

CLASSIC COVER ROADSIDE ASSIST



Classic Cover Roadside Assist is an exclusive roadside assistance programme for Classic Cover customers, available as an add-on to Classic Cover insurance policies. Classic Cover Roadside Assist covers the vehicle regardless of who is driving. Roadside services are available throughout New Zealand, 24 hours a day, 7 days a week and are provided by New Zealand Roadside Assistance Ltd (NZRA).

Classic Roadside Assist is non-refundable.

ROADSIDE MECHANICAL ASSISTANCE

In the event of a breakdown, the NZRA call centre operator will attempt to solve or assist over the phone as appropriate (e.g. warning lights, operation of vehicle components, immobilisers, alarms, technical advice re engine fluids etc). If a solution cannot be reached over the phone, an NZRA service provider will attend and attempt to mobilise the vehicle at roadside.

FLAT BATTERY

NZRA will jumpstart the vehicle in the event of flat battery. If the battery is deemed faulty by the NZRA service provider and in need of replacement, a battery can be supplied and fitted at roadside. The cost of the battery will be at the customer's expense.

FLAT TYRE

NZRA will replace a flat tyre with the vehicle's serviceable spare. If there is no serviceable spare, a tow can be provided to the nearest repairer at the customer's cost.

EMERGENCY FUEL

If the customer runs out of fuel, NZRA will organise for the delivery of 5 litres emergency fuel or transport the vehicle to the closest re-fuelling depot. The cost of the fuel will be at the customer's expense.

INCORRECT FUEL ASSISTANCE

Incorrectly fuelled vehicles are not covered under roadside assistance. In the instance the customer has incorrectly fuelled their vehicle, NZRA can refer the customer to the appropriate service provider and tow service if needed. The customer can then arrange removal of the incorrect fuel at their own expense.

LOCK OUT/ KEY REPLACEMENT ASSISTANCE

In the event of a lockout, NZRA will attempt to gain entry to the vehicle. N.B. NZRA will not attempt forced entry of any vehicle unless requested/instructed to by the customer. NZRA/its attending providers will not be responsible for any damage caused by forced entry to a vehicle.

Alternatively, NZRA will deliver a spare key if available.

If a locksmith service is required to cut keys/locks, NZRA will arrange attendance. The cost of any locksmith service will be at the customer's expense.

TOWING

If the vehicle cannot be mobilised due to a breakdown, NZRA will cover the initial tow of the vehicle to the nearest place of safety, that being the nearest residence, repairer, or tow company (whatever is nearest). For towing beyond the nearest place of safety the additional cost will be quoted to the customer. The customer will be required to pay the additional cost via their credit card.

Bogged or stuck vehicles will be assisted but the total cost of the service will be at the customer's expense.

NZRA does not cover previously attended events/callouts where advice has been provided to a customer of fault requiring remedy and that fault has not been remedied by the customer.

RECOVERY FROM DIFFICULT TO ACCESS AREAS

NZRA can arrange transport of vehicles and/or trailers, or recovery of disabled vehicles which are not accessible by normal two-wheel drive recovery vehicles/equipment (e.g. vehicles located off public roads) at the customer's expense.

PARTS AND REPAIRS

Any parts and labour to carry out minor repairs on a vehicle will be at the customer's expense.

REPAIR SERVICE REFERRAL

NZRA can assist with providing recommendations for reputable MTA repair and service centres throughout New Zealand should the customer require mechanical or electrical repairs whilst travelling.

DIRECTIONS ASSISTANCE

NZRA will assist the customer if they require assistance with directions when travelling.