

24/7 Emergency roadside assistance

supplied by NAPA AUTOPRO



Photo courtesy NRMA New Cars



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Congratulations on choosing our 24/7 Emergency Roadside Assistance!

Our aim is to provide you with the best possible solution that removes stress should you find yourself in a situation where you need assistance. That's why The Garage have chosen to offer this NAPA Autopro service that is the best in its class for North America.

Once The Garage registers your vehicle, we've got you covered for emergency roadside services for up to 12 months!

**TO ACCESS NAPA'S EMERGENCY ROADSIDE ASSISTANCE ANYTIME CALL:
1-866-438-6272**

Services* include

Towing

- If your vehicle is within 40 kms, it will be towed back to The Garage OR, if outside of 40 kms, to the nearest authorized NAPA Warranty Centre.

Battery Boost

- Dead battery? No problem! We'll be there with a boost!

Lock-out Service

- Keys locked inside your car? We'll get them out! (Key replacement not included.)

Out of Fuel

- Run out of gas? We'll deliver up to 10 litres of fuel to you!
(Cost of gas and other fluids not included. See below.)

Flat Tire Change

- Road side flat? We'll be there to change to your spare!

**See below for terms, conditions, exclusions, restrictions and limitations on liability and services.*

What to do if you require emergency assistance



- Call our toll-free Emergency Roadside Assistance number – **1-866-438-6272** – anytime. *(Please note: your access to no-charge emergency services does not come into effect until 48 hours following your registration of your vehicle at The Garage.)*
- Make a note of your **Personal Emergency Access Code** located on the front of your access card and/or printed on your windshield sticker.
- Our operators will ask for your PIN # to validate your vehicle's eligibility. In the event you do not have this available, we will search our database using your vehicle's license plate number.

What if The Garage did not register my vehicle for coverage?

In the unlikely event that The Garage did not register your vehicle for coverage OR that we cannot locate your vehicle's registration on file, emergency roadside services will not be denied to you. However, if The Garage failed to properly register you at the time the Emergency Roadside Assistance access card was provided to you, you may be required to pay the dispatched emergency service provider on-site directly and thereafter seek reimbursement from The Garage (who supplied this original access card to you). In every instance, reimbursement from The Garage will require presentation of an original invoice and is limited to the amount of \$75.00 on the first occurrence only unless otherwise agreed to between you and The Garage. Certain other restrictions apply. See below for complete details.

Frequently asked questions

Does the service cover me or my vehicle?

The services available are registered to your vehicle – not to you. No matter who may be driving your vehicle, services will be dispatched to the registered vehicle on file.

Will I receive a confirmation of my activation?

If you have provided The Garage with your email address then yes! Following The Garage's completion of your registration, we will send an email confirmation directly to you!

When does my coverage start and end?

Coverage period commences 48 hours following the date of The Garage's activation and will continue for 12 full consecutive months.

How often can I use these services?

You can use the service up to three (3) times during your coverage period.

Am I required to pay for services?

Dispatched services listed on page 2 are at no cost to you except for:

- In the event The Garage did not register your vehicle for coverage as stated above. Reimbursement up to CAD\$75.00 is available directly from The Garage in this instance.
- The actual cost of any fuel or fluids delivered or for any replacement key.
- Excess towing mileage charges, should you require towing further than 40 kms. If a NAPA authorized warranty centre is further than 40 kms from the inoperative vehicle requiring a tow, we reserve the right to tow the vehicle to the closest licensed general repair facility or vehicle manufacturer's dealership.

In any instance listed above, the vehicle owner will be responsible to pay the on-site provider when the service is rendered. Furthermore, the following conditions apply:

- The cost of regular fuel will at no time be greater than 5% from the then posted retail cost of regular octane gasoline.
- Excess mileage charges vary by Province and State, but will in no instance exceed CAD\$3.00 per kilometer above the allowable limits.
- In the event you are charged more than the rates prescribed above, NAPA will reimburse you the difference provided you supply sufficient proof of the amounts charged.

What is the coverage area?

NAPA's Emergency Roadside Services are available 24/7 anywhere in North America excluding Nunavut, Yukon, Northwest Territories and Hawaii.

What do you use my NAPA service centre supplied information for?

Information collected during the activation process will be used strictly for the purposes of validating your coverage including the covered vehicle and solely to dispatch emergency roadside services to you when requested. For complete terms of NAPA's Privacy Policy, please visit www.napacanada.com.

