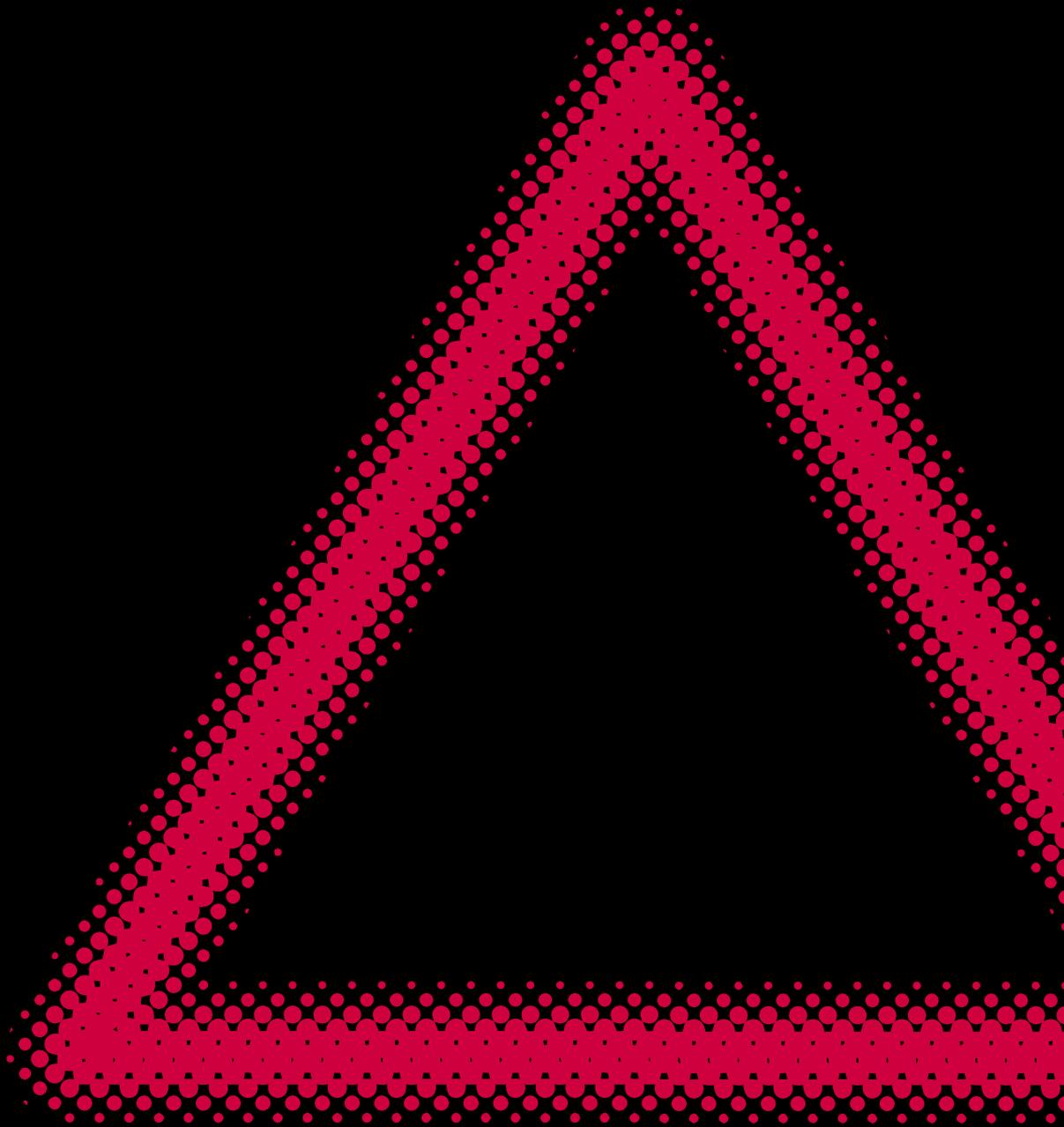


# Network Q Assist

Breakdown Services



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# Who to contact

These are all of the numbers that **you** will need in the event that the **vehicle** has **broken down** or **you** need any other assistance under **Network Q Assist**.

## Broken down in the UK

Local Rate (from a mobile)  
0333 202 2997

Freephone (from a landline)  
0800 151 0637

## Broken down in the Republic of Ireland\*

Freephone (from a mobile)  
1800 646 549

\* This service is only available if the **vehicle** is registered in Northern Ireland.

