

# Terms & Conditions

This Contract will be voided if you do not comply with these Terms and Conditions.

## Period of Cover

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The conditions of the Contract commence at the Delivery Date. The benefits you will receive under this Contract commence on the later to occur of either the Delivery Date OR the expiry of any Manufacturer's Full Warranty, or Statutory Warranty provided with the vehicle.

The Contract will cease upon expiry of either the period of time OR the distance travelled, whichever occurs first, as indicated under "YOUR PLAN".

Upon your written request, Ebbett Hamilton may cancel this Plan, at which stage our Refund Policy applies.

## The PlatinumOne Protection Plan

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Our PlatinumOne Protection Plan is not an insurance policy. It is a contract between You and the Company, designed to ensure that your vehicle is maintained to a standard that will help protect You from costly repairs to defective parts.

It is important that you carefully read this document to understand the extent of the Plan, and all of its limitations. Some of the conditions of this Plan are highlighted for your attention, to ensure there is no misunderstanding.

Ebbett Hamilton agrees that in the event of any failure\* of any covered component, such component will be repaired or replaced using parts of a like kind and quality, to acceptable working condition, to the extent of the limits of the Plan, provided that the Customer has observed these Terms & Conditions.

\* Failure means the inability of any covered component to satisfactorily perform the function for which it was designed.

## Servicing – What do I need to do?

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It is a condition of this Plan that your vehicle is serviced in accordance with the Servicing Requirements as shown in this document.

You will be advised of any defect found. Any items covered by the PlatinumOne Protection Plan will be repaired at a mutually convenient time in accordance with the terms of the Plan. In the event any additional work is required, we will refer any other required repairs or defects outside of this Mechanical Protection Plan, to you for your approval, prior to any work being commenced.

## What is Not Covered?

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This Contract does not cover the following:

1. Any failure caused by negligence, misuse or failure to perform required servicing, or any failure caused by the lack of proper and necessary maintenance. Any failure due to the lack of oil or coolant, excessive use of oil, overheating, fuel contamination or use of incorrect grade of fuel is not covered under this Contract.
2. Any parts not defined as being covered in this document. Maintenance items such as, but not limited to, the following are not covered by this Contract: brake pads, brake rotors, spark plugs, light bulbs, batteries, oils, filters, tyres, hoses, fan and timing belts, or any other component recommended by the Manufacturer for periodic replacement.
3. Any modifications made or any affected components on the vehicle after the Date of Delivery, unless fitted by Ebbett Hamilton, or with written approval for inclusion by Ebbett Hamilton.
4. Paint, trim, or failure caused by rust or corrosion of any kind.
5. Any inherent faults or defective parts subject to recall by the Manufacturer, or any such parts recommended for replacement by the Manufacturer through inability to meet normal performance requirements.
6. Any loss or damage caused by towing, collision, force impact, breakage of glass, missiles, falling objects, fire, theft or larceny, explosion, earthquake, windstorm, hail, water, flood, malicious mischief or vandalism, riot or civil commotion, lightning, nuclear contamination, freezing, smoke, or from any other cause whatsoever except as provided in this Contract.
7. Consequential damage.
8. All consumables, including but not limited to, oils, coolants, lubricants, additives, air conditioning gas, environmental and waste disposal charges.

## General Conditions

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1. This Contract is between the Company and the Customer(s) nominated on page 1 of this document.
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Consumer Guarantees Act.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company. To drive the vehicle when to do so may cause further damage may void this Contract.
4. Should any false statement be made by the Customer or any person acting on the Customer's behalf or otherwise, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then this Contract will become null and void and the Customer's rights to claim shall be forfeited in respect of all past, present and future claims.
5. In the event of any breach of the terms and conditions of the Contract by the Customer, the Company reserves the right to cancel the Contract.
6. If the nominated vehicle:
  - a. Has been exported to another country, or
  - b. Has been affected by beach use, or
  - c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
7. This Contract is not transferable.
8. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.