*** Exclusions, Restrictions and Limitations of Liability and Service**

NAPA Emergency Roadside Assistance ("ERA Program") is offered only at no-charge to you by any authorized and participating automotive service centre displaying the marks NAPA AUTOPRO or NAPA AutoCare (NAPA service centre). The ERA Program is available to consumers' vehicles that are registered in advance by their supplying NAPA service centre only. In the event that your supplying NAPA service centre failed to register your vehicle for coverage in advance of you calling to request any listed services, emergency roadside services will not be denied to you, however, you may be required to pay the dispatched emergency service provider on-site directly and The Garage will reimburse you up to \$75.00 for any one occurrence with presentation of an original invoice (only) unless otherwise agreed to between you and The Garage.

UAP Inc. / NAPA Canada (NAPA) and NAPA's Program Administrator Matthew Scott Marketing assumes no responsibility or liability whatsoever for services provided including consequential or incidental costs or for reimbursement of services provided to any consumer that has NOT been registered by their supplying NAPA service centre a minimum of 48 hours in advance. All services are supplied by Club Auto Roadside Services Ltd. and available in most areas of Continental North America excluding Nunavut, NWT, Yukon and Hawaii.

For greater certainty, the services available under NAPA's Emergency Roadside Assistance Program do not include, or are limited by, or subject to:

- Winch outs/ditch tows or accident recovery.
- Commercial vehicles including fleet vehicles and/or vehicles in excess of ¾ ton, (up to 2500 series) recreational vehicles, farm, racing or off-road vehicles are not eligible.
- Roadside tire change will be performed only when emergency spare designed for the vehicle is pre-mounted on a rim, safe for use and available with the vehicle.
- Vehicles requiring a tow which have been modified from original equipment to be i) lowered or ii) outfitted with aftermarket spoilers etc. may be subject to additional charges for flat bed services.
- Usage is limited to three (3) occasions during any 12-month coverage period which commences 48 hours following registration by The Garage.
- Towing is limited to 40 kms. Vehicles requiring a tow will be taken to the original NAPA service centre that supplied this ERA Program card if within 40 kms. In the event the original NAPA service centre is more than 40 kms away, the vehicle will be taken to the nearest NAPA authorized warranty centre when available.
- Excess towing mileage charges apply if you request a tow greater than 40 kms. If a NAPA authorized warranty centre is greater than 40 kms from the inoperative vehicle requiring a tow, we reserve the right to tow the vehicle to the closest licensed general repair facility or vehicle manufacturer's dealership.

† *Excess mileage charges vary by Province and State, but will in no instance exceed CAD\$3.00 per kilometer above the allowable 40 km limits.*

*** Exclusions, Restrictions and Limitations of Liability and Service (continued)**

- Service does not include the cost of gasoline, fluids or key replacement.
 - † *The cost of regular fuel will at no time be greater than 5% from the then posted retail cost of regular octane gasoline. In the event you are charged more than the rates prescribed above, NAPA will reimburse you the difference with sufficient proof.*
- Transporting disabled vehicle operators and their passengers to or from their disabled vehicle or transporting such persons after any service has been rendered.
- Accepting appointments for service calls.
- Cost of parts, labour or incidental or consequential expenses related to repair of the vehicle under any circumstances are not covered UNLESS the cost of parts or repairs are eligible for coverage under NAPA's 12 month / 20,000 km Limited Peace of Mind Warranty.
(For complete terms and conditions including your eligibility under NAPA's 12-month/20,000 km Limited Peace of Mind Warranty, please visit www.napaautopro.com or www.napaautocare.ca or call us toll free at 1-866-438-6272 anytime Monday—Friday 8 a.m. to 8 p.m. EST.)
- A vehicle which is abandoned, unlicensed, unplatd or to be towed to a salvage yard.
- Any charges relating to impounding and storage.
- Service to a vehicle driven into an area not regularly travelled or which is impassable (e.g. private recreational roads, mud driveways, laneways or beaches).
- Service to a vehicle located in snowbound areas (we will not shovel snow to access any vehicle or provide service to any vehicle located in an unplowed driveway).
- Any consumer that is deemed, in NAPA's sole discretion, to be abusing the services or using them for other than their intended purposes of providing emergency roadside assistance will be automatically cancelled from further coverage.

NAPA reserves the right to cancel this program at any time without notice, however, consumers that have been pre-registered any time prior to any cancellation date by NAPA will continue to receive full benefit of their coverage for the remainder of their 12 month term as measured from 48 hours following the date of activation by their supplying NAPA service centre.

Emergency Roadside Services are provided by Club Auto Roadside Services Ltd.

NAPA, NAPA AUTOPRO and NAPA AutoCare are registered marks.