## Drivers with hearing difficulties

**Drivers** with hearing difficulties can contact **Network Q Assist** using a Text Phone and prefix the relevant number with 18001 to be connected to Tynetalk or use the SMS facilities on 07855 828282.

# Checklist

Certain information is required when calling **Network Q Assist**.

1. **Your** name
2. The **vehicle** registration number
3. The make and model of the **vehicle**
4. The exact location of the **vehicle**
5. **Your** contact number
6. The nature of the fault

## Remember

1. Please call **us** back if the **vehicle** gets going before **we** arrive
2. Only accept help from the person that has been sent to assist the **vehicle** by **us**
3. Don't go directly to a garage; **we** will not reimburse **you** if **you** have had to pay for help which was not arranged by **us**
4. Recovery can only be arranged by **us**

## Telephone charges

Call charges may apply. Please check with **your** telephone provider. Please note that **we** do not pay **your** costs of making or receiving telephone calls. Calls may be recorded and/or monitored.

# Introduction

Any words in this booklet that are in bold type are defined. Please see the Definition of words which explains the meaning of each defined term.

The cover provided by **Network Q Assist** applies only to the **vehicle** purchased from **Network Q** and cannot be transferred to, or used for, any other **vehicle**.

**Network Q** will arrange any services set out in this document that **you** are eligible to receive. **Network Q** has an arrangement with the **contractor** who will provide these services on **Network Q's** behalf. Please note that **you** do not have any rights under the arrangements between **Network Q** and the **contractor**.

If **you** require additional services that are not provided under **Network Q Assist**, **we** may be able to arrange appropriate additional services at **your** request for an additional cost. For example to:

1. Purchase any parts necessary to complete a repair of the **vehicle**;
2. Receive specialist services to complete a repair of the **vehicle**;
3. Receive **road traffic accident** assistance in the **territory**;
4. Provide any other services that may be available for an additional cost, as stated in this booklet.

The charge for any additional service provided or arranged by **us** will be agreed with **you** when the service is requested and before any costs are incurred.

Where **we** state in this booklet that **we** will reimburse **you** for certain sums as part of the services provided, such reimbursement will be made to **you** (as applicable) following receipt of a claim form (which is available on request from the Network Q Assist Breakdown Customer Care address shown below) and proof of payment. Claims for reimbursement of payments made by **you** must be submitted to:

**Network Q Assist**  
Breakdown Customer Care  
RAC House  
Great Park Road,  
Bradley Stoke,  
Bristol  
BS32 4QN

# Definition of words

Certain words in this booklet have special meanings. These words and their meanings are listed below and apply wherever they are in bold type.

## “breakdown”/“break down”/“broken down”

means the **vehicle** is inoperative, is unsafe to drive and/or has ceased to function as a whole as a result of a mechanical or electrical failure including any failure of the battery, but not as a result of a **customer induced fault, road traffic accident, fire, flood (in the territory), theft, act of vandalism or any glass related incident.** A component failure (e.g. air-conditioning failure) in itself does not constitute a **breakdown** unless it causes the **vehicle** to cease to function as a whole. Illumination of a **vehicle’s** warning light does not always constitute a **breakdown.** If the illuminated warning light does not constitute a **breakdown, you** will need to make **your** own way to a place of repair and **we** will not provide services under this

## Network Q Assist:

## “caravan”/“trailer”

means any **caravan** or **trailer** that complies with the following specifications:

Max Weight (gross)	Max Length	Max Width	Max Height
3.5 tonnes	7.0 metres (23ft) including tow bar	2.3 metres (7ft 6in)	3 metres (9ft 8in)

## “call out”

means any request for service or benefit under **Network Q Assist:**

## “contractor”

means any person appointed by **Network Q** to provide certain **breakdown** assistance services on **our** behalf;

## “customer induced fault”

means any request for service as a result of: use of incorrect fuel (mis-fuel); lack of fuel; keys being lost, stolen, broken or locked in the **vehicle;**

## “driver”/“you”/“your”

means any **driver** of a **vehicle** at the time a **breakdown** occurs who is authorised to be driving the **vehicle** and is permanently resident in the **territory;**

