

- Vehicle Registration Number:.....
- Member's Name:.....
- Commencement Date:.....
- Expiry Date:.....

Auto Support 24 Hour Hot-Line 070 2 707 707

When you call, please provide the following:

- ✓ Your Vehicle Registration Number
- ✓ Your name
- ✓ The exact location, including the road you are on, plus the nearest road intersection if possible and a landmark.
- ✓ Phone number where you can be reached immediately.

- Tyre change assistance
- Dead battery assistance
- Minor mechanical repairs
- Breakdown Towing Service
- Breakdown Flatbed Carrier Service

**What Is Included In The Service?**

In the event of a breakdown on the road or at home where the vehicle cannot be driven Auto Support Services (Private) Limited will, within the Service Limits, perform whichever one of the services below at its sole discretion it deems to be necessary:

- **Technical Assistance:** Will be given on the phone to diagnose the problem that may help to get the vehicle running or;
- **Tyre Change Assistance:** If your Vehicle has a flat tyre and you require assistance, we will arrange to change your flat tyre and replace it with the spare tyre supplied with your vehicle, provided spare tyre is inflated and is in serviceable condition.

**Please Note:**

- If we cannot change the tyre for any reason, e.g. deflated spare tyre, missing locknuts, faulty wheel studs & nuts, faulty or missing tyre changing equipment, vehicle in unsafe position, angle or on unstable terrain, then within the Service Limits, atow will be provided to the nearest tyre repairer.

- **Dead Battery Assistance:** Where our consultants determine your vehicle has a flat battery, we will try to start it using surge protected jumper leads. If the battery needs to be replaced, then at the member's request and expense we will arrange for a mobile battery replacement service where available.

***Please Note:***

• A subsequent call-out for the same reason within the same 24 hour period will be only provided at the member's expense. Further, following a call-out for a flat battery or other "no start" situation as described above, where the primary cause of the "no start situation" is a faulty battery, faulty charging, electrical or starting system component, this fault/s must be rectified by a suitably qualified service centre before the vehicle can qualify for further roadside assistance regarding the same matter. A subsequent call-out for assistance where the "no start situation" is due to a required repair not being attended to, assistance will be provided at the member's expense.

- **Minor Mechanical Repairs:** Including but not limited to fuses, replacement of hoses and drive belts, where in the reasonable opinion of AMW Roadside Assistance or its approved service partner such repairs can be satisfactorily completed at the roadside and where the service partner has the necessary parts and equipment for the task at hand, at the member's request and expense.
- **Towing:** In the event of a breakdown on the road or at home where the vehicle cannot be driven, the vehicle will be towed to the nearest AMW Auto Service Centre or other AMW Roadside Assistance approved Service Provider or to your own Vehicle manufacturer's authorized dealership within the service limits. We will pay for the towing, within the Service Limits. You must pay for the costs of towing outside the Service Limits. In any instance following vehicle recovery where the member requests the vehicle to be placed in storage, all costs associated with the storage and subsequent towing will be at the Member's expense.

***Please note:***

We will **not** tow your vehicle if it has been in an accident, or if mechanical failure has caused panel damage or impact damage, or where damage is as a result from any wilful or malicious act/s, or where any damage was caused as a result of Vehicle theft or attempted theft, prior to you following the legal procedure (e.g. informing the Police and/or Insurance Company and obtaining clearance to move the Vehicle). However, in case of accident, the Insurer pays the towing charge as per their terms & conditions of the policy.

We will **not** tow your Vehicle if it is not, at the tow driver's sole discretion, reasonably accessible and readily trafficable by a standard two wheel drive tow vehicle fitted with standard towing equipment (e.g. low roof car park, at the back of a building, etc.), or where it is loaded beyond its legal limit, or where it is considered not otherwise safe to move or transport.

If towing of your Vehicles not possible due to the nature of breakdown, we will try to recover the Vehicle using Flat Bed Truck, provided standard equipment can be used and any surcharges and use of special equipment such as go jacks, jinkers, winches and/or use of heavy capacity towing equipment, will be at member's expense.

