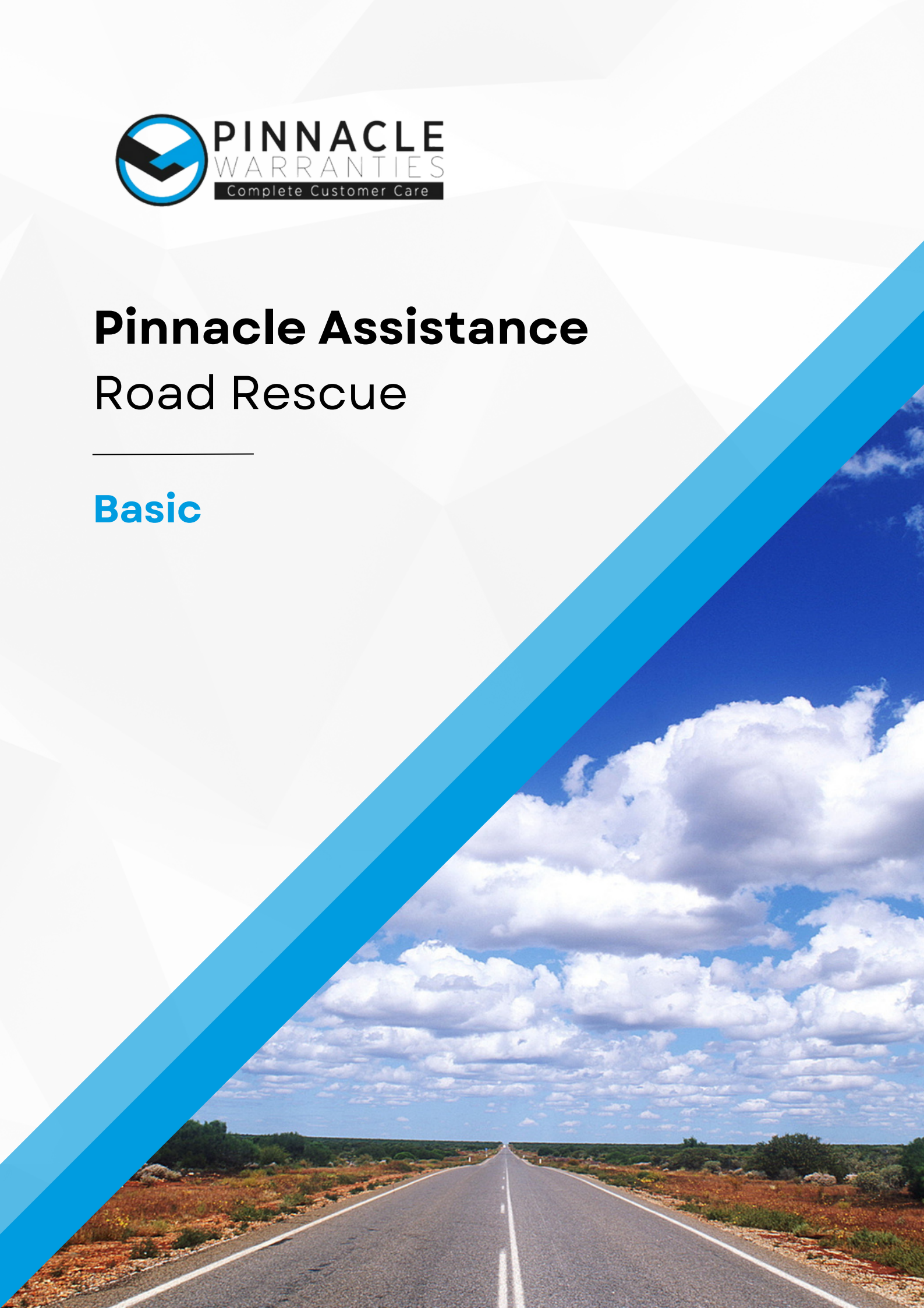




Pinnacle Assistance

Road Rescue

Basic



Agreement Summary

This breakdown agreement is designed to resolve the fault or problem that is the cause of a vehicle breakdown or allows for the transportation of a vehicle to where a repair can be safely undertaken.