## “emergency service”

means the police, fire, emergency medical service, the army or the highways agency traffic officer service;

## “home”

means the address in the **territory** where **you** permanently live;

## “minibus”

means any UK registered **vehicle** which is constructed or adapted to carry more than 8 but no more than 16 passengers in addition to the **driver** and which is owned, contract hired, leased or fleet managed by **you** and that has been advised to **us** and that complies with the following specifications:

Max Weight (gross)	Max Length	Max Width	Max Height
4.5 tonnes	7.0 metres (23ft) including tow bar	2.3 metres (7ft 6in)	3 metres (9ft 8in)

## “modified vehicle”

means any **vehicle** that has been modified from the manufacturer’s specifications;

## “period of services”

means the length of time the **vehicle** is eligible for assistance under **Network Q Assist.** For Vauxhall vehicles, this will be 12 months from the expiry date of the Vauxhall **breakdown** cover, or the date on which the **vehicle** was purchased from **Network Q** (whichever is the later). For non-Vauxhall vehicles, this will be 12 months from the date the **vehicle** was purchased from **Network Q;**

## “Network Q Assist”

means the **breakdown** assistance provided by **Network Q;**

## “Network Q”

means the dealership from where **you** purchased the **vehicle;**

## “road traffic accident”

means a traffic accident involving a **vehicle** within the **territory;**

**“road traffic acts”**

means any Acts of Parliament, laws, rules or regulations, which govern the driving, the use or maintenance of any motor **vehicle** in the **territory**;

**“specialist equipment”**

means equipment that is not normally carried by the **contractor** to complete repairs and recoveries in the event of a **breakdown** including, but not limited to, winching and specialist lifting equipment;

**“territory”**

means the **United Kingdom**, Jersey, Guernsey and the Isle of Man;

**“United Kingdom”**

means England, Scotland, Wales and Northern Ireland;

**“vehicle”**

means the UK registered **vehicle** whose details have been provided by **Network Q** to **our contractor** that complies with the following specifications:

Max Weight (gross)	Max Length	Max Width	Max Height
4.5 tonnes	7.0 metres (23ft) including tow bar	2.3 metres (7ft 6in)	3 metres (9ft 8in)

**“we”/“us”/“our”**

means **Network Q** and each of its authorised agents.

# THE SERVICES

## A. Roadside

### What is included

If a **vehicle** has **broken down** in the **territory** or the Republic of Ireland\* during the **period of services**, **we** will provide a **contractor** to either:

1. Repair the **vehicle** at the roadside; or
2. If **we** are unable to permanently repair the **vehicle** at the roadside (within a reasonable time), **we** will decide, based upon the **contractor's** technical expertise in **breakdown** situations, either to provide a temporary repair to the **broken down vehicle** at the roadside or transport the **broken down vehicle** (and any **caravan** or **trailer** attached to it) to the nearest Vauxhall dealership. **We** will only transport the **caravan** or **trailer** if the **vehicle** has **broken down**.

If **we** transport the **broken down vehicle** (and any **caravan** or **trailer** attached to it) to the nearest Vauxhall dealership **we** will either:

1. Provide transport for **you** and up to seven passengers, or up to sixteen passengers if the **vehicle** is a **minibus**, of the **broken down vehicle** to that destination. If more than five people require transportation, **we** may need to provide transport in separate vehicles; or
2. **We** will reimburse **your** taxi fare for a taxi journey to a destination up to 20 miles from the garage for **you** and up to seven passengers of the **broken down vehicle** as long as this is agreed with **us** in advance. In order to claim a reimbursement of the taxi fare, **you** must send the receipt for the taxi journey to **us** at the breakdown customer care address shown on page 4.

