



Roadside Assistance on a sealed road

Terms and Conditions

CONTENTS

Club 4X4 Roadside Assistance.....	3
Roadside Assistance Exclusion and Limitations	4

This brochure explains the terms and conditions of our roadside assistance on a sealed road cover, which is available for purchase as an optional extra with our Club 4X4 Comprehensive 4x4 Insurance policy. This information supplements the outline provided in the relevant Club 4X4 Insurance Product Disclosure Statements (PDS) under “Optional extras”.

Unless otherwise specified, a term defined in the PDS has the same meaning as in the PDS.

Club 4X4 Roadside Assistance

Weight Limits

Club 4X4 Roadside Assistance covers vehicles up to 3.5T GVM and 6m total in length.

Areas Covered

Club 4X4 Roadside Assistance covers your vehicle insured under the Club 4x4 4WD Insurance on sealed roads Australia Wide, 24 hours per day, 365 days per year. The relevant Club 4WD PDS defines a sealed road as a tarred, publicly accessible road.

Benefits Available

Flat Battery Jump Start – Assistance to come out and jump start your vehicle to get you on your way again. We do not cover the cost of a replacement battery.

Flat Tyre change – Assistance to fit your roadworthy spare wheel that you own.

Locked/Lost Keys – A contribution of up to \$77.00 for the cost of unlocking your vehicle if you lock your keys in the car or lose them (but not stolen). Excludes key cutting or replacement services.

Out of fuel – Collection and delivery of fuel to you if you run out of fuel (up to 5L supplied at the driver's cost) to allow you to reach the nearest petrol station.

Towing – Up to 50km towing free of charge in the case of a breakdown which can't be rectified on the side of the road. Towing is to the nearest service centre or mechanical repair facility and additional kms over the free allowance will be charged at industry rates.

Roadside Assistance Exclusions and Limitations

Service can be refused, or excess charges may apply in the following situations:

- Unregistered vehicles, trucks, buses, vehicles used for hire or reward including, but not limited to taxis, limousines, chauffeured vehicles and rental/loan cars.
- Vehicles that require specialist or heavy equipment for removal, extraction from multi-storey or underground car parks, are bogged or are not within easy reach of a public road.
- Vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage (vehicles involved in a claimable event) under other covers of the Club 4x4 4WD insurance.
- Vehicles that are already at a service centre or repair facility.
- Heavy vehicles, trucks and equipment over 3.5t gross weight and 6m in total length.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- Australia Wide Assist will not be liable for increased/additional costs and expenses because of a breakdown in a remote location.
- Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from manufacturers specifications i.e. excessively lowered and modified for racing.
- Repeated/excessive call outs due to driver related faults, vehicle neglect or abuse, as reasonably determined by AWA or its contractor, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- Australia Wide Assist at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards Australia Wide Assist staff or its contractors or attempts to receive service by deception.
- In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, Australia Wide Assist or its contractors will not accept responsibility or liability for damage that may occur as a result.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances the driver will be required to arrange their own rescue at their own cost.



Insurance for 4X4 enthusiasts

YOU CAN CONTACT US:

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Further information is available on our website: www.club4x4.com.au