To activate this agreement you are required to call 03300 577 101. Failure to do so will result in the road rescue product becoming null and void.

To attend any event in the UK where the owner or driver of the registered vehicle is unable to access or use the vehicle in the normal course of usage, and where reasonably practicable achieve a permanent or temporary breakdown repair in a safe location for mechanical and electrical failures, user errors such as the loss of vehicle keys, flat batteries and wheel change.

Where the repair of the registered vehicle cannot be undertaken at the roadside, the owner or driver and authorised passengers (but no more than the number of persons recommended by the vehicle manufacturer and for whom seats are provided) will either be transported to the recovery agent's premises where the repair will be undertaken or be transported to a local garage of the owner or driver's choice within 10 miles of the breakdown location.

The owner/driver has the option on scene to secure a journey of more than 10 miles by making a payment for additional mileage at a rate of £1.25p per mile.

This contract is provided Pinnacle Warranties Limited with the service provided by Auto-Rescue Logistics Limited.

Period of Cover

The agreement will only start from the date shown once activated and will run for the period identified on the agreement schedule.



Significant Exclusions or Limitations

In the event of a temporary repair, it is the owner or driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner or driver, Auto-Rescue Logistics reserves the right to either charge the owner or driver for further call-outs, or to refuse to provide any further service.

The hire vehicle will not be provided where the registered vehicle is being repaired under a manufacturer or third-party warranty or at a place other than an ARL agent.

Vehicles above 3.5 tonnes.

Any costs of whatsoever nature incurred by any other breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.

Any Vehicles without an appropriate current MOT certificate where applicable, motor insurance, and valid road fund license at the time of the breakdown.

Specialist equipment is not covered by this agreement but is available from our recovery agents, a full cost explanation can be found below.

Transportation of a vehicle following a recent recovery where the customer chose not to have the vehicle recovered to a garage and which has consequentially caused the vehicle to break down again will not be covered by this agreement.

The cost of fuel, glass, tyres and wheels, or any spare parts, which will be the responsibility of the owner or driver including lack of fuel and mis-fuelling incident.

Vehicles that have not been serviced, are unroadworthy by neglect, or are in an unsafe condition breakdown caused directly or indirectly by war, revolution, terrorism or any similar event.

Any toll or ferry fees.

Claims Procedure

If you have a fault with your vehicle, please contact Auto-Rescue Logistics, Beaufort House, 7-8 Talavera Court, Northampton NN3 6RW. Tel.03300 577 101 who will confirm your agreement details and will send out one of their approved recovery agents.

Your Right to Cancel

You have the right to cancel this agreement within 14 days of receipt of the agreement document without giving any reason and to receive a full refund from the selling agent. You should contact the selling dealer and Pinnacles Warranties Limited by recorded delivery letter, fax or email.

If you wish to cancel this agreement after the 14-day cooling-off period, you must send a recorded delivery letter to Pinnacles Warranties Limited. If you cancel the agreement after the 14-day cooling-off period, there will be no refund available. We will cancel this agreement with immediate effect if you are suspected of any fraudulent activity.

What To Do If You Have A Complaint

If you wish to make a complaint with regards to the service, please contact us ensuring the vehicle registration is quoted in all correspondence to assist a quick and efficient response:

Auto-Rescue Logistics, Beaufort House, 7-8 Talavera Court, Northampton NN3 6RW.
Tel. 01604 496 800.

If you wish to make a complaint with regards to the product or sale, please contact Pinnacle Warranties Limited quoting your name and registration.