## Privacy Policy

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The Privacy Policy that applies in relation to obtaining, sharing, retaining and using information for the purposes of the Plan appears at <http://www.harriernational.co.nz>. The Dealer and Harrier National (as administrator of the Plan) will obtain, share, retain and use information supplied by the Customer or about the Customer (including personal or private information) in accordance with the Harrier National Privacy Policy for the purposes of delivering and administering the Plan.

## Extended Warranties and the Fair Trading Act 1986 and the Consumer Guarantees Act 1993

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This PlatinumOne Protection Plan is, or could be said to be, a form of extended warranty and as a result certain additional protections may be afforded to you under the Fair Trading Act 1986 ("the FTA") and the Consumer Guarantees Act 1993 ("the CGA"). In order to seek to comply with our statutory obligations, aspects of these protections are outlined on the front page of the PlatinumOne Protection Plan Agreement that you will be asked to sign (which incorporates the terms and conditions that are contained in this Plan). It is important that you read and understand that information which is to be read in conjunction with the additional information contained in this PlatinumOne Protection Plan.

Please:

- Take your time to familiarise yourself with the full policy terms of the PlatinumOne Protection Plan, including the conditions, exclusions, limits and excess (conditions) that apply to your cover under the PlatinumOne Protection Plan (as set out in the PlatinumOne Protection Plan Agreement itself);
- Note that the cover offered in accordance with the PlatinumOne Protection Plan is intended to complement, and to supplement, and does not replace, supersede or limit your rights under the CGA; and
- Note that you have rights to cancel an extended warranty contract under the FTA.

### Extended warranties in context: FTA & CGA

#### Cancellation

This plan is, or could be said to be, a form of extended warranty. Consumers have certain rights in relation to extended warranties under the FTA.

An extended warranty agreement is an agreement that consists of the following three elements (as defined in section 36T of the FTA):

1. It is an agreement entered into between a consumer and a warrantor in relation to the purchase of goods or services and at, or at about, the same time as those goods and services are purchased;
2. Under which the warrantor (directly or through a third party) provides specific warranties, guarantees, or undertakings in relation to those goods or services; and
3. For which the consumer pays a price that is separate from, or additional to, the price at which the goods or services are offered for sale.

Pursuant to section 36V of the FTA:

1. Consumers may cancel extended warranty purchases:
  - a. Within five (5) working days of the agreement date; or
  - b. At any time, if the Dealer has failed to comply with the disclosure requirement in section 36U of the FTA (including obligations as to the form and content of such agreements, provisions of copies to the consumer, notice of consumer's rights to cancel) unless this failure is "minor";
2. Notice of cancellation, or notice of an intention to cancel or withdraw from the agreement, can be given either in writing or orally to the Dealer, using the Dealer's contact details as shown within this Plan, or in some other mutually agreed manner.
3. On cancellation of this agreement, the warrantor must repay the cost of the warranty to you without making any deductions from the amount paid.
4. The rules relating to cancellation apply to the purchase of the extended warranty only.

#### Consumer's rights and remedies and warrantor obligations under the CGA

Consumers have various rights or "guarantees" under the CGA in relation to the supply of goods and services. For your information these are summarised below (subject to the detail contained in the CGA itself).

The rights you have in relation to goods (i.e. the vehicle covered by this Plan and the goods offered under this Plan) include that:

1. The goods must:
  - a. Be of acceptable quality and durable;
  - b. Be fit for any particular purpose (particularly if one was discussed);
  - c. Match any description given with the vehicle;
  - d. Be free of minor and major faults;
  - e. Arrive on time; and
  - f. In some circumstances, the manufacturer or importer must also guarantee that spare parts and repair facilities are available for a reasonable time after the vehicle, or other goods, are sold to you.
2. In relation to whether the goods are of acceptable quality (including some of the elements above) the standard is what a reasonable consumer fully acquainted with the state and condition of the goods, including any hidden defects, would regard as acceptable, having regard to:
  - a. The nature of the goods;
  - b. The price (where relevant);
  - c. Any statements made about the goods on any packaging or label on the goods;
  - d. The nature of the supplier and the context in which the supplier supplies the goods;
  - e. Any representation made about the goods by the supplier or the manufacturer; and
  - f. All other relevant circumstances of the supply of the goods.
3. Goods will not fail to comply with the guarantee of acceptable quality if:
  - a. The goods have been used in a manner or to an extent which is inconsistent with the manner or extent of use that a reasonable consumer would expect to obtain from the goods; and

