

EXCLUSIONS AND LIMITATIONS

Service can be refused, or excess charges may apply in the following situations:

- Unregistered vehicles, trucks, busses, vehicles used for hire or reward including, but not limited to taxis, limousines, chauffeured vehicles and rental/loan cars.
- Vehicles that require excess labour, specialist or heavy equipment (i.e., trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, are bogged or are not within easy reach of a public road.
- Vehicles which have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage and/or flood damage.
- Vehicles that are already at a service center or repair facility.
- Excess labour and battery installation fees
- Heavy vehicles, trucks and equipment over 3.5t gross weight.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- Australia Wide Assist will not be liable for increased/additional costs and expenses because of a breakdown in a remote location.
- Service may be refused for vehicles that are not roadworthy or that have been modified from manufacturers specifications i.e., excessively lowered, modified for racing and 4wd tracks.
- Repeated/excessive call outs due to driver related faults, vehicle neglect or abuse, as reasonably determined by AWA or its contractor, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- Australia Wide Assist at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards Australia Wide Assist staff or its contractors or attempts to receive service by deception.
- In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, Australia Wide Assist or its contractors will not accept responsibility or liability for damage that may occur as a result.
- There may be instances, in remote/rural areas, where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances the driver will be required to arrange their own rescue at their own cost.

Register your vehicle
for IBD Roadside Assist
within 14 days of receiving
this brochure to activate
this policy. Terms & Conditions apply.



IBD Independent Battery Distributors

1800 803 873

ibd-activations.24hourroadsideassistance.com.au

IBD Independent Battery Distributors

24 Hour
Roadside Assistance



IMPORTANT
Register Now!

You need to be registered for a minimum of 48 hours prior to being assisted or fees and charges will apply. The unique code in this leaflet will expire in 14 days.

Welcome to IBD Roadside Assist

No matter where you are in Australia or what time of day it is, we can provide you with total peace of mind. You can be secure in the knowledge that we are available for you 24 hours a day, every day of the year, if the unexpected happens.

EASY TO REGISTER

To register your vehicle for **12 Months FREE Australia Wide Assist Roadside Assist** follow these easy steps:

YOU MUST REGISTER WITHIN 14 DAYS OF RECEIVING THIS BROCHURE TO VALIDATE POLICY.

*Please note you need to be registered for a minimum of 48 hours prior to being assisted or fees and charges will apply.

1. Go to
ibd-activations.24hourroadsideassistance.com.au

2. In the first stage of registration, you will be asked to enter a unique code.

Your unique code is:

Please note this code is case sensitive and will expire within 14 days.

3. Enter Vehicle and Contact Details at each stage of registration as prompted. Remember that the fields with a red * are required in order to proceed to register.

4. You will receive an email confirmation of your registration, confirming the vehicle is covered, as well as the period of cover. Print the confirmation and keep it in your glove box.

Your IBD Roadside Assist covers you for a maximum of 12 months.

Roadside Response

LOCKED/LOST KEYS

Open vehicle, cost up to \$77.00 GST incl per incident.

FLAT BATTERY

Vehicle will be jump started at request of driver (Replacement battery at driver's expense – refer to below for warranty claims **).

FLAT TYRE

Vehicle's roadworthy spare wheel will be fitted.

OUT OF FUEL

Minimum 5 litres of unleaded fuel supplied at driver's cost.

(LPG/Diesel vehicles transport to fuel supply within free service radius)

**Business Hours

In the event of a battery being faulty and requiring replacement under warranty, the vehicle will get jump started and if possible, immediately driven to the issuing service centre or IBD for a test and possible replacement.

**After Hours

In the event of a battery being faulty and requiring replacement under warranty, the customer/driver will need to purchase a battery at own expense and return the faulty unit to IBD where in store credit will be issued to the value of the original purchase price. Alternatively, faulty unit can be taken to IBD during business hours for possible replacement.

Services related to this brochure are provided by 24 Hour Roadside Assistance Pty Ltd (ABN 11 007 737 313) T/A Australia Wide Assist

Towing—Breakdown

If the vehicle is unable to be quickly mechanically repaired or safely driven due to mechanical failure, the vehicle, including the driver, will be transported to a nominated service center, or owner's residence. In a situation where the breakdown occurs on a trip or holiday, we would transport the vehicle to the nearest service center. In an afterhours situation, arrangements can be made to store the vehicle and transport when the service center or repair facility is open (Free service limits apply)

Free Service

A 20km Metro/ Rural free of charge service for roadside response and breakdown towing applies on a NATIONAL basis, as part of our standard service, with all excess km charged at the recommended industry rates

Free service is limited to one callout per breakdown.



For IBD Roadside Assist,
or if you need to register
Freecall 1800 803 873



Register online at
ibd-activations.24hourroadsideassistance.com.au