



UK & Ireland Breakdown Recovery Service

- 24/7 365 days service
- Home Start
- Roadside assistance
- Mechanical & electrical faults
- Flat tyres, lost keys and running out of fuel all covered
- Up to 50 miles towage if vehicle can't be fixed

Free Accident Management Service

24 Hour Helpline

UK: 028 9066 0244

ROI: 01 524 5004

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. Otherwise, we'll tow your vehicle to the nearest repairer. If your vehicle can't be fixed in a reasonable period of time, we will cover up to a maximum of 50 miles from the incident in respect of onward transportation costs of the vehicle.

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 Shortages

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

Extra Benefit

- If your vehicle can't be fixed in a reasonable period of time, we will cover up to a maximum of 50 miles from the incident in respect of onward transportation costs.

Our service 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 wilful or deliberate or avoidable act committed by the insured or any passengers.
- The vehicle is not in a roadworthy condition prior to 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 and over 12 years old.
- 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, trials or rallying.
- The vehicle does not have a valid NCT or MOT Certificate.

The Company shall not be liable for:

- The cost 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 and registration number of the vehicle
- Exact location of the vehicle
- Nature of breakdown

Ordering Terms & Conditions Service & Pricing

There is only one level of service as outlined above and is priced at £34.99 per year. **(Vehicles over 12 years old will be charged £50 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.

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 can 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

Customer Service Contact Information Tony McKeown CRASH Services Limited 134a Stockman's Lane Belfast BT9 7JE Telephone: 0500 27 27 47 Email: reception@crashservices.com

CRASH Breakdown recovery service is provided by 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