- b. The goods would have complied with the guarantee of acceptable quality if they had not been used in that manner or to that extent.
4. If the goods fails to meet those guarantees, and the failure is serious, you can choose between:
  - a. A refund of the purchase price on return of the goods (unless you delay in contacting the original Dealer and/or Warrantor);
  - b. Replacement with goods of the same type and similar value;
  - c. Repairing the failure; or
  - d. Keeping the goods and having the Dealer and/or Warrantor pay you an amount of money to cover the loss in the goods' value.
5. If a failure is not serious, you can choose between options a, b and c above.
6. If any failure makes the goods unsafe, you can also choose between a refund and a replacement but instead of getting the fault repaired you can choose to keep the goods and have the Dealer and/or Warrantor pay you an amount of money to cover the loss in the goods value.
7. If you incur extra costs from the failure, the Dealer and/or Warrantor must pay you a reasonable amount for damage caused by any failure or for extra costs caused by the failure of the goods including any costs in returning the goods to them.

The rights you have in relation to services (e.g. any services provided to you with the Vehicle, and any services provided to you with this Plan) include that:

1. The services must:
  - a. Be carried out with reasonable care and skill;
  - b. Be fit for any particular purpose (if one was discussed);
  - c. Be finished within a reasonable time subject to agreement; and
  - d. Be supplied at a reasonable price.
2. If a service fails to meet those guarantees and the failure can be fixed, you can require the Dealer and/or Warrantor to fix it within a reasonable time.
3. If the Dealer and/or Warrantor fails to do this you can:
  - a. Have the failure fixed elsewhere and recover reasonable costs from the Dealer and/or Warrantor; or
  - b. Cancel the contract for the service (unless it is only incidental to the supply of goods).
4. If the vehicle that is sold to you, or any goods or services provided to you, fail to comply with any guarantee under this Act:
  - a. The failure must be remedied within a reasonable time;
  - b. You must give the Dealer, or the Warrantor if the failure is under this Plan, the first opportunity to remedy the failure;
  - c. If you have the failure remedied elsewhere, without allowing the Dealer and/or the Warrantor that opportunity to remedy, you will not be entitled to obtain your costs from the Dealer and/or the Warrantor under the CGA; and
  - d. If the Dealer and/or the Warrantor do not fix the failure within a reasonable time, or the remedial work is insufficient, you can:
    - i. Have the failure fixed elsewhere and recover your reasonable costs from the Dealer and/or the Warrantor; or
    - ii. Cancel the contract for the service (unless it is only incidental to the supply of goods).
5. In addition, it is important to note that:
  - a. If the Dealer and/or Warrantor that sold you the goods has repaired or replaced them, you have the same rights with that item as you had with the original goods; and
  - b. If the business that sold you the goods disagrees about the fault, what caused the fault or what remedy you are entitled to, you can go to the Disputes Tribunal, or the Court.

#### Comparison between the protections awarded by the PlatinumOne Protection Plan and your rights under the CGA

The protection afforded to you under the PlatinumOne Protection Plan is in addition to, and does not substitute for, the rights you have under the CGA. If and to the extent that you have a right to claim under the CGA, you need not claim under your warranty.

The following comparison table summarises the cover (guarantees) provided under the CGA and the cover provided by the PlatinumOne Protection Plan, and is additional to the summary table provided on the front page of the PlatinumOne Protection Plan Agreement.

