



# Roadside Assist

Call 1300 123 123



**Maxxia offers a roadside assistance service that provides you with reassurance that if there's a breakdown, assistance is only a phone call away.**

Roadside Assist offers you 24-hour/7 days a week access to advice over the telephone and co-ordinates the following services to help you get back on the road:

- Roadside Assistance
- Minor Roadside Repairs
- Emergency Fuel
- Battery & Parts Replacement
- Key Replacement, Locksmith Service or Courier Service
- Emergency Towing
- Urgent Message Relay
- Accommodation and Rental Car Referral

Ensure peace of mind next time you're on the road with Roadside Assist, almost anywhere in Australia, for as little as \$6.50 per month (GST inclusive). Conditions and Exclusions apply which are set out below.



## Membership Benefits

Roadside Assist will provide you the following services:



### Roadside Assistance

Roadside Assist will rectify, where it is possible and safe to do so, most common breakdown related problems and immediate minor repairs including the inflation of a flat tyre, replacement of a flat tyre with your vehicle's serviceable spare, and jump-starting a flat battery.

The cost of any parts fitted will be at your expense.

### Minor Roadside Repairs

Roadside Assist will arrange and pay for a roadside assistance technician to attend the breakdown location to carry out minor breakdown related repairs, where it is possible and safe to do so at the roadside.

The cost of any parts fitted or a battery replacement will be at your expense.

### Emergency Fuel

Roadside Assist will arrange for either the supply of free emergency fuel up to 5 litres or tow your vehicle to the nearest refuelling station within 30kms. Any costs incurred in towing your vehicle beyond that limit will be your responsibility.

### Technical Advice

Telephone technical advice will be provided in relation to the vehicle operation, any safety warnings or lights that may appear or any other technical and mechanical information regarding your vehicle.

### Key Replacement / Locksmith Service

Where the key has been lost, stolen or locked inside the vehicle, Roadside Assist will, subject to availability, either arrange for the vehicle's spare key to be delivered to you or arrange for a locksmith to attend the breakdown location.

In the event that you require the vehicle to be broken into to recover keys locked inside the vehicle, to the extent permitted by law, no responsibility will be held for any loss or damage that occurs to the vehicle as a result. Due to contractor limitations this service may not be available in all cases.

The driver will be responsible for any costs in excess of \$150 including GST incurred in the provision of this service.

### Emergency Towing Assistance

In the event that your vehicle breaks down or is not safe to drive and immediate repair is not possible Roadside Assist will assist by making arrangements and paying for your vehicle to be towed to the nearest authorised repair facility.

Roadside Assist shall be responsible for the costs of emergency towing up to a limit of 30km from the breakdown site. Any costs incurred in towing your vehicle beyond that limit will be your responsibility.

### Urgent Message Relay

In the event of a breakdown or accident, Roadside Assist can relay messages to family members, friends or business associates to notify them of any possible delays.

### Hotel and Rental Car Referral

Roadside Assist can assist in providing the address and contact details of hotel accommodation and rental vehicles in the event of a breakdown. Where requested, reservations will be made on your behalf. This service is purely on referral or arrangement basis. Any third party expenses shall be your responsibility.

## Definitions

Words and expressions in these terms and conditions have the meanings given below.

**“accident”** means a collision between your vehicle and another vehicle or object, or a successful or attempted break-in or theft of your vehicle.

**“breakdown”** means a mechanical or electrical failure, which causes your vehicle to be immobilised or renders it unsafe to drive, provided that this is not occasioned by attempted theft or accident related damage; or a driver- related incident including basic call outs such as a deflated tyre, locked or lost keys, insufficient fuel or flat battery.

**“minor repairs”** means temporary on-the-spot fixes performed by a technician where possible to mobilise the vehicle. These repairs are limited in scope and do not involve major mechanical work or part replacements.

**“vehicle”** means any duly registered passenger, 4x4 recreational and light commercial motor vehicle under 2,500 Kg GVM.

**“You”** and **“Your”** means the nominated person registered with Roadside Assist for the registered vehicle, or any driver of the vehicle nominated by that person.

## Conditions and Exclusions

To be eligible for Roadside Assist, your vehicle must be purchased and registered in Australia, be less than 10 years old, serviced in accordance with the manufacturer’s instructions and be in sound mechanical and roadworthy condition.

We reserve the right to amend or withdraw services where we believe, acting reasonably use is excessive due to lack of regular preventative maintenance, non-compliance to rectify any recurring failures or numerous call outs due to owner/driver related error.

No responsibility will be held and no services provided where any of the following occur:

- The vehicle has undergone unauthorised modifications (including without limitation any replacements, removals or additions) not in conformity to the manufacturer’s specifications or the vehicle has been modified for racing, trails, or rallying or any accident or any claim has arisen in respect of such races, trails, rallies or participation in such activities.
- The vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer’s specifications or arising from or in connection with the improper, unauthorised, reckless or negligent operation of the vehicle or misuse of the vehicle.
- Services are required outside Australia.
- The person driving the vehicle does not hold a valid licence issued by a competent authority.
- Mechanical breakdown due to driver related damage or misuse of the vehicle other than the driver-related incidents listed in the definition of “breakdown”. In such cases, assistance may still be provided however, you will be responsible for all costs.



- Any damage to or theft of objects and accessories which are left in or outside the vehicle.
- Breakdowns resulting from or connected with unauthorised repairs or from faulty workmanship or the fitting of accessories to the vehicle which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer. In the event that a breakdown is caused by misuse, negligence or accident, any costs incurred in the provision of the service will be your responsibility. Misuse and negligence includes, but is not limited to, use of incorrect fuel, use of non-approved accessories, driver error and accident related damage. Costs may include, but are not limited to, the costs of parts, labour and vehicle transportation. These costs must be paid in full before the vehicle is returned to you.
- In the event Roadside Assist provides assistance to vehicles not accessible by two-wheel drive recovery vehicles, you will be responsible for the costs of providing this assistance.
- Roadside assistance through Maxxia will be automatically cancelled when your novated lease ends and may be cancelled by Maxxia in the event of non-payment. You may also choose to cancel at any time during your lease by contacting Maxxia. You may need to make a final monthly payment upon cancellation.



## Roadside Assist

In the event of a breakdown, you can contact Roadside Assist 24 hours a day seven days a week by calling **1300 123 123**.

**Important Information:** We offer Roadside Assist membership to you as a Novated Lease customer. It is your sole responsibility to determine whether Roadside Assist with its Policy Conditions and General Exclusions above apply. Please consider whether this information is right for you before making a decision and seek professional independent tax or financial advice. As a member of Roadside Assist you acknowledge and agree that Maxxia to the maximum extent under Australian law is not liable to you or any other person for any indirect, special or consequential loss, damage or injury arising from your membership. Subject to any non-excludable rights you may have under the Australian Consumer Law, Roadside Assist membership is non-refundable and you cannot transfer it to another vehicle. Maxxia may pay and/or receive commissions in connection with its services including Roadside Assist.

**Privacy:** Maxxia collects your personal information from you when you apply for a product and request any information from us, and we may use this information to contact you about our products, services and offerings. To read more about how we handle your personal information, please read our Privacy Statement at <https://www.maxxia.com.au/privacy-policy>.

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