

GWM ASSISTANCE PACKAGE

Covers Home and Roadside





As a GWM owner you will know that our vehicles are manufactured to the highest standards. We pride ourselves on offering the same exceptional standards with GWM Assistance - giving you complete peace of mind when motoring.

If your GWM is immobilised, simply call GWM Assistance and help will be on the way in minutes. We'll keep you updated on our findings and any work that we may subsequently need to undertake on your behalf.

With GWM Assistance, the quality of the service is guaranteed. So you'll have complete confidence for every journey in the years to come.

CALL GWM ASSISTANCE ON +44 330 053 0362

WHAT TO DO WHEN YOU REQUIRE ASSISTANCE

Should assistance be required following vehicle immobilisation simply contact GWM Assistance on:

If equipped press the Service button inside your vehicle (📞) for assistance.

Alternatively, or if your vehicle is not equipped, please call +44 330 053 0362.

All telephone calls are recorded to verify details provided at the time of calling.

To ensure minimum delay please have the following information available:

- Your name
- Registration number and vehicle colour
- Telephone number where you can be contacted
- GWM model
- Location of vehicle
- Description of problem

GWM Assistance is manned 24 hours a day, 7 days a week, to provide you with a quick and efficient emergency service in the unlikely event of the vehicle being immobilised. By telephoning our multilingual and experienced personnel all arrangements will be made on your behalf, within the terms of the service, details of which are contained in this booklet.

Please do not make your own arrangements.

**IF YOU REQUIRE ASSISTANCE PRESS THE SERVICE BUTTON INSIDE YOUR VEHICLE (📞).
ALTERNATIVELY, OR IF YOUR VEHICLE IS NOT EQUIPPED, PLEASE CALL +44 330 053 0362.**

UNDERSTANDING YOUR COVER

“Principal Beneficiary” is the owner or user of the Covered Vehicle. The “Covered Vehicle” is a GWM for which GWM Assistance is valid. “Beneficiaries” are all owners, users or passengers travelling in the Covered Vehicle at the moment assistance is required. “Breakdown” is electrical or mechanical breakdown, road accident, loss, damage or destruction by fire, theft or the loss of keys, causing the Covered Vehicle to be immobilised.

WHERE ARE YOU COVERED

Your vehicle and the Beneficiaries travelling in it at the moment assistance is required are covered in the United Kingdom (including Northern Ireland, Channel Islands and the Isle of Man).

PERIOD OF COVER

Cover is for 1 year/12 months from date of first registration of the vehicle.

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YOUR MOTORING SERVICE BENEFITS

For the Covered GWM and/or the Beneficiaries.

LOCAL RECOVERY/ROADSIDE AND HOME ASSISTANCE

In the event of Breakdown, GWM Assistance will arrange roadside assistance and/or recovery.

Roadside Assistance - Provides assistance following certain immobilising breakdowns more than a ¼ of a mile from home.

Home Start - Provides breakdown assistance following an immobilising breakdown at or within a ¼ of a mile from home.

Recovery - Provides recovery of an immobilised vehicle (including a caravan or trailer which was on tow at the time – subject to size restrictions), following a breakdown more than a ¼ of a mile from home and for no more people than the legal seating capacity of the covered vehicle up to a maximum of eight people (including the driver) to a single destination of your choice on the UK mainland or in Northern Ireland, or if you are a resident of the Channel Islands or the Isle of Man to your resident island, provided that any ferry or toll charges are paid by you.

ONWARD TRAVEL HOTEL ACCOMMODATION/CAR HIRE

In the event of Breakdown of your GWM in the United Kingdom causing the immobilisation of your GWM for a period of more than 4 hours, GWM Assistance will organise and pay for the following:

- Either (1) Rail Transport, or equivalent costs of more convenient travel, to enable the Beneficiaries to return to any destination of the Principal Beneficiary's choice within the United Kingdom.
- or (2) Overnight hotel bed and breakfast accommodation, up to £50 per Beneficiary.
- or (3) Temporary replacement vehicle, during the time that your GWM remains immobilised up to a maximum of 2 days.

You must be able to satisfy the requirements of the vehicle hiring company and you will be responsible for petrol, and ancillary charges. The temporary replacement vehicle will only be provided where GWM Assistance has arranged the recovery of your GWM to a GWM dealer.

The cover described in (2) above only applies if the immobilisation of your GWM occurs more than 30 miles from the home address of any of the Beneficiaries, and only when the Beneficiaries have to prolong their stay because of such immobilisation.

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GWM ASSISTANCE EUROPEAN BREAKDOWN COVER

THE OVERALL CLAIM LIMIT FOR GWM ASSISTANCE EUROPEAN BREAKDOWN COVER IS £2,000 PER PARTY, PER TRIP

European Breakdown Assistance:

If equipped press the Service button inside your vehicle (🔧) for assistance.

Alternatively, or if your vehicle is not equipped, please call +44 203 375 6901.

GEOGRAPHICAL LIMITS

GWM European Assistance applies within the following geographical limits within which the Eligible Vehicle and the Authorised Driver must stay together. Assistance will not be provided outside of these geographical limits.

Cover applies within the following limits (the “Geographical Limits”):

United Kingdom, Isle of Man, Channel Islands, Republic of Ireland, all islands of the Mediterranean (excluding Northern Cyprus) and the following countries of mainland Europe: Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland.

Cover does not apply to territories beyond mainland Europe. Cover within the UK applies only to a direct journey to and from the seaport or Eurotunnel terminal and can only be used for journeys where the Eligible Vehicle is being taken overseas by waterborne craft or Eurotunnel and not for crossing estuaries and non-tidal waterways apart from crossing from Northern to Southern Ireland.