Issue	CGA Liability	Cover under the PlatinumOne Protection Plan
Duration	Unlimited, but dependent on the circumstances.	Cover is provided for a fixed, certain, duration as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Your Plan" on page 1.
Roadside assistance cover	No express cover, but costs which you may incur in the process of having the defect fixed may be claimed in some circumstances.	If you choose cover including NRA (National Roadside Assist), then assistance is provided for lock out of vehicle, lost keys, no fuel, flat tyres, towing of the vehicle and subsequent car hire and accommodation costs, depending on the circumstances and level of cover. Roadside assistance is often available for a period of time over and above the length of your plan.
Limit on claims	None, but entitlements determined in accordance with the statutory criteria summarised above.	Simple, limits on claims are specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Your Plan" on page 1.
Fault diagnosis	Dependent on the specific circumstances.	Diagnostic work covered as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to the "Parts Covered" listed within this document.
Out of town breakdown / Roadside assistance	Costs may be recoverable depending on the specific circumstances.	As specified in the PlatinumOne Protection Plan, depending on the level of cover.

Wear and tear	Wear and tear caused by a defect may be covered but otherwise fair wear and tear not covered (as long as the vehicle is of acceptable quality).	Cover including fair wear and tear for items specified in the PlatinumOne Protection Plan, depending on the level of cover (refer to the "Parts Covered" listed within this document) but not including other parts and elements excluded under "What is Not Covered" within this document including failure caused by negligence, misuse or inadequate servicing, and not including "maintenance parts", and some parts as per regular routine servicing.
Km limit	What a reasonable consumer would expect based on the factors described in the Consumer Guarantees Act 1993, and summarised above.	Cover is limited by mileage, as specified within the PlatinumOne Protection Plan, depending on the level of cover. Refer to "Expiry Kilometres" on page 1.
Fault or failure	Dependent on the specific circumstances.	Some items covered regardless of fault, as specified in the PlatinumOne Protection Plan, depending on the level of cover. Refer to the "Parts Covered" listed within this document.
Claims process	Cover in accordance with legislative provisions.	Independent claims process: claims submitted to Harrier National to determine cover in accordance with the PlatinumOne Protection Plan.

### Uninvited Direct Sales

We expect that, in most cases, the PlatinumOne Protection Plan will not be the result of an uninvited direct sale, but in some cases it may result from an uninvited direct sale. We are committed to ensuring compliance with consumer laws and the legal protection of our customers. For those reasons we would appreciate it if you took the time to read the information regarding uninvited direct sales outlined in this Plan, and in the PlatinumOne Protection Plan Agreement.

An "uninvited direct sale agreement" is defined in section 36K of the FTA.

Subject to that statutory definition, an Uninvited Direct Sales Agreement is (to summarise in broad terms, without limiting the full statutory definition) an agreement for the supply, in-trade, of goods or services to a consumer:

- a. That is made as a result of negotiations (whether or not they are the only negotiations that precede the making of the agreement) between a supplier and the consumer, in person in the consumer's home or workplace, or over the telephone, where the supplier was not invited (by the consumer) to negotiate the supply of goods and/or services; and
- b. Where the price paid or payable by the consumer under the agreement is more than \$100; or cannot be ascertained at the time of supply (regardless of whether the price ultimately paid or payable is \$100 or less).

Consumers have rights to cancel uninvited direct sales agreements, pursuant to section 36M of the FTA.

### Complaints Handling

We are committed to providing you with quality customer service.

Occasionally, we know that there may be some aspects of our service, the limit of liability under this PlatinumOne Protection Plan or any dealings you may have with us which you wish to query or draw to our attention.

If you are dissatisfied with any aspect of our service, we will do our best to work with you to resolve any disputes using the following process:

1. Please talk to us first. Please contact Ebbett Hamilton on the numbers provided within this PlatinumOne Protection Plan document. Our team is equipped to deal with any queries and most times, will be able to resolve the matter to your satisfaction.
2. If the team member you speak with is unable to resolve your concern, we ask that you submit a complaint using the following link from the Administrator's website, and they will direct it to the appropriate team.  
<https://www.harrier.com.au/ComplaintForm.asp>

### Definitions

For the purposes of this document, the following terms have the following meanings unless the context requires otherwise:

"Company" means the company that owns and operates Ebbett Hamilton, the dealership stamp of whom appears on the last page of this document.