Transport of passengers is not covered under this product. However we can assist you to arrange a taxi at the member's expense.

## General Terms & Conditions

1. Auto Support Services will only commence 48 hours after the purchase of the Auto Support Services agreement date. Service and benefits are not available for any incident, which occurred prior to joining or during the 48 hour period.
2. Only the Vehicle with the registration number shown on membership card will receive the service offered.
3. only one membership card will reserve for one vehicle(if you have more than one vehicle you will have to purchase multiple membership service cards)
4. The membership card should be kept in your vehicle and presented to the service provider the time of the call-out. If you cannot verify to us the policy is valid and if our records do not show your vehicle as being current in our data base, then we will provide the service at your cost and will provide a refund (within the service limits) for any costs once it is established the policy is indeed valid, current, and has not previously used up all allotted callouts available on the policy.
5. In the event of you disposing of and replacing the Vehicle, this agreement may be transferred to the replaced vehicle. Roadside Assistance to the replaced Vehicle will then only commence 48 hours after you notify AMW of the details of the replaced Vehicle. Services and benefits are not available for any incident, which occurred to the replaced Vehicle prior to or during the 48 hour period.
6. We cannot provide this service if the Vehicle is unattended.
7. Our employees and Service Partners will use reasonable skill and care when providing the service.
8. We do not guarantee that delays will not occur from time to time for a variety of reasons including severe weather conditions, general & unexpected traffic congestion and/or where our Accredited Service Partners are engaged in other roadside recovery activities.
9. Additional towing or callout requests resulting from the one breakdown/callout event will only be provided at the cost of the Driver and no second tow will be provided for the same fault; i.e. the primary fault must be rectified before a second tow/callout for the same reason - e.g. a "no-start" due to a faulty battery or due to a battery of insufficient capacity being used, must be replaced with a fully charged and serviceable battery of the appropriate specification for the vehicle before a further request for a flat battery type issue.
10. Some modified Vehicles, e.g. lowered, flared guards, scoops & various body accessories, etc. may hinder/prevent loading the vehicle on to a standard recovery vehicle. The driver will bear any costs associated with such callout where for any reason the recovery vehicle is unable to load the immobilized Vehicle and also the driver will bear the costs for any subsequent specialized recovery vehicle to transport the immobilized vehicle.
11. When Auto Support Services is requested on your nominated vehicle more frequently, then we consider reasonable and/or where we determine the breakdown is due to some pre-existing fault or associated with an un-roadworthy vehicle, you may be requested to ensure that the vehicle is placed in a sound mechanical and roadworthy condition and, until this has been done, any requests for free service may be refused or service may be provided for a fee.
12. Auto Support Services have the right to refuse to provide this service if anyone using the service behaves in a threatening or abusive way to our staff or Accredited Service Provider.
13. To ensure Auto Support Services high quality of service, your telephone calls to and from AMW may be monitored and recorded.
14. We will not be liable in any circumstances for any infringement howsoever caused to any manufacturer's or dealer's warranty as a result of any services supplied.
15. Each provision in this document may be separated from each other provision. If at any time any provision becomes invalid, illegal or unenforceable, this will not affect any of its other provisions.

**This service does not include:**

- The cost of ferry crossings and road toll charges;
- The cost of parts or other supplies
- Labor or parts provided at any service station or center to which the Vehicle is taken;
- A callout to attend or tow a vehicle at any location, including at home or on the road or at any mechanical workshop, where the vehicle is immobile and undergoing or awaiting repairs of any type;
- Towing or recovery service following any incident normally covered by a policy of motor insurance, e.g. accidental or wilful & malicious damage or damage caused during theft or attempted theft of the Vehicle;
- Recovery of bogged vehicles.

**Customer Care**

If you have used our services and need to make any suggestions to comments with any aspect of service, please bring them to our attention within 7 days of becoming aware of it, either by writing to us at; Operation Manager –

**No. 88, Level 03,  
Justice Akbar Mawatha,  
Colombo 02,  
Sri Lanka**

or via email to  
sd.samarasinghe@gmail.com