

Standard Pan European Fiat Professional Assistance Service (“Assistance Service) for one year plus an additional four years’ Assistance Service on the Fiat Professional Range valid until the expiry of five years from the date of first registration.

Terms and Conditions

Roadside Assistance

The Fiat Professional Assistance Service for customers is guaranteed 24 hours a day, every day of the year. If you require the services which are provided, you should dial the Universal Freephone number 00800 3428 0000 (Fiat), which can be reached free of charge in the UK, and select option 1 - Roadside Assistance. (Calls from certain mobile phones and public telephones in some European countries may be charged according to the rates applied by the telephone operator) To access the service from abroad you should dial the Universal Freephone number 00800 3428 0000 (Fiat), and select option 5 - International Services and then select your language. If you cannot call the Universal Freephone number, dial +39 02 4441 2041 from the UK or abroad to access the service.

Countries Where the Service Applies

The service applies to the following countries: United Kingdom and English Channel Islands, Albania, Andorra, Austria, Belgium, Bosnia-Herzegovina, Bulgaria, Continental Denmark, Continental Spain and Mediterranean Islands (including Ceuta and Melilla), Croatia, Cyprus, Czech Republic, Egypt, Estonia, European Russia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Israel, Italy, Jordan, Latvia, Libya, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldavia, Montenegro, Morocco, Netherlands, Northern Ireland, Norway, Poland, Portugal (including Azores and the Island of Madeira), Principality of Monaco, Republic of San Marino, Romania, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Tunisia, Turkey, Ukraine and Vatican City.

Start of Validity and Duration of the Service

Standard Pan European Fiat Professional Assistance Service (“Assistance Service) for one year plus an additional four years’ Assistance Service on the Fiat Professional Range (provided by Allianz Global Assistance) valid until the expiry of five years from the date of first registration.

Roadside Assistance Service Terms & Conditions (herein after “Service”) Definitions

Fiat Professional Assistance Service: An Operations Centre open 24 hours a day, every day of the year, answers calls from customers and provides the assistance required for the Service at no expense to the customer.

Customer: The driver/user of the Vehicle concerned by the Event and, once specified, any other person aboard the Vehicle.

Breakdown: Any Event which causes the Vehicle to stop running or causes consequential damage or prevents it from being restarted and used as a consequence of a manufacturing defect covered during the period of cover shown on your letter of confirmation.

Other Assisted Problems: Any circumstances that the customer cannot solve, during the period of cover which cause immobilisation of the Vehicle:

Lack of fuel, wrong fuel, frozen fuel, battery run down, puncturing on one or more tyres, window breakage which makes the Vehicle unfit for the road, breakage of keys, keys locked inside the Vehicle. Only Roadside Assistance with Mobile Workshop and/or Towing to the closest Fiat Professional Dealership is provided for the Events listed

Event: A single fact or occurrence, which may happen during the validity of the Service and which determines the request of Assistance by the Customer.

Vehicle: As specified on the order form.

Conditions for Using the Service: The Service can be used by the Customer only if the Event occurs during the period of cover shown on your letter of confirmation

Limitations

The following services:

- “Return home or onward journey”
 - “Pick up of the repaired vehicle”
- are only provided if the Event which determines the request occurs at a distance of more than 30 miles from the Customer’s place of residence. All Services must be requested directly to Fiat Professional Assistance Service, which must authorise them expressly unless otherwise specified.

Description of the Services;

Mobile Workshop

If the vehicle is not in a condition to continue the journey because of a Breakdown or Other Assisted Problems, the Customer must contact Fiat Professional Assistance Service, who will send an operator (if possible) to the place where the Vehicle is located to repair it. If the Vehicle cannot be repaired on the spot, the operator will have the Vehicle towed to the nearest Fiat Professional Dealership. The Customer will be charged for fuel needed to restart the engine, any spare parts used for the intervention and all other repairs not covered by Warranty.

Towing

If, following a Breakdown or Other Assisted Problems, the Vehicle is damaged and consequently cannot move autonomously, the Customer will be provided with a recovery vehicle, paid for by the Service, to tow the Vehicle to the dealership which sold the Vehicle (if the Vehicle has stopped at a maximum of 30 miles from the aforementioned dealership) or to the nearest Fiat Professional Dealership. The Vehicle will be towed to another site identified by the rescue operator if the nearest Fiat Professional Dealership is closed. The Customer is entitled in all cases to demand that the Vehicle be towed to the nearest Fiat Professional Dealership. If the Vehicle is towed by a company who is entitled to the Service on an exclusive basis, the Customer, if required by the rescue operator, must pay for the service and then request reimbursement. If the vehicle stops during off road driving, Roadside assistance will be available with suitable means of recovery.

Courtesy Car

If the time needed to repair the Vehicle following a Breakdown is longer than 4 hours (as certified by a Fiat Professional Dealership on the basis of manufacturer’s flat rate schedule), a vehicle will be provided by the Roadside Assistance Provider via a 3rd party rental company free of charge for a maximum of 4 days (public holidays in the period will not be counted) whilst the hire car is in use, the Customer must respect the terms and conditions of the rental company. The Customer will be charged for optional insurance, excess in the event of an accident, the required deposit (including by means of credit card) and fuel. If the Customer decides to have scheduled and/or routine servicing operations carried out on the Vehicle at the same time as the repairs relating to the breakdown, the Customer will bear any car hire costs which are incurred because of the increased amount of time that the vehicle is off the road. If the Customer who receives the service owns a commercial Vehicle and has a public transport licence (taxi drivers included), and the courtesy car on offer does not meet his/her needs, an allowance of £125 will be provided for each day that the Vehicle is off the road, up to a maximum of 5 days.

