

MITSUBISHI ASSISTANCE



UK & EUROPEAN BREAKDOWN RECOVERY POLICY DOCUMENT

MITSUBISHI ASSISTANCE PACKAGE



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1. BREAKDOWN ASSISTANCE

Mitsubishi Assistance provides you with the following assistance services and benefits for motoring emergencies to aid you in the event of a covered **breakdown/immobilisation** in the **UK** or **Continental Europe** as set out in this section of this document.

1.1 WHAT TO DO IF YOU NEED ASSISTANCE

If you require help, please do not attempt to make your own arrangements as reimbursement cannot be made to you retrospectively.

Please contact **Mitsubishi Assistance** with the following details:

- Location of vehicle
- Registration number of your vehicle
- A contact telephone number
- Description of problem

When in the **UK** please call **0208 603 9933** if calling from a mobile or freephone **0800 587 9833**.

When in **Continental Europe** call **+44 208 603 9933**.

All calls to **Mitsubishi Assistance** may be recorded. This will assist us in confirming details of a call that may be incomplete or unclear.

1.2 EUROPEAN AUTOROUTE RESTRICTIONS

If assistance is required on a French Autoroute or on certain other Autoroutes in **Continental Europe**, you must use the official SOS boxes at the side of the road to arrange initial assistance or recovery. As these roads are privatised, neither **Mitsubishi Assistance** nor any other assistance organisation is allowed to assist you on these roads.

Once the vehicle has been recovered from the Autoroute, you should contact **Mitsubishi Assistance** and we will make any further arrangements for you and inform you how to reclaim costs incurred for recovery from the Autoroute.

1.3 BENEFITS IN THE UK

1.3.1 Recovery or Roadside and Home Assistance

In the event of **breakdown/immobilisation**, **Mitsubishi Assistance** will organise and pay the costs of taking the vehicle to the nearest and/or most appropriate Authorised Mitsubishi Dealer should assistance at the roadside prove unsuccessful.

Subject to **Mitsubishi Assistance** having first provided Recovery / Roadside or Home Assistance in the **UK**, you will then be entitled to the following benefits:

1.3.2 Onward Travel or Hotel Accommodation or Car Hire

In the event of **breakdown/immobilisation** in the **UK** causing the vehicle to be immobilised for a period of more than 4 hours, **Mitsubishi Assistance** will organise and pay for the following:

- First class rail transport, or equivalent costs of more convenient travel, to enable the **beneficiaries** to return or continue to any destination of the **beneficiaries'** choice within the **UK**.

Or

- Overnight hotel, bed and breakfast accommodation, up to £100 (inc. VAT) per **beneficiary** up to a maximum of £300 (inc. VAT) in total for all **beneficiaries**. Overnight hotel accommodation only applies if the **breakdown/immobilisation** of the **vehicle** occurs more than 30 miles from the home address of any of the **beneficiaries** and only when the **beneficiaries** have to prolong their stay as a direct result of the covered **breakdown/immobilisation**.

Or

- In the event of **immobilisation** for more than 4 hours, **Mitsubishi Assistance** will organise and pay for a temporary replacement vehicle, during the time that the vehicle is being repaired, for a maximum period of 2 days or 5 days if more than 30 miles away from home. The temporary replacement vehicle will only be provided if **Mitsubishi Assistance** has arranged recovery to an Authorised Mitsubishi Dealer.

The driver must be able to satisfy the requirements of the car rental company which include:

- Possession of a full valid **UK** or EU driving licence with no more than 9 penalty points – For photo ID licences both parts must be produced.
- A valid credit or debit card – For security authorisation to cover excess fuel usage, unauthorised days hire and / or driving offences.
- Due to insurance liability **Mitsubishi Assistance** may be unable to provide a rental vehicle to drivers under the age of 21.
- Please note that it remains the responsibility of the signatory on the rental agreement to ensure that the rental provider is notified of the cessation of the hire within the agreed rental period.

You must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **covered vehicle**. The temporary replacement vehicle will only be provided where **Mitsubishi Assistance** has arranged the recovery to an Authorised Mitsubishi Dealer.

1.3.3 Glass Replacement Service

In the UK, if **you** or any other **beneficiary** driving the **vehicle** experiences a broken front windscreen or side glass which requires immediate replacement, **Mitsubishi Assistance** will advise details of a nationwide glass replacement company to replace the broken glass. Please note that **you** will be responsible for all parts and fitting costs, but these may be covered under **your** motor insurance policy.