\* Attendance in the Republic of Ireland is only available if the **vehicle** is registered in Northern Ireland

### What is not included

1. Any **breakdown** within a  $\frac{1}{4}$  of a mile of the **your home** as measured by **us**;
2. Transportation that is not arranged with the **contractor** when they are dealing with the **breakdown**. Transportation cannot be requested after the **contractor** has left the **vehicle**;
3. Any labour costs other than that incurred at the roadside including, without limitation, garages;

4. The cost of any parts (including batteries) required to repair the **vehicle** are not included unless covered by the manufacturer's warranty, or unless **we** have made arrangements with **our contractor**;
5. The fitting of any parts (including a battery) purchased from any third party. This is to ensure that parts are fitted from reputable sources in order to avoid further call outs under **Network Q Assist**;
6. Any **breakdown** resulting from a fault where **we** have previously provided **breakdown** assistance for that fault and either:
  - a. **we** consider, acting reasonably, that the original fault has not been properly repaired by a party other than **us**; or
  - b. **we** advised **you** that **we** had only provided a temporary repair to the fault and further repairs were required and the subsequent **breakdown** resulted, at least in part, from a failure to carry out these other repairs;
7. Any **breakdown** resulting from a battery related fault where **we** have previously provided **breakdown** assistance for that fault and advised **you** to replace the battery but the battery has not been replaced;
8. Any attendance at the **breakdown** of a **caravan** or **trailer** is not included under **Network Q Assist**, but such service may be available at an additional cost;
9. Assistance in a medical emergency;
10. Any **vehicle** that is already at a garage or other place of repair;
11. Any **vehicle** in a position where **we** cannot work on it or tow it, or wheels have been removed. **We** can arrange to rectify this but **you** will have to pay the costs involved.
12. **Breakdowns** which would be prevented by routine servicing of the **vehicle**;
13. Servicing or assembly of a **vehicle**;
14. Any attendance in the Republic of Ireland if the **vehicle** is not registered in Northern Ireland.

## B. Recovery

### What is included

If a **vehicle** has **broken down** in the **territory** during the **period of services** and following a **contractor** attending the **breakdown** and not being able to repair the **vehicle** locally within a reasonable time, **we** decide to recover the **vehicle** in accordance with the services under Section A, **we** will transport the **vehicle** (and any **caravan** or **trailer** attached to it) and **you** and up to seven passengers, or up to sixteen passengers if the **vehicle** is a **minibus**, of the **broken down vehicle** to a Vauxhall dealership in a location of **your** choice. If more than five people require transportation, **we** may need to provide transport in separate vehicles.

Where the **driver's home** is in Northern Ireland, under this Section B, any **breakdown** services will include the Republic of Ireland and **drivers** shall be entitled to be recovered from the Republic of Ireland to a Vauxhall dealership in Northern Ireland.

**We** may also provide, at **our** discretion, a recovery service if **you** become ill during a journey in the **territory** and **you** cannot continue the journey as **you** have no one in the party of people travelling with **you** who can drive the **vehicle**. **We** may ask **you** to provide written confirmation from the treating hospital or medical expert that **you** are unfit to drive and prove that **you** are the only viable **driver** in the party.

### What is not included

1. Recovery that is not arranged with the **contractor** when they are dealing with the **breakdown**. Recovery cannot be requested after the **contractor** has left the **vehicle**;
2. Recovery to more than one destination;
3. Any **breakdown** within a  $\frac{1}{4}$  of a mile of **your home** as measured by **us**;
4. Where **we** can demonstrate that the recovery service as set out in this Section B, is being used by **you** to avoid the cost of repairing the **vehicle**;
5. Any recovery required as a result of a **breakdown** resulting from a fault where **we** have previously provided **breakdown** assistance for that fault and either:
  - a. **we** consider, acting reasonably, that the original fault has not been properly repaired by a party other than the **us**; or
  - b. **we** advised **you** that **we** had only provided a temporary repair to the fault and further repairs were required and the subsequent **breakdown** results, at least in part, from a failure to carry out these further repairs;
6. Any recovery required as a result of a **breakdown** resulting from a battery related fault where **we** have previously provided **breakdown** assistance for that fault and advised **you** to replace the battery but the battery has not been replaced;
7. Where a recovery is required due to a **breakdown** as a result of a problem with the tyre of the **vehicle** **we** will not provide recovery over 10 miles where no serviceable spare tyre is carried by the **vehicle** or no suitable alternative (as recommended by the manufacturer) is available.
8. Assistance if **you** become ill during a journey in the **territory**, or in any other medical emergency, if **you** are safely able to continue **your** journey, including where anyone travelling with **you** is able to drive the **vehicle**;
9. Any recovery required due to the **breakdown** of a **caravan** or **trailer** is not included under **Network Q Assist**, but such service may be available at an additional cost;
10. Any **vehicle** that is already at a garage or other place of repair; or
11. A second recovery where the original recovery destination could not accept the **vehicle** due to their opening hours or other restrictions.