"Contract" means the Agreement formed between the Company and the Customer, comprising of this PlatinumOne Protection Plan document.

"Covered Component" means the parts defined as being covered in this document as specified by our PlatinumOne Protection Plan.

"Customer" and "You" means the customer whose name and details appear on page 1 of this document, being the person who has purchased the vehicle to which our PlatinumOne Protection Plan relates. "Your" has a corresponding meaning.

"Dealership" means the company that owns and operates Ebbett Hamilton, and is otherwise referred to as the Company.

"Delivery Date" means the date upon which you take delivery of the vehicle.

"Manufacturer" means the entity that manufactured or imported your vehicle into New Zealand, and which has provided an express Manufacturer's Warranty over the vehicle when sold as new.

"Manufacturer's Full Warranty" means the entire period of the Manufacturer's Warranty period which –

- a. Where no additional cover has been obtained is the last day of the original Manufacturer's Full Warranty; and
- b. Where additional cover has been obtained, is the last day of the extended Manufacturer's Full Warranty.

"PlatinumOne Protection Plan" means the Plan covering your vehicle, the terms and conditions of which are set out in this document. The type of PlatinumOne Protection Plan that your vehicle is covered by is specified next to "PLAN TYPE" on page 1 of this document.

"MPP" means Mechanical Protection Plan.

"Vehicle" means the quality Vehicle purchased from Ebbett Hamilton, to which our Mechanical Protection Plan relates, the details of which appear on the Customer Contract page.

# Parts Covered (Standard Cover)

The benefits of our Mechanical Protection Plan apply only to the parts listed below. Any parts not listed are specifically excluded.

## Engine

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All internally lubricated parts, including: Camshaft, connecting rods and rod bearings, crankshaft and main bearings, gudgeon pins, oil pump, pistons, piston rings, push rods and lifters, rocker arms, timing chain, timing gears, valves, valve guides and seats, valve springs.

**Excluded from this cover are: Cylinder head(s), engine block or barrels or blown head gaskets.**

## Differential & Drive Line

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Bearings, centre bearings, crown wheel and pinion, drive axle housing if damage is due to failure of internally lubricated components, drive shafts, gears, half shafts, limited slip clutch pack, U and CV joints.

## Braking System

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Brake booster, calipers, hydraulic brake lines, master cylinder, wheel cylinders.

## Suspension

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Control arms, top and bottom ball joints, radius rod bushes, stub axles, wheel bearings. (Applies to front suspension only)

## Fuel Management System

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Fuel pumps, injectors, injector pump.

## Clutch Assembly

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2WD vehicles only. Clutch fork, clutch master, pressure plate, slave cylinder, throw out bearing.

## Transmission

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Internally lubricated parts only. Transmission case if damage is due to failure of internally lubricated components.

## Cooling System

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Electric fan thermostat, fan hub, radiator cooling fan motor, thermostat, water pump.

## Steering

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Idler arms, pitman arms, power steer box, power steering pump, steering rack, tie rod ends.

## Electronics & Electro-Mechanical

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Alternator, engine management computer, starter motor, voltage regulator, wiper motor.

## Air Conditioning

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Compressor, compressor clutch.

## Body & Interior

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None.

# Terms & Conditions

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## Period of Cover

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The conditions of the Contract commence at the Delivery Date. The benefits you will receive under this Contract commence on the later to occur of either the Delivery Date OR the expiry of any Manufacturer's Full Warranty, or Statutory Warranty provided with the vehicle.

The Contract will cease upon expiry of either the period of time OR the distance travelled, whichever occurs first, as indicated under "YOUR PLAN".

Upon your written request, Ebbett Hamilton may cancel this Plan, at which stage our Refund Policy applies.