In the event that immediate repair cannot be resourced, **Mitsubishi Assistance** will recover to the nearest Authorised Mitsubishi Dealer.

1.3.4 Message Relay Service

Mitsubishi Assistance will pass on urgent messages to the **beneficiary's** family, business or friends if **your** journey has been delayed due to the **breakdown/immobilisation** of the **vehicle**.

1.3.5 Caravans and Trailers

If the **vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, **we** will arrange for **your** caravan or trailer to be taken near to the repairing Authorised Mitsubishi Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

1.3.6 Adverse Weather Conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods can make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the **vehicle** later.

1.3.7 Release Fees

Should the **vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the **vehicle** to an Authorised Mitsubishi Dealer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

1.3.8 Specialist Charges

In the event that the recovery of the **vehicle** requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

1.4 BENEFITS IN CONTINENTAL EUROPE

1.4.1 Validity

This service is only available for travel to Europe not exceeding 90 days in any single trip.

1.4.2 Recovery or Roadside Assistance

In the event of **breakdown/immobilisation** in **Continental Europe**, **Mitsubishi Assistance** will organise and pay for the costs of taking the **vehicle** to the nearest and/or most appropriate dealership should assistance at the roadside prove unsuccessful. Subject to **Mitsubishi Assistance** having first provided assistance at the roadside in **Continental Europe**, you will then be entitled to the following benefits in **Continental Europe**:

1.4.3 Vehicle Repatriation

In the event of **breakdown/immobilisation** in **Continental Europe** where the **vehicle** cannot be repaired and where the repairs will take longer than 5 days, **Mitsubishi Assistance** will repatriate the **vehicle** to the nearest Authorised Mitsubishi Dealer or **your** home address in the **UK**.

1.4.4 Onward Travel or Hotel Accommodation or Car Hire

In the event of **breakdown/immobilisation** in **Continental Europe** where the **vehicle** cannot be repaired within the same day, **Mitsubishi Assistance** will organise and pay for first class rail transport or scheduled air fares (or equivalent costs of more convenient travel), to enable the **beneficiaries** to return to their homes in the **UK** or continue their journey to their original destination within **Continental Europe**.

Where appropriate, **Mitsubishi Assistance** will cover the cost of a first class rail or scheduled air ticket for **you** to collect the **vehicle**, once repairs have been completed.

Or

In the event of **breakdown/immobilisation** causing the **vehicle** to be immobilised for a period of more than 8 hours, **Mitsubishi Assistance** will organise and pay for hotel bed and breakfast accommodation as from the first day of such **breakdown/immobilisation**, up to a maximum of £75 (inc. local taxes) per **beneficiary** per night, up to a maximum of 3 nights.

Or

In the event of **breakdown/immobilisation** where the **vehicle** cannot be repaired on the same day, **Mitsubishi Assistance** will pay for the cost of a temporary replacement vehicle, during the time that the **vehicle** remains immobilised, up to a maximum of 3 days. **You** must be able to satisfy the requirements of the vehicle hire company and **you** will be responsible for fuel and other ancillary charges. The replacement vehicle will normally be a passenger car and will not necessarily be an equivalent to the **vehicle**.

1.4.5 Parts Delivery

In the event that **Mitsubishi Assistance** has arranged to take the **vehicle** to an Authorised Mitsubishi Dealer for repairs and any parts essential to the running of the **vehicle** are not available locally, **Mitsubishi Assistance** will organise and pay for the despatch of such parts to the repairing dealership.

1.4.6 Caravans and Trailers

If the **vehicle** is immobilised due to a covered **breakdown/immobilisation** when towing a caravan or trailer, we will arrange for **your** caravan or trailer to be taken near to the repairing Authorised Mitsubishi Dealer. **We** will not however be liable for any goods, possessions or livestock being transported.

1.4.7 Adverse Weather Conditions

Please be aware that adverse weather conditions such as high winds, snow, ice or floods may make it impracticable for **us** to provide **our** normal assistance services. In this event, **our** immediate priority is to ensure that **you** and the **beneficiaries** travelling with **you** are taken to a place of safety, meaning that it may be necessary for **us** to attend to the **vehicle** later.