## C. At Home

### What is included

If a **vehicle** has **broken down** in the **territory** during the **period of services** within a  $\frac{1}{4}$  of a mile of **your home** as measured by **us**, **we** will provide a **contractor** to either:

1. Repair the **vehicle** at the roadside or the **home**; or
2. If **we** are unable to permanently repair the **vehicle** at the roadside or at **your home**, **we** will decide, based upon the **contractor**'s technical expertise in **breakdown** situations, either to provide a temporary repair to the **vehicle** at the roadside or transport the **broken down vehicle** (and any **caravan** or **trailer** attached to it) to the nearest Vauxhall dealership. **We** will only transport the **caravan** or **trailer** if the **vehicle** has **broken down**.

### What is not included

1. Transportation that is not arranged with the **contractor** when they are dealing with the **breakdown**. Transportation cannot be requested after the **contractor** has left the **vehicle**;
2. Reimbursement for any taxi fares to transport **you** and any passengers from **your home** or the place of the **breakdown**;
3. The cost of any parts (including batteries) required to repair the **vehicle** are not included unless covered by the manufacturer's warranty, or unless **we** have made arrangements with **our contractor**;
4. The fitting of any parts (including a battery) purchased from any third party. This is to ensure that parts are fitted from reputable sources in order to avoid further call outs under **Network Q Assist**;
5. Any **breakdown** resulting from a fault where **we** have previously provided **breakdown** assistance for that fault and either:
  - a. **we** consider, acting reasonably, that the original fault has not been properly repaired by a party other than **us**; or
  - b. **we** advised **you** that **we** had only provided a temporary repair to the fault and further repairs were required and the subsequent **breakdown** resulted, at least in part, from a failure to carry out these further repairs;
6. Any **breakdown** resulting from a battery related fault where **we** have previously provided **breakdown** assistance for that fault and advised **you** to replace the battery but the battery has not been replaced;

7. Any **vehicle** that is already at a garage or other place of repair;
8. Servicing or assembly of a **vehicle**; or
9. Assistance in a medical emergency.

## D. Onward Travel

### What is included

Onward Travel applies if a **vehicle** has **broken down** in the **territory** during the **period of services** and following a **contractor** attending the **breakdown**, **we** are unable to repair the **vehicle** in accordance with the services provided under Section A. **We** will provide **you** with replacement car hire to assist **you** on **your** onward journey, or, if a replacement car is not practicable on a fair and reasonable review of the circumstances, then one of the following will be provided instead:

1. Alternative transport costs; or
2. Hotel accommodation,

as described in more detail below.

In order for **you** to claim reimbursement of payments made by **you** under this Section D **you** must have proof that **you** have made such payment before **we** reimburse **you**. For example a receipt or invoice relating to the payment. **You** must send such proof to **us** at the breakdown customer care address as shown on page 4. All monetary values are inclusive of VAT.

### What is not included

Any assistance as a result of a **breakdown** resulting from a fault where **we** have previously provided **breakdown** assistance for that fault and either:

1. **We** consider, acting reasonably, that the original fault has not been properly repaired by a party other than the **us**; or
2. **We** advised **you** that **we** had only provided a temporary repair to the fault and further repairs were required and the subsequent **breakdown** results, at least in part, from a failure to carry out these further repairs.

## Replacement car hire

### What is included

Where the **vehicle** is not a **minibus** we will (subject to availability) arrange and pay for:

- a. the hire cost of a replacement manual car while the **vehicle** is being repaired as a result of the **breakdown** (up to a maximum of three consecutive days or until the **vehicle** has been repaired, whichever is sooner). Any replacement car will be of a similar cubic capacity to the **vehicle** up to 1600cc; and
- b. insurance for the replacement car, including collision damage waiver that waives the costs of damage resulting from a collision, but excluding any excess.

Where the **vehicle** is a **minibus** we will (subject to availability) arrange and pay for:

- a. the hire cost of one or more replacement car(s) while the **minibus** is being repaired as a result of the **breakdown** up to a maximum of 24 hours to enable **you** and **your** passengers to arrive at the original destination, up to a maximum value of £25 for each occupant of the **minibus**. **We** will only provide more than one replacement car if there is a person in the party of people travelling with **you** who can legally drive the replacement car and complies with the terms and conditions of the hire company used by **us**. Any replacement car will be a cubic capacity of up to 1600cc; and
- b. insurance for the replacement car, including collision damage waiver that waives the costs of damage resulting from a collision, but excluding any excess.

