

Granite Breakdown Recovery Service

What's included?

- UK & Ireland Coverage
- Home Start & Roadside Assistance
- Mechanical & Electrical Faults
- Flat Tyres, lost keys and running out of fuel

24 Hour Helpline

UK: 028 9066 0244

ROI: 01 524 50 04

Your breakdown service explained:

Home Start

- A member of our team will visit you to get you going again. If your vehicle can be repaired on-the-spot, one hour's free labour is included. Otherwise, we'll tow your vehicle to the nearest repairer.

Or

Roadside Assistance

- A member of our team will come to you. If your vehicle can be repaired on-the-spot, one hour's free labour is included.

Punctures

- We'll change your wheel if you're carrying a suitable spare

Lost Keys

If your keys are lost, we will send a member of our staff to assess the vehicle recovery requirements and, where specialist equipment is required, we will pay the first £100/€100 towards the recovery fee to enable us to take your vehicle to the nearest secure area until a replacement is found. If your keys are locked in the vehicle, we can help to access the vehicle.

Fuel Shortage

- If you run out of fuel, we'll take you and your vehicle to the nearest petrol station.

Our services covers up to a maximum of 3 call-outs, anywhere in the UK and Ireland for the following 12 months after purchasing the service.

Significant Exclusions & Limitations

The Service will not be provided in the following circumstances:

- Breakdowns that occur within 24 hours of inception of this service.
- Any breakdown caused by any willful or deliberate or avoidable act committed by the insured or any passengers.
- The vehicle is not in roadworthy condition prior the breakdown or where a vehicle has not been regularly serviced or where breakdown is caused by inadequate maintenance or repair.
- The private car or commercial vehicle is over 3.5 tonnes.
- The vehicle is carrying more than the number of passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising directly out of the unreasonable driving of the vehicle on unsuitable terrain.
- Any incident resulting from fuels, mineral essences or other flammable materials, explosives or toxins being transported in the vehicle.
- Your vehicle has been modified for or is taking part in racing, trails or rallying. - The vehicle does not have a valid NCT or MOT Certificate.

The Company should not be liable for:

- The costs of any parts, keys, components, lubricants, fluids, fuels or materials or any other incidental expenses required to restore a vehicle's mobility.
- Expenses recoverable from any policy of insurance
- Any liability or consequential loss arising out of the recovery service provided

No costs or expenses shall be met without prior notification and our consent.

In the event of a breakdown

You will be required to give the following information:

- Your name and contact telephone number
- Description registration number of the vehicle
- Exact location of the vehicle
- Nature of the breakdown

Ordering Terms & Conditions Service & Pricing

There is only one level of service as outlined above and is priced at £30 per year.

Delivery Policy

A membership pack including membership number will be posted to the address you provided within seven days of us receiving your payment. There is no charge for postage.

Client Terms of Business

Definitions

Granite Breakdown is a trading style of Crash Services Limited. Crash Services Limited is registered in Northern Ireland.

Company registration number NI 052244

Registered office: 134a stockman's lane, Belfast, BT9 7JE

"We" means CRASH Services Limited whose Head Office address is 134a Stockmans Lane, Belfast, BT9 7JE (Tel no. 028 30251840 Fax no. 028 30251850)

Cancellation Policy

You may cancel the service up to 14 days after purchasing the service in writing to us, providing you have not used the service in that period.

Return/Refund Policy

If you cancel the service, you will be asked to return your membership pack and a full refund providing you have not used the service, will be made within 30 days.

Protecting your Personal Data (data)

We are the Data Controller for the data you provide to us. We need to use your data in order to organise the recovery of your vehicle. You are obliged to provide information without which we will be unable to provide this service to you. We would also like to advise you that calls are recorded for training and monitoring purposes.

We will not pass your information to any third parties except to enable us to provide our service to you.

We may need to pass your information on to suppliers carrying out a service on our, or your behalf.

We have a Data Protection Procedure in place to oversee the effective and secure processing of your data.

Your personal data is protected by legal rights, which include your rights to, Object to our processing of your personal data, Request that Your personal data is erased or corrected, Request access to your personal data and data portability, Complain to the Information Commissioner's Office, which regulates the processing of personal data.

You can request to see what data we hold on you, there is no charge for this service.

If you wish to complain about how we have handled your data, please write to the Data Protection Officer, Crash Services Limited, Canal House 27-29b, St. Mary's Street, Newry, Co Down, BT34 2AA.

You can contact us and we will investigate the matter. If you are not satisfied with our response or believe we are processing your data incorrectly you can complain to the Information Commissioner's Office, 3rd Floor, 14 Cromac Place, BT7 2JB Tel: 028 9027 8757

Complaints and compensation

We aim to provide a high standard of service. Please telephone us if you feel we have not achieved this and we will do our best to rectify the problem immediately

If you have reason to make a complaint about our service you should contact the Claims Manager at the above address.