1.4.8 Release Fees

Should the **vehicle** be stolen and subsequently recovered by the Police, **you** may be required by them to pay a release fee before **we** can remove the **vehicle** to an Authorised Mitsubishi Dealer or to **your** home address. Although **we** can guarantee these costs on **your** behalf, the payment of such fees remains **your** responsibility.

1.4.9 Specialist Charges

In the event that the recovery of the **vehicle** requires the use of specialist equipment, any such costs in addition to **our** standard recovery services will be payable by **you**.

2. ASSISTANCE EXCLUSIONS

Mitsubishi Assistance will not assist or reimburse **you** or the **beneficiaries** in the event of a call for assistance or claim caused by, arising from or in connection with the following:

- Damage to items not covered by this insurance or any depreciation, loss of earnings, death or bodily injury.
- Ionising radiation or radioactive contamination from any nuclear fuel or the nuclear waste arising from burning nuclear fuel.
- Radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or nuclear part of that equipment.
- War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
- Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Any costs covered under any other warranty, guarantee, insurance or cover.
- Accident or injury either through voluntary non-observance of the laws of the land in which the **beneficiary** is travelling or the practice of activities not authorised by the local authorities.
- The cost of replacement parts.
- Damage or injury intentionally caused by **you** or a **beneficiary** or resulting from participation in a criminal act or offence.
- The **beneficiary/beneficiaries** or any other third party organising any of the services detailed in this policy without first having authorisation from **Mitsubishi Assistance** and a file number.
- Any costs that would have been payable normally by **you** or the **beneficiaries**, such as fuel, congestion or toll charges.
- Charges for specialist recovery or charges incurred by **us** where the **vehicle** is not being used on a public highway when the **breakdown/immobilisation** occurred. i.e. where the **vehicle** was not accessible using **our** standard recovery equipment.
- **Breakdown/immobilisation** which happens outside the **area of cover**.
- Faulty repairs, incorrect servicing or failure to have the **vehicle** serviced in accordance with the manufacturer's specification.
- Vehicles modified in any way from the original manufacturer's specification.
- Any costs incurred after the **vehicle** has been repaired and is available to be driven.
- Any sundry expenses resulting from an incident claimed for under this section, for example telephone or mobile phone calls, faxes, food and drink.

3. DEFINITION OF WORDS

When the following words and phrases appear in this policy document or confirmation of cover letter, they have the specific meanings given below. These words are highlighted by the use of bold print.

Area of cover

Means UK and Continental Europe

Approved repairer

A Mitsubishi Dealer or service centre authorised by Mitsubishi to repair Mitsubishi vehicles

Beneficiary, beneficiary's, beneficiaries

Means you or any other driver of the covered vehicle using the covered vehicle with your permission and any passenger of the covered vehicle at the moment a breakdown/immobilisation occurs.

Breakdown/immobilisation

Means electrical or mechanical failure, road traffic accident, vehicle fire or theft, loss of keys, punctures or running out of fuel, causing the covered vehicle to be immobilised

Continental Europe

Andorra, Austria, Belgium, Bulgaria, Cyprus (Greek territory only), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Republic of Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain (including Balearic Islands but excluding Canary Islands), Sweden, Switzerland.

Confirmation of cover letter

The letter which was given to you with this policy document

Covered Vehicle

Means the new UK supplied Mitsubishi vehicle this document was provided with

Electrical or mechanical failure

Means the sudden and unexpected failure of a component which is covered by the warranty section of this insurance and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition

Maximum claim limit/claim limit

This means up to the price you paid for the vehicle

Mitsubishi Warranty Services, Mitsubishi Assistance, we, our, us,

Means Allianz Global Assistance which administers the insurance on behalf of the Mitsubishi Motors Europe

Period of Cover

3 Years from the date of registration

Private individual

Means a person who is using the covered vehicle for their own personal use and who is not a motor trader, garage, business or individual dealing in the buying and selling or repair of motor vehicles.

United Kingdom (UK)

Means England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man

You, your, yours

Means the private individual named on the confirmation of cover letter, or as replaced by any new owner correctly declared to us using the Transfer of Ownership Form in this document and accepted by us

IMPORTANT NUMBERS

WHEN IN THE UK PLEASE CALL **0208 603 9933**

WHEN IN CONTINENTAL EUROPE CALL **+44 208 603 9933.**
