

# 24 Hour National Roadside Assistance



## Benefits and Entitlements

Some of NRA's services are provided free with this membership whilst others are accessible through this membership, however, are provided on a fee for service arrangement.

NRA provides access to the following services for its members:

### Minor Roadside Repairs

NRA will provide minor breakdown related mechanical repairs where it is possible, safe & practical to do so at the roadside.

### Flat Battery

Jump start vehicle.

### Flat Tyre

Spare tyre will be fitted providing that the member has a roadworthy spare to fit to the vehicle. Assistance will not be provided for damaged wheels, fitting of a wheel to a rim or if a roadworthy spare is not available.

### Emergency Fuel

We will deliver sufficient fuel to enable the vehicle to travel to the nearest refuelling station. The cost of fuel will be at the driver/member's expense payable at the time of service.

If we are unable to supply fuel we will provide a tow in accordance with the Member's Benefit entitlements to a suitable location.

### Towing - Breakdown Related Only

If the vehicle is immobilised or is not safe to drive the vehicle will be transported to the nearest Preferred Repairer or Authorised Repairer.

This service will be provided for free subject to the following limitations:

- Free Towing - Metropolitan Areas - up to 20 kilometres
- Free Towing - Country Areas - up to 50 kilometres.
- Freecall 1800 10 10 22

## Terms & Conditions

**NRA shall not be held responsible for and is not required to provide any free Service where any of the following occur:**

- a) Where the vehicle has been modified for racing, trials, or rallying or any Accident or any claim for Service has arisen in respect of such races, trails, rallies or participation in such activities.
- b) Where the vehicle is carrying more passengers or towing a greater weight than that for which it was designed as stated in the manufacturer's specifications or arising from or connection with the improper, unauthorised, reckless or negligent operation of the vehicle or misuse of the vehicle.
- c) Loss or damage directly or indirectly occasioned by or happening or in consequence of war, invasion, act of God, act of foreign enemies, hostilities whether war be declared or not, civil war, rebellion, insurrection, terrorism, military and usurped power, riot, or civil commotion or sabotage or any other events (whether falling into the same genus, species, class or category as the foregoing or not) beyond the control of the Customer or the person operating or having control of the vehicle at the time of the Accident.
- d) Provision of Services outside Australia.
- e) Any person drives the vehicle who does not hold a valid licence issued by a competent authority.
- f) NRA shall not be held responsible for any damage to or theft of objects and accessories which are left in or outside the vehicle.
- g) NRA shall not be responsible for any costs in respect of any breakdowns resulting from or connected with the vehicle manufacturer's recall.
- h) NRA will not be responsible for the cost of any breakdowns resulting from unauthorised repairs or from faulty workmanship.
- i) NRA will not be responsible for the cost of any breakdowns caused by the fitting of accessories to the vehicle which are not genuine or are not from the original manufacturer or which are not approved by the manufacturer.
- j) NRA is not required to provide free service where we have not received membership application and applicable fees.
- k) In the interest of providing a quality service at a competitive price, NRA reserves the right to amend or withdraw service where usage is excessive due to lack of regular preventative maintenance; numerous call-outs due to owner/driver related error; or owner/driver failure to rectify recurring faults.
- l) Where the vehicle is deemed inaccessible by the NRA contractor.