

## ***MAZDA STANDARD ROADSIDE ASSIST***

No matter how careful or well prepared you are, the unexpected can always happen. A flat tyre, running out of fuel, or a flat battery can catch most of us out at times. It's in situations like these that Mazda Roadside Assistance is a welcome and reassuring aspect of new Mazda ownership.

### ***24-HOUR ROADSIDE ASSISTANCE***

Day or night, city or country, Mazda Roadside Assistance is there when you need it. If the unlikely happens and your Mazda can't be driven, we'll try to fix the problem over the phone. Or if need be, we'll send someone to help you straight away.

Whenever you need help, call one of our friendly operators on **1800 807 405**.

So we can get you back on the road and enjoying Zoom-Zoom again, please have ready:

- your registration number
- your location
- a brief description of the problem
- your phone number.

For safety reasons, please make sure you are with the car at all times, unless you have made alternative arrangements with the Customer Service Assistant.

### ***THINGS WE CAN HELP YOU OUT WITH***

#### **Flat or faulty batteries**

If you have a flat or faulty battery, we can jump-start it for you or co-ordinate a replacement. You may be responsible for the cost of the battery.

#### **Emergency fuel**

Mazda Roadside Assistance will provide enough 'free' fuel for you to travel to the nearest available petrol station. In some instances your vehicle may be transported to the nearest petrol station.

#### **Flat or damaged tyres and wheels**

Mazda Roadside Assistance will change a flat tyre with the vehicle's spare wheel, or, if necessary, transport your vehicle to an approved tyre outlet, or your authorized Mazda service facility.

**Lost or locked in keys** (inc. Emergency Vehicle Access) If your vehicle's keys have been lost or locked in the vehicle, Mazda Roadside Assistance will provide emergency assistance to:

- locate and deliver a spare key or
- arrange for you to retrieve a spare key if more practical or
- if an emergency situation arises and it is necessary to gain access to the vehicle, Mazda Roadside Assistance will attempt to gain access only after written consent is given. Mazda Roadside Assistance will not be responsible for any damage incurred or for any repair costs resulting from gaining access to the vehicle. A limit of \$150.00 (incl. GST) will apply to this service. All additional costs will be your responsibility.

#### **Keeping others informed**

As the result of a breakdown or accident, Mazda Roadside Assistance 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.

**Towing and transportation** When your vehicle cannot be driven due to a breakdown, it will be transported to the nearest Mazda service facility (limit of 50kms) where repairs may be carried out. If your vehicle requires towing outside of the 50kms radius\*, your vehicle will be towed to the nearest service facility.

**Accident co-ordination** Mazda Roadside Assistance will provide co-ordination of towing arrangements following an accident and will also advise on accident procedures. If required, Mazda Roadside Assistance will co-ordinate alternative transport to enable you to continue your journey. All accident towing and alternative transport costs are your responsibility and

may be recoverable from your insurance company.

\*All costs associated with towing further than 50kms will be your responsibility.

### ***THINGS THAT AREN'T COVERED BY MAZDA ROADSIDE ASSISTANCE***

- Costs relating to parts, labour and any other associated costs for the repair of a vehicle;
- Unregistered vehicles;
- Unattended vehicles;
- Caravans or trailers;
- Vehicles located off road;
- Vehicles operating as a commercial rental, hire vehicle or taxi;
- Vehicles involved in or connected with any form of racing or motor sports, such as driving on a race track or competing in organised road or off-road rallies;
- Accident damage, classified as damage by impact or collision of any nature, attempted or successful theft or where control has been lost of the vehicle causing damage to the vehicle, third party property or persons;
- Repeat service calls due to owner/driver related faults;
- Where your vehicle cannot be driven due to neglect, inappropriate maintenance, repair or use, whether intentionally or by neglect;
- Bugged vehicles. Except where access is available and is trafficable by a two-wheel drive recovery vehicle and no other specialist equipment is necessary. Should specialist equipment become necessary, additional costs are the driver's responsibility. Drivers will be advised of this condition prior to attendance by our service provider and service is at our discretion.
- Costs of mechanical repairs and maintenance, unless covered by a separate warranty are the responsibility of the owner (subject to applicable legislation).

### ***TERMS AND CONDITIONS***

#### **Cover**

Mazda Customers will be entitled to coverage under the Mazda Roadside Assistance 24 Hour program for the period of their membership. Access to these services is 24 hours a day, 7 days a week.

#### **Communications**

The valid customer will access the Mazda Roadside Assistance program via a unique 1800 number supplied to the driver by Mazda Australia.

#### **Validity**

Assistance is available to those customers whilst driving a Mazda nominated vehicle. Change of vehicle driver does not affect the validity of the program. Mazda Roadside Assistance applies during the valid period and is offered to provide owners with roadside assistance or advice on the operation of their vehicle anywhere in Australia, 365 days a year.