

## **Lease2Go Roadside Assistance Terms and Conditions**

Your Lease2Go, Leased Vehicle is covered for Roadside Assistance. There is a 48 hour stand down period prior to using your Roadside policy. The vehicle must have no known defects at the time of joining. Should you require immediate assistance you will be required to pay for the costs of the service.

### **Anytime day or night, wherever you are**

With Roadside, help is just a phone call away, no matter what time it is or where you are in New Zealand. Just call 0508 697 623 (NZROAD) and quote your vehicle registration number

NZRA will send someone to you as soon as possible. Roadside operators are highly skilled and trained

### **You're covered for three call-outs per annum:**

While your vehicle's covered by Roadside, you can make up to three call-outs. You are covered for one call out per event and towing recovery is to the closest repairer or nearest place of safety, all outs on other specified Roadside services are covered.

If you need to make more call-outs or costs exceed the policy limits, NZRA will still provide the service, but you'll need to pay the extra costs as quoted at the time of service

### **Towing**

If your vehicle has a mechanical or electrical breakdown (not an accident) and isn't safe to drive, NZRA will tow it to the closest repairer or nearest place of safety.

For vehicles over 3500kg and longer than 5m in length specialised equipment will be required and quoted prior to despatching service as on a case-by-case basis.

### **Emergency fuel**

If you run out of fuel on the Roadside, NZRA will either bring 5l of fuel or we'll tow your vehicle to the nearest place you can fill up. The cost of the call out is covered but the fuel is at the Drivers expense..

### **Lock outs**

If you lose your keys or lock them in your vehicle, NZRA will either get your spare key to you, or a provider will attempt to gain entry to recover your keys. If we need to arrange a locksmith to cut new keys or locks, you'll need to pay the cost of any locksmith services. . If you ask NZRA (or the service provider) to break into your vehicle, you agree that NZRA (or the service provider) are not responsible for any damage. In some cases, breaking in may not be an option.

**Flat tyres**

If you get a flat tyre, NZRA will fit your vehicle's spare tyre, as long as it's roadworthy. If it's not, NZRA will tow you to the nearest service provider. You'll need to pay for any parts and labour. If the vehicle requires a specialist heavy fleet service provider to attend to change the wheel, repair a puncture or replace a tyre this organised at your expense.

**Flat batteries** NZRA will do their best to get your battery working at the roadside. If they can't restart it, they will tow you to the nearest service provider or place of safety. You'll need to pay for any parts and labour, including any replacement battery fitted if required.

**Technical advice** NZRA will provide technical advice over the phone. NZRA can advise you on vehicle operation, any safety warnings or lights that you're not sure about, or technical and mechanical information.

**Accident, break-in or theft**

If you can't drive your vehicle because it's been involved in an accident or break-in, or had parts stolen, you'll need to claim on your motor insurance with us, and NZRA will arrange a tow as part of your policy.

**Emergency contact** If you break down or have an accident, NZRA can connect your call to a family member, friend or workmate so you can let them know. Or they can call these people on your behalf.

**Locating parts and services** If you're travelling far from home, NZRA can help you find the closest repairer or service station.

**What you're not covered for** If any of the following things apply to your vehicle, it isn't covered by the Roadside programme. So, if you make a call-out, you'll need to pay the costs yourself.

**If you haven't paid a Roadside fee for the vehicle**

If the vehicle that's broken down isn't both insured with NZRA and part of the Roadside programme, it's not covered for call-outs. If you have more than one vehicle insured with NZRA, you must pay a Roadside fee for each one that you want to be covered by Roadside. Costs over and above policy limits will be paid by the policy members credit card prior to service being rendered.

**If your vehicle is used in certain ways**

Your vehicles not covered if, when it broke down it was being used for:

- racing, rallies, speed or duration testing, or anything similar.

**If your vehicle isn't roadworthy**

Your vehicles not covered if:

- it broke down because a known fault was neglected or not fixed properly
- it broke down because of a fault connected with a manufacturer's recall

- it doesn't have a current motor vehicle registration certificate and warrant of fitness, and the lack of these contributed to the breakdown
- it's been modified from the standard manufacturer's specification and has no modified certification issued by VINZ or LTSA (if one is required).

**If your vehicle is unattended**

You must be with your vehicle at the time the Roadside service is rendered, or pay for any additional services to re-attend the breakdown.

**If your vehicle gets into certain places or situations**

- Your vehicles not covered if: it's bogged down in off-road conditions and we can't get to it easily in a two-wheel-drive recovery vehicle\*
- it's stuck because of floods, snow, or other difficult conditions
- it's not on a public road (but it is covered if it's on a private residence)
- it's not in New Zealand.