### What is not included

1. Any replacement car hire arranged by **us** where the **driver** of the replacement car does not comply with the usual terms and conditions of the hire company including but not limited to age and licence restrictions. For example, requiring the **driver** to hold and present a driving licence or being able to provide a valid credit or debit card with sufficient funds available for the car hire company to take a deposit. **We** use reputable car hire companies with market standard terms and conditions;
2. Any replacement car hire arranged by **you** that has not been agreed with **us** prior to **you** making the arrangements;
3. Delivery of the hire car **vehicle** including any fuel used during delivery;

4. Any fuel used while the hire car is with **you**, including any fuel required to refuel the car at the end of the hire car period to comply with the hire company's terms and conditions;
5. Any specific car type or model. **We** can try to arrange additional or upgraded hire car vehicles for an additional cost;
6. Replacement cars with a tow bar and as such, any **caravan** or **trailer** on tow at the time of the **breakdown** shall, subject to the eligibility requirements, be recovered under section B with the **vehicle**;
7. Specially adapted vehicles;
8. Any insurance excess payable under any insurance for the replacement car; or
9. Any request for car hire that is not made on the same day as the **breakdown** occurred.

## Alternative transport

### What is included

Where the **vehicle** is not a **minibus**:

**We** will reimburse **you**, up to £150 for each occupant or £500 for all persons, whichever is less, for standard class rail or other transport of **our** choice for **you** and up to seven passengers of the **broken down vehicle** to reach the intended end of the journey. **You** will have to pay for any additional transport costs.

Where the **vehicle** is a **minibus**:

**We** will reimburse **you**, up to £25 for each occupant or £500 for all persons, whichever is less, for standard class rail or other transport of **our** choice for **you** and up to 16 passengers of the **broken down vehicle** to reach the intended end of the journey. **You** will have to pay for any additional transport costs.

## Hotel accommodation

### What is included

Where the **vehicle** is not a **minibus**:

**We** will reimburse **you** for one night's hotel accommodation for bed and breakfast only for **you** and up to seven passengers of the **broken down vehicle** in a hotel of **our** choice and reimburse **you** for the costs of such accommodation up to £150 for each occupant or £500 for all persons, whichever is less.

**You** will have to pay for any additional hotel costs.

Where the **vehicle** is a **minibus**:

**We** will reimburse **you** for one night's hotel accommodation for bed and breakfast only for **you** and up to sixteen passengers of the **broken down minibus** in a hotel of **our** choice and reimburse **you** for the costs of such accommodation up to £25 for each occupant or £500 for all persons, whichever is less.

**You** will have to pay for any additional hotel costs.

## Assistance in a medical emergency

### What is included

If during a journey in the **territory you** or a passenger of a **vehicle** becomes ill and is taken to a doctor's surgery or hospital without the journey being completed, **we** will:

1. Reimburse **you** for one night's hotel accommodation for bed and breakfast only for **you** and up to seven passengers of the **vehicle** whose homes are more than 20 miles from the hospital in a hotel of **our** choice up to £150 per person or £500 for all persons, whichever is less. **You** will have to pay for any additional hotel costs; and
2. Arrange for an ambulance to take the patient to a local hospital near to their **home** once medical permission has been given.

### What is not included

1. Where the person is taken ill during a journey to or from a doctor's surgery or hospital, including for planned doctor or hospital appointments or emergencies; or
2. Any assistance where the **vehicle** is a **minibus**.

