehicles

Privacy

AHG considers the security of your personal information as an important and necessary part of the responsible management of our data. AHG therefore takes all reasonable steps to ensure that your information is secure and is safeguarded from loss, misuse, unauthorised access, modification or disclosure. We will only disclose personal information in order to fulfil our obligations in respect of the provision of services to our customers. This document was correct at time of issue and is subject to change without notice. Your AHG Roadside Assist is offered by the Automotive Holdings Group Limited ABN 35 111 470 038. AHG Roadside Assist is provided by AGA Assistance Australia Pty Ltd trading as Allianz Global Assistance ABN 52 097 227 177.

**Don't forget to Register
for AHG Roadside Assist
in the next 14 days.**



**AHG
Roadside Assist**

**Register
now at
ahg.com.au**



Welcome to AHG Roadside Assist

Welcome to the AHG Roadside Assist Program! No matter where you are in Australia or what time of day it is, we can provide you with total peace of mind. You can be secure in the knowledge that we are available for you 24 hours a day, every day of the year, if the unexpected happens.

EASY TO REGISTER

To register your vehicle for **FREE 6 Months AHG Roadside Assist** please follows these 6 steps:

1. You need to register within 14 days of receiving this brochure. Go to ahg.com.au to start the process

2. Read the Registration information carefully and choose to register.

3. Complete all information requested.

Your unique code is:

4. You will receive an EMAIL confirming your registration. Print your confirmation and keep in your glove box.

5. Your AHG Roadside Assist will only cover you for a maximum of 6 months from date of purchase.

6. Each time you Service your vehicle (recommended Service) at any AHG dealership you will receive a new Roadside Registration form, once again giving you the option to join the AHG Roadside Assist program.

You must register within the next 14 days

Benefits

Tele-Assist

Once a service call has been received on the AHG freecall 1800 244 337 telephone number, our team of qualified Customer Service Assistants, will provide general advice specific to the operation of your motor vehicle. Should the vehicle be immobilised, where possible, over-the-phone diagnosis to enable vehicle mobilisation will be provided.

Roadside Assistance

In the event that your vehicle is unable to be mobilised over the phone, the Customer Service Assistant will immediately despatch an AHG Roadside Assist accredited service provider to the scene. The service provider will effect emergency repairs and/or rectify problems associated with the four most common elements of roadside difficulty, as follows:

1. Flat or Faulty Batteries

Jump-start flat batteries or coordinate battery replacement. AHG Roadside Assist is not responsible for the cost of the battery.

2. Emergency Fuel – Petrol/Diesel

AHG Roadside Assist will provide enough free fuel for the driver to travel to the nearest available re-fuelling facility, where the individual is to re-fuel at their own cost.

3. Flat Tyres/Damaged Wheel

AHG Roadside Assist will change a flat tyre/damaged wheel with the vehicle's spare wheel or, if necessary, transport your vehicle to an approved tyre outlet, or an AHG authorised service facility (as per Towing/Transportation).

4. Emergency Vehicle Access/Replacement of Lost Keys

If a vehicle's keys have been lost or locked in your vehicle, providing adequate proof of ownership is established, AHG Roadside Assist will provide emergency assistance to:

- Locate and deliver a spare key, or
- Arrange for a replacement key to be cut for you if possible and more practical, or
- In the case of emergency only, AHG Roadside Assist will attempt to gain access to your vehicle provided written consent to the entry has been supplied by the owner of the vehicle by way of indemnity for any damage to the vehicle caused by any attempt (where successful or not) to gain access to the vehicle. AHG Roadside Assist will not be liable for any repair costs incurred in gaining or attempting to gain access to your vehicle.

A limit of \$150.00 (inc. GST) will apply to this service, all additional costs will be the individual's responsibility.

Towing/Transportation

Where your vehicle cannot be mobilised at the breakdown, the vehicle should be towed to the dealership where the car was purchased from (limit of 50km). If the breakdown has occurred after hours and your vehicle cannot be taken directly to the nearest authorised service facility, AHG Roadside Assist will tow your vehicle to the nearest safe location within the 50km limit. If your vehicle requires towing outside of the 50km radius any costs above the 50km limit will be the individual's responsibility. This benefit does not extend to towing or transportation required as a result of an accident.

Emergency Message Relay

As a result of breakdown AHG Roadside Assist 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.

Accident Coordination

AHG Roadside Assist will provide coordination of towing arrangements following an accident and will also advise on accident procedures. If required, AHG Roadside Assist will coordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs will be the individual's responsibility and, if insured, may be recoverable from your insurance company.



IMPORTANT:
Please ensure you have registered before you call.



For AHG Roadside Assist
Freecall **1800 244 337**



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