

keyfacts®



warrantydirect

breakdown recovery



Breakdown Recovery

Policy Key Facts

Breakdown Cover Policy Summary

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® Some important facts about your Breakdown insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. When reviewing your policy it should be read in conjunction with your Policy Schedule.

Insurer : Inter Partner Assistance SA

Your cover is valid for one year

Significant Features and Benefits

Significant and unusual exclusions or limitations

Relevant section in the policy document

Roadside Assistance + Local Recovery in the UK

If your vehicle is immobilised by a breakdown we will arrange for a vehicle rescue operator to spend up to one hour to try to fix it. If it cannot be fixed we will arrange for the vehicle to be taken to a local garage to be repaired at your cost.

Transport to a local garage is for the vehicle, driver and up to 6 passengers.

Section A

Nationwide Recovery in the UK

If your vehicle cannot be repaired at the roadside or at a local garage the same day we will arrange one of the following:

1. For the vehicle, driver and up to 6 passengers to be taken to your destination or home;
2. Bed and breakfast accommodation for one night;
3. Hire of another vehicle;
4. Emergency driver.

1. Within the UK only.
2. Limited to a maximum of £40 per person (£160 in total).
3. The hire vehicle is only up to 1100cc for a period of 24 hours.
4. A medical certificate is required before this benefit is provided.

Section B

Home Recovery in the UK

If your vehicle is immobilised by a breakdown at or within a one mile radius of your home we will arrange for a vehicle rescue operator to spend up to one hour to try to fix it. If it cannot be fixed we will arrange for the vehicle to be taken to a local garage to be repaired at your cost.

Transport to a local garage is for the vehicle, driver and up to 6 passengers.

Section C



Significant Features and Benefits

Significant and unusual exclusions or limitations

Relevant section in the policy document

European Assistance

If your vehicle is immobilised by a breakdown in Europe (including the UK part of your journey) we will arrange for a vehicle rescue operator to spend up to one hour to try to fix it. If it cannot be fixed we will arrange for the vehicle to be taken to a garage to be repaired at your cost. It also includes:

1. Delivery of replacement parts.
2. Alternative travel arrangements.
3. Emergency car hire.
4. Emergency accommodation.
5. Emergency driver.
6. Vehicle recovery to the UK.

Transport to a local garage is for the vehicle, driver and up to 6 passengers. Labour charges and parts up to £200 are included to make your vehicle secure following theft or attempted theft of the vehicle.

Section D

1. The cost of the parts is not covered.
2. Travel for you and your passengers to your intended destination
3. Car hire up to £70 per day and £750 in total.
4. B&B expenses up to £30 per person per day and £500 in total
5. A medical certificate is required before this benefit is provided.
6. If your vehicle is not repaired before your planned return to the UK, cover includes transport costs to get you, your passengers and your vehicle home.

Legal Services and Uninsured Loss Recovery

Legal advice in respect of your motor vehicle and assistance if you are in an accident that is not your fault

Operated by Inter Partner Assistance on behalf of Warranty Direct Limited with an Indemnity Limit of £50,000

Section E,
Section F

Lifestyle Services

1. Restaurant Referral/Booking Services
2. Flowers, Wine and Luxury Chocolate and Wine Delivery
3. Event Ticket Assistance
4. Golf Course Referrals and Reservations
5. Route planning

1. Information on three restaurants based on location and/or cuisine.
2. Subject to availability, Payment for the item will be made directly by the policyholder to the provider of the item, who will have sole responsibility for conformity and post sale service.
3. A disclaimer form must be signed by the policyholder for any broker/hospitality ticket purchases.
4. The policyholder will pay all charges, including cancellation fees.
5. This service does not take into account road works or diversions, which may be in place at the date of travel.

Section G

Breakdown Cover Policy Summary

Cancellation Right

We hope you are happy with the cover this policy provides. If you find that the cover does not meet your needs, contact 0845 052 1175 within 14 days of receipt of this document and Warranty Direct Limited will arrange to cancel your policy.

Making a Claim

If you need Breakdown Assistance in the UK, please call: 0845 052 1170 or 00 44 1737 815 031 if you require European Breakdown Assistance.

You should have the following information available: Vehicle registration number, Your name and home post code, Your policy number, Vehicle make, model and colour, Your location, An indication of the nature of the problem

Complaints Procedure

If you are not satisfied with any aspect of this policy or our service, you should in the first instance direct your complaint to:
The Quality Manager, Inter Partner Assistance SA, 106-118 Station Road, Redhill, Surrey. RH1 1PR, UK.
Telephone 0870 609 0023

If your complaint is not resolved you can refer your complaint to the Financial Ombudsman Service.
Inter Partner Assistance SA is a member of the Financial Services Compensation Scheme (FSCS).

IMPORTANT: For Breakdown Assistance, Legal Advice or Lifestyle Services please call: **0845 052 1170**

Administration: 0845 052 1175 | **Fax:** 0845 052 1177 | **Email:** info@warrantydirect.co.uk | **Web:** www.warrantydirect.co.uk

Warranty Direct Limited, Quadrant House, 20 Broad Street Mall, Reading, RG1 7QE.

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