# General exclusions

The following exclusions apply to all of **Network Q Assist** (unless expressly stated otherwise). **Network Q Assist** does not include:

1. Any **breakdown** caused directly or indirectly by:
  - a. Running out of oil or water;
  - b. Frost damage; or
  - c. Rust or corrosion.
2. Any incident involving a replacement hire car provided under the terms of **Network Q Assist**;
3. Any personal effects, valuables or luggage left in **your vehicle** (or **trailer** or **caravan**);
4. Attendance following a **road traffic accident** in the **territory**. If **you** have had a **road traffic accident** in the **territory** and would like **us** to recover the **vehicle** we may be able to assist for an additional cost;
5. Attendance following fire, flood (in the **territory**), theft, act of vandalism or any other incident covered by any policy of motor insurance. If **you** would like **us** to recover the **vehicle** following one of these incidents **we** may be able to assist for an additional cost;
6. Vehicles which have **broken down** on land to which a **you** or **we** do not have permission to access;
7. Vehicles which have **broken down** as a result of taking part in any motorsport, motor racing, rallies, runs, timed events, driving in the Nürburgring or other competitive events (including, without limitation, rallies or stock car racing) or activities which take place off the public highway and is not subject to the normal rules of the public highway. Vehicles participating in any event which take place on and complies with the normal rules of the public highway (such as a treasure hunt, touring assembly or navigational road rally), will not be excluded;
8. Vehicles being demonstrated or delivered under trade plates;
9. The recovery of any **caravan** or **trailer** except where the **vehicle** that was towing the **caravan** or **trailer** has **broken down**. If **you** would like **us** to recover any **caravan** or **trailer** in these circumstances, **we** may be able to assist for an additional cost;
10. Any services relating to a **vehicle** which the **contractor** considers (acting reasonably) is loaded over its legal limit;
11. The cost of **specialist equipment** for any reason (including safely lifting a **modified vehicle**). **We** may be able to arrange **breakdown** and recovery services with **specialist equipment** if needed for an additional cost;
12. Transportation of any horses or livestock;
13. Any costs:
  - a. incurred without **our** prior consent. All requests for service must be made directly to **us**.
  - b.
    - i. relating to repairs of wheels and tyres and costs relating to any **vehicle** not carrying a serviceable spare tyre and wheel including the cost of a spare tyre and wheel and the costs of sourcing it;
    - ii. the cost of towing the **vehicle** if the tow distance exceeds 10 miles and the cost of providing a temporary solution in order for **you** to reach a garage to get the tyre replaced;
  - c. relating to **you** having failed to carry or having misused any equipment provided by the **vehicle** manufacturer for the purposes of removing the **vehicle** spare tyre and wheel, including but not limited to a key to remove a wheel secured by locking wheel nuts;
  - d. for **vehicle** storage charges unless otherwise expressly included in the relevant Section; or
  - e. for ferry crossings and/or toll fees of a **vehicle** to enable a successful recovery of the **vehicle** under **Network Q Assist** and the cost of any return ferry crossings and/or toll fees of the recovery **vehicle**.
14. **We** will not pay for any losses that are not directly associated with the **breakdown** or the incident in relation to which a **call out** is made under **Network Q Assist**. For example, loss of earnings due to **us** being unable to repair the **vehicle** at the roadside, losses caused by delay in **us** (or any third party) providing any benefit of service or onward travel costs such as missed flights (except that this will not apply in relation to any claim **you** may have for death or personal injury);

15. **We** shall not in any event, be liable for losses relating to any business interests **you** may have including, but not limited to, loss of profit or revenue, loss of opportunity or of business; or for business interruption;
16. **We** will not provide any service under **Network Q Assist** if **we** are prevented from doing so in circumstances beyond **our** reasonable control including, without limitation, an act of terrorism, severe weather conditions, the activities of civil or government authorities, third party industrial disputes or internal industrial disputes. In these circumstances **we** will take steps to prevent or minimise the effects of such circumstances on **our** services;
17. In the event of involvement of an **emergency service**, **we** will not remove the **vehicle** until all emergency services concerned have provided **us** with authorisation. If the emergency services insist on the removal of the **vehicle** by anyone other than **us**, **we** will not meet the cost of the removal;
18. Any **call out** caused directly or indirectly by **you** being affected by intoxicating liquors or drugs; or
19. Any **call out** as a result of a **customer induced fault**.

## General conditions

The following conditions apply to all of this **Network Q Assist**. If **you** do not comply with these conditions **we** may not be able to provide services under **Network Q Assist**.