ROADSIDE ASSISTANCE AND EMERGENCY REPAIR

What is covered

We will arrange emergency help for the Authorised Driver and cover costs within the following limits for roadside assistance, roadside repairs and towage up to £150 overall maximum. This includes up to £100 for labour within the total amount.

EMERGENCY CAR HIRE AND ALTERNATIVE TRAVEL ARRANGEMENTS

If the repairer estimates that the repairs to the Eligible Vehicle will take more than eight hours, We will cover the Authorised Driver's reasonable and necessary costs for alternative travel as set out below.

What is covered

Reasonable and necessary additional expenses from a or a combination of:

- a. Contribution towards car hire costs for a maximum of 3 days;
- b. Air fares (economy);
- c. Rail fares (first class for a maximum of 8 people, including the Authorised Driver);
- d. Local taxi fares;
- e. Any other transport equivalent to 2nd class rail fares

Overall limit for expenses at a–e is up to £750 per Authorised Driver's Party, per Trip. Please note: We will include any costs agreed under this benefit in the overall claim limit.

EMERGENCY ACCOMMODATION

If the repairer estimates that repairs to the Eligible Vehicle will take more than eight hours, We will cover the Authorised Driver's reasonable and necessary costs for additional emergency accommodation as set out below.

What is covered

Reasonable, necessary additional costs over and above those the Authorised Driver has budgeted for, for one night's overnight accommodation up to £65 per person, per night in a 3 star hotel.

VEHICLE RECOVERY TO THE UK

If repairs cannot be completed in time for the Authorised Driver's planned return home.

What is covered

The cost of unaccompanied recovery for the Eligible Vehicle to the Authorised Driver's home, or nominated vehicle repairer in the UK, up to the current market value of the Eligible Vehicle. All costs met under this section (but excluding the cost of unaccompanied vehicle recovery) form part of the overall claim limit.

CLAIMS PROCEDURE AND CONDITIONS

Whilst we make every effort to guarantee costs within the benefits on the Authorised Driver's behalf, there will be occasions when the Authorised Driver will be asked to pay the bill locally and reclaim agreed costs when the Authorised Driver returns home. Claims should be notified within 31 days of the Authorised Driver's return home.

To obtain a claim form, email overseasclaims@theAA.com

GWM ASSISTANCE EUROPEAN BREAKDOWN COVER

IMPORTANT NOTES

If the Authorised Driver cannot provide valid details of the Eligible Vehicle under GWM European Assistance, We reserve the right to refuse to arrange service and cover will not apply.

If assistance is required under GWM European Assistance and the Authorised Driver must follow the procedures notified by Us in this booklet. If a garage is contacted directly, the Authorised Driver will have to settle their bill and We will be under no obligation to reimburse the Authorised Driver.

Credit card - A credit card must be available if the emergency car hire benefit is used; the car hire company requires a 'swipe' of the card as security. Debit cards are not accepted for this purpose.

Driving licence - Driving licence must be available if the emergency car hire benefit is used; the car hire company will expect to see original photocard driving licence.

IMPORTANT LIMITATIONS OF SERVICE

There are differences between the service We will provide within the UK and the service provided by GWM Assistance European Breakdown Cover. These include:

1. GWM European Assistance will usually be provided through a garage or, if in countries where a sister motoring organisation operates, a local patrol may assist.
2. European garage mechanics and patrols are unlikely to speak English.
3. National holidays and working hours vary throughout Europe. This will impact on the service provided to the Authorised Driver, especially during busy periods.
4. Third party service providers including garages, repairers, recovery operators, car hire companies etc are not approved by Us and do not act as our agents. We cannot be held liable for any acts or omissions of any such garages or other third parties.
5. Any goods being carried remain the Authorised Driver's responsibility.
6. Eligible Vehicles which are recovered will usually be brought back unaccompanied.
7. Vehicle recovery from Western Europe will take on average 14-21 working days. At busy periods and from further destinations, recovery may take longer.

GENERAL POLICY EXCLUSIONS

GWM Assistance will not assist or reimburse Beneficiaries in the event of the call or claim arising directly as a result of any of the following:

1. Loss or damage directly or indirectly occasioned by or happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot or civil commotion.
2. (a) Damage to or loss or destruction of any property or any loss or expenses, whatsoever arising there from:
or (b) Any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - (i) Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
 - (ii) The radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
3. Loss destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. Motor racing, rallies, speed or duration tests or practice thereof.
5. Accident or injury either through voluntary non-observance of the laws of the land in which the Beneficiary is travelling or the practice of activities not authorised by the local authorities.
6. Freak weather conditions.
7. Damage or injury intentionally caused by the Beneficiary or resulting from his participation in a criminal act or offence.
8. The Principal Beneficiary/Beneficiaries or any other third party organising any assistance services provided by others.
9. Any costs that would have been payable normally by the Principal Beneficiary or beneficiaries, such as petrol or toll charges.
10. The maximum amounts payable for benefits described in this policy are inclusive of VAT.



TRANSFER REQUEST

NEW OWNER

MR/MRS/MISS

.....

ADDRESS

.....

.....

POSTCODE

.....

VEHICLE REGISTRATION

.....

Please ensure details are clear, correct and verified by the new owner.

VAT REGISTERED

YES NO

DATE

.....

SIGNATURE (CURRENT OWNER)

.....

NAME OF ORIGINAL OWNER

.....

TRANSFER OF COVER

If you sell your GWM you can transfer the unexpired portion of your GWM Assistance cover to the new owner by completing the details opposite.

Please send the completed form to:

FAO GWM Aftersales Department
The Gate
International Drive
Solihull
B90 4WA



I.M. NEV Motor Distributors (UK) Limited
The Gate, International Drive, Solihull B90 4WA
Part No. 1234-24-UK-GWMRS