

## Terms and Conditions

On the road, driving hazards and motoring problems can occur. Woolworths Roadside Assist is a dedicated automotive assistance service for your car and is provided by Digicall Assist, one of Australia's largest premium automotive assistance providers, 24 hours a day, 365 days a year Australia-wide.

### Your checklist when calling for help

To access Woolworths Roadside Assist simply call us on 1800 225 405. Have your car details (VIN and registration number) and your contact telephone number on-hand. Confirm the location of your car and provide a detailed description of the problem.

### Safety first

If your car has broken down in a hazardous location, please advise the operator when you call and ensure you are not exposed to danger from oncoming cars.

### Stay with your car

Once assistance has been called, it's vital that you remain with your car. If our provider arrives at the scene of the breakdown and your car is unattended, we will be unable to carry out any work and payment may be required for any subsequent callouts for the same incident. If you have to leave your car for safety reasons, please advise our operator.

### Woolworths Roadside Assist benefits and conditions

#### Automotive Assistance

We will arrange, where it is possible and safe to do so, most common Breakdown related problems to be rectified including inflation of a flat tyre, replacement of a flat tyre with the car's serviceable spare and jump-starting of a flat battery. Where appropriate, this may also include providing practical tips or advice, on a reasonable endeavours basis, in relation to simple car operation, any safety warnings or lights that may appear or practical information regarding the car.

#### Minor Automotive Repairs

We will arrange for minor breakdown related repairs to be carried out where it is possible and safe to do so at the location of the car. However, if major parts or factory diagnostic equipment are required, the car will be transported to the nearest Authorised Repairer. The cost of repairs, including labour and any required parts, will be your responsibility.

#### Flat batteries

If your battery is flat we'll arrange for a jump start or coordinate a replacement battery if required. We do not cover the cost of the replacement battery but we can arrange the supply as part of our service.

#### Emergency fuel

If you run out of fuel we will arrange for the delivery of enough fuel to allow you to reach the nearest petrol station. If you drive an LPG fuelled car, we will arrange for the towing of your car to the nearest petrol station. The delivery is free, and the maximum value of fuel provided is \$10.

#### Flat tyres

If you have a flat tyre, we'll arrange for it to be changed with the car's serviceable spare wheel or transport the car to an approved tyre outlet. Should additional services be required for any reason, these services would be at the driver's cost.

#### Lost or locked keys

Where the key has been lost or stolen, or has been locked inside the car, we will arrange for the spare key to be delivered or arrange to gain access to your car. The most we will pay for this service is \$250, and this may need to be reimbursed at a later date.

In the event you insist the car be broken into to recover keys locked inside the car, we will not, under any circumstances, be responsible for any loss or damage that occurs to the car as a result. Due to contractor limitations, this service may not be available in all cases.

#### Towing

If the car cannot be mobilised on the roadside, we will tow the vehicle free of charge to your preferred repairer up to 20km from the breakdown location or to the nearest accredited repairer up to 100km from the breakdown location. Please note that all additional towing costs and any repair costs (not described in benefits and conditions above) are your responsibility, and are payable at the time of the service.

#### Caravan and trailer assistance

In the event that your car is towed after a breakdown, and it had been towing your caravan or trailer, we'll cover costs to transport your caravan or trailer to the same location as your car or to the nearest place of safety (see Towing). You must tell us at the time of the original breakdown call that you're towing, as our provider may be unable to transport both your car and the towed caravan or trailer in the single callout; you may be responsible for any further callouts and costs.

### What we don't cover

#### We do not cover cars that are:

- not in a roadworthy, well maintained condition or are unregistered
- unattended, unless organised at the time of arranging assistance
- not registered on our system
- over 3.5 tonnes
- involved in any way in any form of racing or motor sports
- modified, large or heavy enough to require a specialist or heavy haulage towing provider.

- operating as taxis, limousines, rental or hire cars or for any other commercial use
- immobile in a workshop while being repaired or undergoing mechanical or electrical repairs at your premises
- located in a restricted access area except where we can enter the premises and you are willing to cover any associated costs
- located in an area that a two wheel drive recovery car cannot access.

#### We do not cover service calls that are the result of:

- failure to use reasonable care
- failure to carry out regular preventative car maintenance or inappropriate maintenance or repair, whether intentional, negligent or otherwise
- incorrect fuel or contaminated fuel added to the fuel tank
- owner or driver related faults
- failure to follow the instructions of the car manufacturer, repairer or us
- non-genuine, inappropriate or incorrect fitting of parts or accessories
- accident damage, break-in or attempted break-in of your car
- breakdowns that are associated with any attached caravan or trailer or their couplings.

#### We won't provide our service when:

- there are inadequate resources in the area you have broken down — for example there are no tow trucks or repairers available
- circumstances are beyond our control — such as extraordinary delays caused by extreme weather conditions, a severe accident or traffic congestion
- unexpected or disruptive events such as war, strikes, storms or other acts of God prevent us from assisting you.

#### Your responsibility for costs

- You are responsible for all costs of parts, labour and any other associated costs relating to the management and repair of your car after a breakdown whether the repairs are carried out by the nearest repairer or otherwise.
- We will not be liable for any indirect or consequential loss or damage that arises from providing or failing to provide any of the benefits or services whether arising from negligence or otherwise. We assume no responsibility for any advice or assistance given by any independent service provider for the services rendered hereunder.

### Purchase, Transfer or Cancellation of your Woolworths Roadside Assist Membership

#### Optional Service Product (purchased with a Comprehensive Car Insurance policy)

Your RSA membership will come into effect 48 hours after purchase date. This is a non-transferable product. If you decide to cancel your Roadside Assist product mid-way throughout your Insurance term, you may be eligible for a pro rata refund in accordance with the amount that you have paid in advance.

#### Standalone Product

Your RSA membership will come into effect 48 hours after purchase date. This is a non-refundable product, but can be transferred to another vehicle at any time. Please note that a vehicle transfer change will also take 48 hours to come into effect.

#### Emergency Standalone Product

After paying the once-off emergency fee, your RSA membership will come into effect immediately. This is a non-refundable product, but can be transferred to another vehicle at any time. Please note that a vehicle transfer change will take 48 hours to come into effect.

#### Definitions

The following words have these meanings throughout this document.

**Accident:** your car is damaged by impact or collision of any nature, or attempted or successful theft or break-in of the car.

**Accredited repairer:** a repairer accredited by us and recommended by us to undertake workshop repairs to your car.

**Breakdown:** a car failure which has caused the car to be immobilised or become unroadworthy or unsafe to drive in transit, due to mechanical or electrical fault. This can also include a flat tyre, flat battery, a car that has run out of fuel or keys that have been locked in the car or lost.

**Restricted access area:** an area that is protected by security and/or other systems designed to prevent access to unauthorised people and includes areas which we do not have permission to enter (for example airports, sporting venues, protests, concerts and certain business premises).

**Car:** the car registered for the Woolworths Roadside Assist program.

**We, Us, Our:** Digicall Assist

**You, Your:** the nominated person registered for the Woolworths Roadside Assist program or the driver of the car.

#### Important information

These terms and conditions are current as at the date of printing but are subject to change without notice. Woolworths Roadside Assist is provided by Digicall Assist Pty Ltd. ABN 92 152 605 340.