



DRIVE THE CHANGE

#### Renault UK Limited

The Rivers Office Park, Denham Way, Maple Cross  
Rickmansworth, Hertfordshire, WD3 9YS

Tel: 0344 335 0000

Web: [www.renault.co.uk](http://www.renault.co.uk)

# Renault Assistance Terms and Conditions

**All models ordered and registered from 01/02/12**

**Includes all New Twingo and Scénic 2012 ordered in January 2012**

## Renault Assistance

RENAULT UK Limited has purchased a comprehensive roadside assistance package (Renault Assistance) for you from its preferred supplier. The benefits of Renault Assistance are available 24 hours a day, every day of the year. Renault Assistance aims to provide you with peace of mind motoring, by providing assistance if your vehicle breaks down due to a manufacturing defect, or a mechanical or electrical fault, unless otherwise stated.

## Duration of Renault Assistance

All vehicles are entitled to 48 months Renault Assistance cover.

## RENAULT ASSISTANCE COVER DETAILS

### UK Benefits (Includes Northern Ireland but excludes Republic of Ireland)

#### Renault Roadside Assistance

If your vehicle breaks down at the roadside and is immobilised, Renault Assistance will send out a patrol or appointed agent to get you back on the road. In the exceptional circumstances where an "on-the-spot" repair proves impossible, you are entitled to use the Recovery services detailed below.

#### Renault At Home Assistance

If your vehicle breaks down at or within 1/4 mile of your home, Renault At Home Assistance will bring help to your doorstep. If your vehicle cannot be repaired, Renault Assistance will transport it to the nearest authorised Renault Dealer, or another destination of your choice, whichever is the nearer.

#### Renault Recovery

If your vehicle breaks down more than 1/4 mile from your home and a prompt local repair at the roadside is not possible, Renault Assistance will arrange onward passage for you, up to seven passengers and your vehicle to any single destination in the UK mainland or Northern Ireland. This also includes the Isle of Man, Guernsey and Jersey, although any ferry costs must be borne by you. If you are towing a trailer or a caravan at the time, this will also be recovered, subject to certain weight and size restrictions.

#### Renault Onward travel

If your car is immobilised away from home, Renault Assistance may, at its absolute discretion, provide additional benefits immediately following Recovery, giving you a choice of ways to continue your journey. We can at our discretion:

- Arrange a vehicle for up to 72 hours (subject to the terms and conditions of the hire company). To ensure that you are eligible for this, please make sure you have your driving licence with you. If we choose to arrange a hire vehicle for you, you will have to pay a fuel deposit. You will also be responsible for returning the vehicle and any additional costs; or
- Refund the cost of public transport for you and up to seven passengers\*, to reach the end of your journey, subject to a maximum of £150 per person, or £500 for a group, whichever is less; or
- Arrange and pay for overnight accommodation and transport for you and up to seven passengers\*, up to a maximum of £150 per person in total or £500 for each party, whichever is less. This does not include the cost of providing meals and drinks. You will have to pay for any extra hotel or transport costs.

\* Up to the stated capacity of the vehicle. Please note that we will not supply a like-for-like vehicle.

### Tyre Cover (0 - 36 months only)

Assistance in the event of a flat tyre or puncture is included in your Renault Roadside Assistance cover. If your vehicle has a spare wheel, Renault Assistance will change the wheel for you. If your vehicle does not come with a spare wheel, Renault Assistance will send an authorised tyre fitter to attempt to repair the tyre at the roadside. If a repair is not possible, they will arrange for a replacement tyre (at the customer's expense) to be delivered to the location of the incident which they will then fit to your vehicle. If a roadside repair is not possible, your vehicle will be recovered to a place of your choosing. All costs associated with the purchase and fitment of the tyre will be the responsibility of the driver.

### Renault Assistance European Cover (0 - 36 months only)

Renault European Assistance provides the following services in Western and Central Europe and the Republic of Ireland:

- Roadside Assistance & Local Recovery
- Replacement part dispatch
- Additional accommodation expenses, a contribution of up to £30 per person per day towards necessary additional (not alternative) accommodation expenses (room only) while you wait for the vehicle.
- Journey continuation or return home option
- Emergency repair costs of up to £175
- Urgent message relay service
- Vehicle repatriation cost to the UK limited to the current market value of the vehicle



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Please note that roadside assistance for non-warranty incidents in Europe may be provided at the absolute discretion of Renault Assistance. If provided, the responsibility of paying for assistance remains with you or the nominated driver.

## HOW TO CALL RENAULT ASSISTANCE

### Telephone numbers for UK Assistance

In a UK emergency, please call: **0800 085 8005 or 0333 202 3005**.

Before calling for assistance, please make sure you have the following details ready:

- The registration number of your vehicle
- Your name
- Your address
- A contact telephone number
- The model and colour of your vehicle
- The nature of your breakdown
- Your exact location
- The current mileage of your vehicle

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time of your call. After making the call, return to a safe place near your vehicle. If the problem resolves itself before the assistance arrives, please call and let us know.

### Telephone numbers for European Assistance

If you require Breakdown Assistance in Europe, you should call one of the following numbers:

**0800 745 101**

**0033 4 72 43 66 14**

You will need to provide your vehicle registration number, mileage, location, contact number and details of the breakdown. You are responsible for settling all local fees (where they apply). Renault Assistance does not cover and will therefore not refund, these fees.

## What is not included?

### Non-Warranty Incidents

While Renault Assistance aims to provide you with peace of mind motoring, it only provides assistance for manufacturer based or mechanical faults on the vehicle. It does not provide assistance for certain non-warranty incidents such as (but not limited to):

- **The use of incorrect fuel or lack of fuel**
- **Keys locked inside the vehicle, lost or stolen**
- **Road traffic accidents**
- **Incidents involving trailers and caravans**

**The following non-warranty incidents are included during months 0 – 36, but are excluded in months 37 – 48:**

- **Wheel changes, punctured tyres**
- **European assistance**

For non-warranty incidents, we will arrange assistance if requested but the responsibility of paying for assistance remains with you or the nominated driver. If you call for assistance in these instances, you will be responsible for paying a charge at the time of service request.

## Summary of Cover

Year	Renault Roadside Assistance	Renault At Home	Renault Recovery	Renault Onward Travel	Tyres	Renault European Cover
Years 1 to 3 (month 0-36)	✓	✓	✓	✓	✓	✓
Year 4 (month 37-48)	✓	✓	✓	✓	x	x

## Customer Option

### Renault Assistance Added Cover

You are able to purchase cover for the provision of roadside assistance for above listed non-warranty incidents. This additional cover, called Renault Assistance Added Cover, can be purchased by contacting Renault Assistance on 0800 151 0644.

## Terms and conditions

For a copy of the full Renault Assistance terms and conditions, please log onto [www.renault.co.uk/ownerservices](http://www.renault.co.uk/ownerservices).