

## RAC UK

### **Roadside Assistance Programme -- for Light Commercial Vehicles.**

The Roadside Assistance Programme provides one year, 24-hour roadside assistance should your car break down anywhere in the UK mainland, Northern Ireland or the Channel Islands. The benefits are subject to the following terms and conditions:

- The vehicle must be registered in the UK as a new and have been correctly maintained according to Hyundai's requirements.
- Arrangements for any assistance provision must be made through the Roadside Assistance provider. No benefits or reimbursement will be available if arrangements for assistance provision are made in any other way.
- Where the vehicle breakdown and the recovery operator deems recovery of a vehicle necessary, only one journey from the point of breakdown to the nearest Hyundai Dealer will be provided.
- "Breakdown" is defined as electrical or mechanical failure causing the vehicle to be immobilised. The failure of ancillary components which do not result in actual immobilisation of the vehicle are excluded.
- "Accident" is defined as collision between the vehicle and another object, whilst on a categorised public road rendering the vehicle immobile. If the vehicle becomes immobilised due to accident within the United Kingdom or the Channel Isles, the Roadside Assistance provider will arrange for, but not pay for, recovery of the vehicle to a place of storage.
- Roadside Assistance Programme is only available in the case of trailers where the need for assistance or recovery results from a breakdown of the towing vehicle. Trailers are defined as a normal towed vehicle commercially constructed for towing by a passenger car with a maximum gross weight of not more than the maximum allowable towing weight and also 7.0 metres or under in length specified for a particular vehicle by Hyundai. Trailers having insecure loads, over 7.0 metres in length, over the specified weight or which are not roadworthy will not be recoverable.
- Recovery is only available where the vehicle is located on the public highway or other accessible area to which the public has the right to access. Recovery from locations requiring specialised equipment or recovery from private land where permission for access to the vehicle cannot be obtained is not covered under the terms of the new vehicle warranty.
- Assistance will not be available where, in the opinion of Hyundai, excessive calls are made upon the service contrary to the spirit of the benefits offered, or where a lack of maintenance results in the breakdown of the vehicle.
- Assistance will not be available where the vehicle is unattended, in an un-roadworthy condition.
- In the event of the nature of the breakdown preventing the vehicle from being repaired by the Roadside Assistance service, recovery of the vehicle, (including the driver, up to five passengers, and any attached trailer or caravan) will be made to the nearest authorised Hyundai dealer.
- Parts or consumables which are not covered under the terms of the one year Roadside Assistance Programme e.g. fuel, spare keys, etc., but which are required to effect repairs will be charged to the vehicle user.

**Contact Roadside Assistance provider:**

**Call 0800 246833** (UK and Channel Islands).

Please have the following information ready when you call:

- Vehicle registration number
- Your scheme number
- Model and colour of vehicle
- Your location
- A contact telephone number if at all possible.
- The nature of your breakdown.