## The Mechanical Protection Plan

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Our Mechanical Protection Plan is not an insurance policy. It is a contract between You and the Company, designed to ensure that your vehicle is maintained to a standard that will help protect You from costly repairs to defective parts.

It is important that you carefully read this document to understand the extent of the Plan, and all of its limitations. Some of the conditions of this Plan are highlighted for your attention, to ensure there is no misunderstanding.

Ebbett Hamilton agrees that in the event of any failure\* of any covered component, such component will be repaired or replaced using parts of a like kind and quality, to acceptable working condition, to the extent of the limits of the Plan, provided that the Customer has observed these Terms & Conditions.

\* Failure means the inability of any covered component to satisfactorily perform the function for which it was designed.

## Servicing – What do I need to do?

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It is a condition of this Plan that your vehicle is serviced in accordance with the Servicing Requirements as shown in this document.

You will be advised of any defect found. Any items covered by the Mechanical Protection Plan will be repaired at a mutually convenient time in accordance with the terms of the Plan. In the event any additional work is required, we will refer any other required repairs or defects outside of this Mechanical Protection Plan, to you for your approval, prior to any work being commenced.

## What is Not Covered?

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This Contract does not cover the following:

1. Any failure caused by negligence, misuse or failure to perform required servicing, or any failure caused by the lack of proper and necessary maintenance. Any failure due to the lack of oil or coolant, excessive use of oil, overheating, fuel contamination or use of incorrect grade of fuel is not covered under this Contract.
2. Any parts not defined as being covered in this document. Maintenance items such as, but not limited to, the following are not covered by this Contract: brake pads, brake rotors, spark plugs, light bulbs, batteries, oils, filters, tyres, hoses, fan and timing belts, shock absorbers, struts, or any other component recommended by the Manufacturer for periodic replacement.
3. Seals and gaskets.
4. Any modifications made or any affected components on the vehicle after the Date of Delivery, unless fitted by Ebbett Hamilton, or with written approval for inclusion by Ebbett Hamilton.
5. Paint, trim, or failure caused by rust or corrosion of any kind.
6. Any inherent faults or defective parts subject to recall by the Manufacturer, or any such parts recommended for replacement by the Manufacturer through inability to meet normal performance requirements.
7. Any loss or damage caused by towing, collision, force impact, breakage of glass, missiles, falling objects, fire, theft or larceny, explosion, earthquake, windstorm, hail, water, flood, malicious mischief or vandalism, riot or civil commotion, lightning, nuclear contamination, freezing, smoke, or from any other cause whatsoever except as provided in this Contract.
8. Consequential damage.
9. Any electronic or computer software upgrade or hardware upgrade.
10. Any clutch components where the vehicle is four wheel drive or all wheel drive.
11. All consumables, including but not limited to, oils, coolants, lubricants, additives, air conditioning gas, environmental and waste disposal charges.
12. Excluded from this cover are: Cylinder head(s), engine block or barrels or blown head gaskets.

## General Conditions

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1. This Contract is between the Company and the Customer(s) nominated on page 1 of this document.
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Consumer Guarantees Act.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company. To drive the vehicle when to do so may cause further damage may void this Contract.
4. Should any false statement be made by the Customer or any person acting on the Customer's behalf or otherwise, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then this Contract will become null and void and the Customer's rights to claim shall be forfeited in respect of all past, present and future claims.
5. In the event of any breach of the terms and conditions of the Contract by the Customer, the Company reserves the right to cancel the Contract.
6. If the nominated vehicle:
  - a. Has been exported to another country, or
  - b. Has been affected by beach use, or
  - c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
7. This Contract is not transferable.

# Platinum Plus Roadside Assistance

Call 0800 717 877 for Roadside Assistance (Toll Free)

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Note:

1. Benefits commence on the Delivery Date.
2. Valid while you meet the conditions of your PlatinumOne Protection Plan.
3. The National Roadside Assist policy is not transferable to another vehicle.