Disabled Drivers

If the Customer has a disability, for which the Vehicle has been adapted specifically, he/she can make use of an appropriate courtesy car for a maximum of ten days. Should the courtesy car on offer not meet his/her needs, a driver will be provided for a maximum of ten days.

Travel Expenses

Following a Breakdown, the Customer and any passengers, may use a taxi (or other means of transport) up to a maximum of £60 per Event, regardless of the number of persons assisted. This amount will later be reimbursed. The service is not provided in the case of Vehicle immobility for scheduled servicing operations required by Fiat Professional, fitting of accessories and repairs consequent to recall campaigns carried out by the Manufacturer. In order to obtain reimbursement, the Customer-Policy Holder must send:

- a) dated original receipts for the taxi (or other means of transport); b) copy of Vehicle acceptance document indicating reception date and copy of repair invoice, both issued by the Fiat Professional Dealership. The amounts aforementioned will be reimbursed after sending the documents listed above to the Fiat Professional Assistance - C/O Allianz Global Assistance, 102, George Street, Croydon, CR9 1AJ address. For compensation, the date of the receipt for the taxi (or other means of transport) must be between the date shown on the Vehicle acceptance document (completed by a Fiat Professional Dealership) and the date of the Vehicle repair invoice.

Return Home or Onward Journey

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer’s place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, Fiat Professional Assistance will organise the return of the Customer and passengers to their home or the continuation of their journey by train (first class), or if the distance is greater than 250 miles by aeroplane (economy class).

Hotel Expenses

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer’s place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, a stay in a local three-star hotel will be organised for the Customer and passengers. Fiat Professional Assistance Service will pay for board and breakfast per person per night, for up to 3 nights, for a maximum of the same number of permitted passengers stated in the Vehicle’s registration document.

Pick Up of Repaired Vehicle

If, following a Breakdown, the Vehicle is immobilised more than 30 miles from the Customer’s place of residence and the Vehicle cannot be repaired within the day in which the Event occurred, the Customer will be provided with a one-way train ticket (first class) or, if the distance is greater than 250 miles, a one-way aeroplane ticket (economy class) to pick up the Vehicle as soon as it has been repaired. Alternatively, the Customer may ask for delivery of the Vehicle to the Customer’s place of residence to be organised by Towing or an authorised driver. In this case, the Customer will pay for fuel and toll road expenses incurred to deliver the Vehicle.

Repatriation of the Unrepaired Vehicle

If, following a Breakdown, the Vehicle is immobilised abroad and the time needed to repair it is longer than five days (as certified by the Fiat Professional Dealership), Fiat Professional Assistance shall bear every cost for repatriating the unrepaired Vehicle to the Customer’s place of residence or to the Fiat Professional Dealership nearest to the Customer’s place of residence.

Reimbursement of Expenses Paid by the Customer

In order to be reimbursed for expenses incurred, the Customer must send the original (not copies) of receipts or equivalent documents with a brief description of the event, indicating whether the expense was authorised and supplying the reference number provided by the Fiat Professional Assistance Service, the first registration date shown on the V5 document and the personal data of who the reimbursement

should be made out to, with bank account information to speed up the bank transfer. All the above must be sent to the address shown below: Fiat Professional Assistance - Allianz Global Assistance UK, 102 George Street, Croydon, CR9 1AJ.

Exemptions from the Service

The following exemptions additionally apply, notwithstanding the conditions and specific exclusions of each service:

1. Vehicles sold directly by Fiat Professional to Shipping Agents, Public Transport Agencies, Bus Companies and Government Bodies, such as Police, Fire Brigade, Ministries and Municipalities are excluded.
2. Services are not available following: participation in sporting events (rallies, races, endurance races, off-road races) and test sessions,

wars, revolutions, riots and uprisings, looting, acts of vandalism, earthquakes, atmospheric phenomena, including atom transmutation or radiation caused by the artificial acceleration of atomic particles, terrorism, voluntary damage to the Vehicle, vandalism and participation in criminal acts, damage caused by trailers.

3. All services are provided for the period of cover shown on your letter of confirmation and must be requested directly to the Fiat Professional Assistance Service, which will intervene directly or authorise the provision of the services, unless otherwise specified.
4. A customer choosing not to use one or more services is not entitled to compensation or alternative services of any kind by way of compensation.
5. No service providers are liable for damage caused by the intervention of public authorities in the country where the service is

supplied or consequent to any other fortuitous, unexpected circumstance.

6. Ambulances are entitled solely to the Mobile Workshop and Towing services.
7. Towing caravans or other trailers are excluded from the services.
8. Costs borne which are not related to the occurrence of the Event (food, lodging, taxi, fuel, etc.) shall not be refunded.
9. Scheduled servicing activities are not included in the Service.
10. Vehicles in unsafe conditions or those maintained without following the Manufacturer's instructions are excluded from the service.
11. Accident other than an accident resulting from a manufacturing defect