1. The **vehicle** must be maintained in a legal and roadworthy condition. This includes (but is not limited to) ensuring the **vehicle** complies with the following conditions throughout the **period of services**:
  - a. it has a valid current excise licence unless the **vehicle** is exempt from the requirement to hold an excise license under Section 5 of the Vehicle Excise and Registration Act 1994, this includes certain old vehicles, agricultural vehicles and emergency vehicles;
  - b. it has a valid MOT certificate;
  - c. it has valid motor insurance as required by the **road traffic acts**; and
  - d. the **vehicle** is registered in the **territory**

Upon request from **us**, **you** must provide **us** with proof that the **vehicle** complies with any of the above conditions and allow **us** to examine the **vehicle** to confirm whether it is in a legal or roadworthy condition, at any time. If **you** are unable to provide **us** with such proof, if **you** do not allow **us** to examine the **vehicle** or **we** consider (acting reasonably) that a **vehicle** is not in a legal or roadworthy condition for any other reason, **we** reserve the right to refuse to provide any service under this **Network Q Assist** relating to that **vehicle**. This means **we** may decline to provide any service under **Network Q Assist**.

2. Any claim under **Network Q Assist** for a reimbursement of payments made must be accompanied by proof that such payment has been made before **we** will reimburse **you**, for example a receipt or invoice relating to the payment;
3. **You** can legally drive the **vehicle** and are willing to drive the **vehicle** and must be with the **vehicle** at the time of the **breakdown** and when the **contractor** arrives at the **breakdown**. If **you** are not, **we** will not provide any service related to the **breakdown**;
4. If **we** provide an onward transportation service of passengers of a **vehicle**, anyone under the age of 16 must be accompanied by someone who is 17 or over;
5. If **we** provide an onward transportation service for **you** and the passengers of a **vehicle**, any animals that were in the **vehicle** can only be transported in the **vehicle** at **your** own risk. **We** will not transport animals in the recovery **vehicle** and **we** will not be liable for or insure any animal during any onward transportation, however any assistance animals must be transported with their owners;
6. **We** will attend a **breakdown** at **your** request in good faith. By making a request for service under the terms of **Network Q Assist** **you** confirm that **you** and the **vehicle** comply with all legal requirements;
7. **You** must be authorised to be driving the **vehicle** and be permanently resident in the **territory**. If not, **we** will not be able to provide any service related to the **breakdown**.

# Misuse of Network Q Assist

**You** must not:

1. Behave inappropriately towards any representative of **Network Q** by, including but not limited to, acting in a threatening or abusive manner, whether verbally or physically; or
2. Misuse **Network Q Assist** by, including but not limited to, any of the following:
  - a. persuading or attempting to persuade any representative of **Network Q** into a dishonest or illegal act;
  - b. false or fraudulent actions or dishonesty or any act or omission which is wilful misuse or unlawful;
  - c. omitting to tell **Network Q** important facts about a **breakdown** in order to obtain a service that would not otherwise be provided under **Network Q Assist**;
  - d. providing false information in order to obtain a service that would not otherwise be provided under **Network Q Assist**;
  - e. knowingly allow, or not take reasonable care to prevent, someone that is not able to benefit from **Network Q Assist** by attempting to obtain a service under **Network Q Assist**; or
  - f. paying for additional services or goods in the knowledge that the payment has or will fail, with no intention of providing alternative payment.

In the event that this condition is not complied with, **we** will contact **you** to discuss **our** concerns and if the concerns are not dealt with within a reasonable time or cannot be dealt with **we** reserve the right to:

1. Refuse to provide any services to **you** under this **Network Q Assist** with immediate effect;
2. Refuse to sell any services to **you** in the future.

**We** will notify **you** in writing in the event that **we** decide to take any action outlined above.

## Complaints

**We** are committed to providing **you** with the highest standard of service and customer care. **We** realise, however, there may be occasions when **you** feel **you** did not receive the standard of service **you** expected. If **you** would like to complain about any aspect of the service **we** have provided to **you** under **Network Q Assist** please bring the complaint to **our** attention as soon as possible and **we** will work with **our contractor** to resolve the complaint as quickly as possible.

1. Call our Vauxhall Customer Assistance number on: 0800 026 0034  
Mon – Fri 8am – 6pm and Sat 9am – 1pm
2. Write to **us** at:  
Vauxhall Customer Assistance  
Griffin House  
Osborne Road  
Luton  
Bedfordshire  
LU1 3YT
3. Email **us** at:  
[vauxhall.customerassistance@vauxhall.co.uk](mailto:vauxhall.customerassistance@vauxhall.co.uk)