## Roadside Response

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1. If you get a flat battery we will come out and jump start your vehicle.<sup>1</sup>
2. If you get a flat tyre we will come out and fit your roadworthy spare.<sup>2</sup>
3. If you lock your keys in your vehicle we will come out and unlock your vehicle.<sup>3</sup>
4. If you run out of petrol we will bring some out for you.<sup>4</sup>

*#1 Replacement battery costs always at driver's expense.*

*#2 Caravans and trailer up to 3.5t gross included.*

*#3 Benefit limited to \$250.00 per annum*

*#4 Maximum 5.0 litres of unleaded petrol for free, LPG/Diesel vehicles transported to fuel supply.*

## Towing Breakdown

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1. If your vehicle breaks down, or is unable to be safely driven due to mechanical failure, we will transport you back to the dealership where you bought your vehicle within a 250km round trip, or to the nearest authorized service centre if during business hours. If after hours, your vehicle may be transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.
2. If your vehicle breaks down due to mechanical failure and requires emergency towing, we will reimburse up to \$200.00 per annum for onward travel expenses incurred by the driver or passengers, if they are not able to travel with the tow truck.<sup>1</sup>
3. If your vehicle breaks down, and you are towing a caravan, boat or trailer, we will assist with transporting your caravan/trailer home or to a secure location of your choice, within the 250km round trip limit.

*#1 Limited to \$200.00 per annum*

## Extras up to \$1200 per year

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### CAR HIRE, ACCOMMODATION, EMERGENCY TRAVEL FARES, TRAILER HIRE, TRANSPORT FEES, AMBULANCE COVER

- In the event of major mechanical failure of your vehicle, we will assist with reimbursement of immediate costs of any combination of the following: Car Hire (up to \$120.00 p/day), Emergency accommodation (\$250.00 p/day), emergency travel (airfare/bus/train up to \$300.00 per ticket), Trailer Hire (up to \$120.00 p/day), additional transport fees (Long Distance Transport i.e. Roadtrain or Vehicle Transporter up to \$400.00 per breakdown).
- Excludes fuel, km charges, administration charges, rental/travel insurance/cover/excess reduction, excess baggage, one-way drop off/collection fees, premium location fees, meals and refreshments.
- In the event of an accident where the registered vehicle is involved, and the driver or passengers require the services of an ambulance as a result of that accident, we will assist with reimbursement of the ambulance fees.
- On submission of the accounts, together with a copy of the relevant bills, we will reimburse up to \$1,200.00 per annum (Total claimable amount is not to exceed \$1200.00 including GST per annum).

ALL CLAIMS MUST BE SUBMITTED WITHIN 21 DAYS OF OCCURRENCE TO:

EMAIL: [claims@nationalroadsideassist.com.au](mailto:claims@nationalroadsideassist.com.au)

## Limit of Cover

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1. Towing fee is free up to 250km round trip, towing in excess of 250km round trip will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than 250km round trip from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.

## General Cover

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### Free Medical Advice

Limited medical advice is available for free to the driver and/or passengers of the registered vehicle. A toll free number will be provided to the customer upon request depending on the location of the registered vehicle.

### Free Legal Advice

Telephone legal advice is available 24 hours a day, on matters arising from the use or ownership of the member's vehicle. A toll free number will be provided to the customer upon request depending on the location of the registered vehicle. Legal advice does not extend to written advice, preparation of briefs or personal interviews.

# Platinum Plus Roadside Assistance

Call 0800 717 877 for Roadside Assistance (Toll Free)

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Note:

1. Benefits commence on the Delivery Date.
2. Valid while you meet the conditions of your PlatinumOne Protection Plan.
3. The National Roadside Assist policy is not transferable to another vehicle.