Pinnacle Warranties Limited, 85 Great Portland Street, London, England, W1W 7LT
Tel. 03300 577 101



Terms and Conditions

Pinnacle Warranties Limited, via its network of UK based agents, will provide the following service:

To provide a breakdown solution, to the registered vehicles on the following basis:

1. To attend the breakdown within 50 minutes of being notified and where reasonably practicable achieve a breakdown solution in a safe location. This may involve moving the registered vehicle from where it came to rest to a safe location.
2. Where the breakdown solution can not be undertaken at the roadside, the registered vehicle will either:
 - i. Be transported to the agent's premises where the breakdown solution will be undertaken.
 - ii. Be transported to a main dealer to for the purposes of permanent repair under warranty.
 - iii. Be transported to a local VAT garage of the owner's/driver's choice within 10 miles of the breakdown location. The owner/ driver has the option on scene to secure a journey of more than 10 miles by making a payment for the additional mileage at a rate of £1.25p per mile by debit/credit card to 'ARL' by phone.
3. To provide a message relay service where notification of the delay due to the breakdown can be given to third parties, as identified by the owner/driver.
4. To provide a hire vehicle to the owner/driver in the following circumstances and subject to the following conditions and restrictions:
 - i. The hire vehicle will only be provided in one of the two following scenarios:
 - a. Where the breakdown solution cannot be undertaken on the day of the breakdown and where the owner/driver lives more than 50 miles from the agent providing the breakdown solution.
 - b. Where the breakdown solution or permanent repair has been delayed, for example for the provision of parts.
 - ii. The owner/driver will contract directly with the hire company and will comply with their terms & conditions of hire.
 - iii. The owner/driver will be responsible for fuel costs of the hire vehicle and any excess liability incurred during the period of hire.
 - iv. The hire vehicle will not be provided in the following scenarios:
 - a. Where the registered vehicle is being repaired under a manufacturer's/third party warranty.
 - b. Where the registered vehicle is a light commercial vehicle.

5. The service will be provided subject to the following conditions, restrictions and exclusions:
- i. In the event that ARL's agent is instructed to undertake the permanent repair, labour and parts will be paid in full by the owner/driver before the registered vehicle is released to the owner/driver. This clause is in addition to the Improver's Lien that arises under common law.
 - ii. In the event of a temporary repair, it is the owner/driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner/driver, ARL reserves the right to either charge the owner/driver for further call-outs or to refuse to provide any further service.
6. The Road Rescue will not be provided in respect of:
- i. Any breakdown occurring within 24 hours of the vehicle first being registered on the vehicle scheme registration schedule.
 - ii. Any vehicle more than 12 years old or a van more than 8 years old.
 - iii. The cost of fuel or any spare parts, which will be responsibility of the owner/driver.
 - iv. The cost of draining or removing contaminated fuel.
 - v. Vehicles that have not been maintained in accordance with manufacturer's recommendations.
 - vi. Any costs of whatsoever nature incurred by any other breakdown or similar organisation whether or not their services have been mandated by the police or any other emergency service.
 - vii. Any toll or ferry fees.
 - viii. Damage or costs caused by any unauthorised fix for lost vehicle keys.
 - ix. Consequential losses of whatsoever nature.
 - x. Loss or damage to the personal possessions of the owner/driver or their passenger.
 - xi. Poor-quality prior repairs, the unsafe condition of the vehicle or where the Vehicle has been altered from the manufacturer's specification.
 - xii. The costs of providing wheel(s) or tyre(s).
 - xiii. Use of the vehicle for racing, pace making, trials or rallying.
 - xiv. Any costs recoverable under any insurance policy or service provided by any motoring organisation or under the manufacturer's warranty.
 - xv. Any vehicle being used for hire or reward.

- xvi. In the event of a temporary repair, it is the owner/driver's obligation to arrange for the permanent repair to be carried out. Where this is not undertaken by the owner/driver, ARL reserves the right to either charge the owner/driver for further call-outs or to refuse to provide any further service.
- xvii. Breakdown caused directly or indirectly by war, revolution or any similar event.
- xviii. Vehicles not registered with the DVLA to a private individual or business named on ARL's Database.
- xix. Vehicles without an appropriate current MOT certificate where applicable, and a valid road fund license/tax disc at the time of the breakdown.