## Roadside Response

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1. If you get a flat battery we will come out and jump start your vehicle.<sup>1</sup>
2. If you get a flat tyre we will come out and fit your roadworthy spare.<sup>2</sup>
3. If you lock your keys in your vehicle we will come out and unlock your vehicle.<sup>3</sup>
4. If you run out of petrol we will bring some out for you.<sup>4</sup>

*#1 Replacement battery costs always at driver's expense.*

*#2 Caravans and trailer up to 3.5t gross included.*

*#3 Benefit limited to \$250.00 per annum*

*#4 Maximum 5.0 litres of unleaded petrol for free, LPG/Diesel vehicles transported to fuel supply.*

## Towing Breakdown

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1. If your vehicle breaks down, or is unable to be safely driven due to mechanical failure, we will transport you back to the dealership where you bought your vehicle within a 250km round trip, or to the nearest authorized service centre if during business hours. If after hours, your vehicle may be transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.
2. If your vehicle breaks down due to mechanical failure and requires emergency towing, we will reimburse up to \$200.00 per annum for onward travel expenses incurred by the driver or passengers, if they are not able to travel with the tow truck.<sup>1</sup>
3. If your vehicle breaks down, and you are towing a caravan, boat or trailer, we will assist with transporting your caravan/trailer home or to a secure location of your choice, within the 250km round trip limit.

*#1 Limited to \$200.00 per annum*

## Extras up to \$1200 per year

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### CAR HIRE, ACCOMMODATION, EMERGENCY TRAVEL FARES, TRAILER HIRE, TRANSPORT FEES, AMBULANCE COVER

- In the event of major mechanical failure of your vehicle, we will assist with reimbursement of immediate costs of any combination of the following: Car Hire (up to \$120.00 p/day), Emergency accommodation (\$250.00 p/day), emergency travel (airfare/bus/train up to \$300.00 per ticket), Trailer Hire (up to \$120.00 p/day), additional transport fees (Long Distance Transport i.e. Roadtrain or Vehicle Transporter up to \$400.00 per breakdown).
- Excludes fuel, km charges, administration charges, rental/travel insurance/cover/excess reduction, excess baggage, one-way drop off/collection fees, premium location fees, meals and refreshments.
- In the event of an accident where the registered vehicle is involved, and the driver or passengers require the services of an ambulance as a result of that accident, we will assist with reimbursement of the ambulance fees.
- On submission of the accounts, together with a copy of the relevant bills, we will reimburse up to \$1,200.00 per annum (Total claimable amount is not to exceed \$1200.00 including GST per annum).

ALL CLAIMS MUST BE SUBMITTED WITHIN 21 DAYS OF OCCURRENCE TO:

EMAIL: [claims@nationalroadsideassist.com.au](mailto:claims@nationalroadsideassist.com.au)

## Limit of Cover

---

1. Towing fee is free up to 250km round trip, towing in excess of 250km round trip will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than 250km round trip from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.

## General Cover

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### Free Medical Advice

Limited medical advice is available for free to the driver and/or passengers of the registered vehicle. A toll free number will be provided to the customer upon request depending on the location of the registered vehicle.

### Free Legal Advice

Telephone legal advice is available 24 hours a day, on matters arising from the use or ownership of the member's vehicle. A toll free number will be provided to the customer upon request depending on the location of the registered vehicle. Legal advice does not extend to written advice, preparation of briefs or personal interviews.

# Platinum Plus Roadside Assistance

Call 0800 717 877 for Roadside Assistance (Toll Free)

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Note:

1. Benefits commence on the Delivery Date.
2. Valid while you meet the conditions of your PlatinumOne Protection Plan.
3. The National Roadside Assist policy is not transferable to another vehicle.

## Roadside Response

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1. If you get a flat battery we will come out and jump start your vehicle.<sup>1</sup>
2. If you get a flat tyre we will come out and fit your roadworthy spare.<sup>2</sup>
3. If you lock your keys in your vehicle we will come out and unlock your vehicle.<sup>3</sup>
4. If you run out of petrol we will bring some out for you.<sup>4</sup>

*#1 Replacement battery costs always at driver's expense.*

*#2 Caravans and trailer up to 3.5t gross included.*

*#3 Benefit limited to \$250.00 per annum*

*#4 Maximum 5.0 litres of unleaded petrol for free, LPG/Diesel vehicles transported to fuel supply.*

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