ROADSIDE ASSISTANCE 1800 422 772

Roadside Assistance - membership options are as follows; 24 hrs - 7 days

BENEFIT		3 STAR	5 STAR
Service calls per annum		4	unlimited
Flat Battery/Jumpstarts	Vehicle jumpstarts, battery tested on site, alternator & electrical system test plus condition checks of battery clamps and fittings.	✓	✓
Battery Replacement Service	If the battery requires replacement, free delivery of new battery service is available. Cost of Battery is at the driver / member's expense payable at the time of service.	✓	✓
Metropolitan Towing	Our roadside assistance tow truck services are ready to take your vehicle to the nearest repairer or place of safety. Additional distances and/or destinations can be arranged and quoted upon request.	20kms	50kms
Country Towing	Our roadside assistance tow truck services are ready to take your vehicle to the nearest repairer or place of safety. Additional distances and/or destinations can be arranged and quoted upon request.	50kms	100kms
Flat Tyre	Tyre changes will be carried out providing that the member has a roadworthy spare tyre to fit to the vehicle. Assistance will not be provided for damaged wheels, fitting of a tyre to a rim or if a roadworthy spare is not available.	✓	✓
Emergency Fuel	Out of fuel? Forgot to stop in at that last service station? Our roadside assistance agents can carry up to 10L or 50km worth of emergency fuel (unleaded petrol or diesel) and will be supplied at driver's expense.	✓	✓
Car Hire*	In the event of a mechanical breakdown more than 100 kilometres from home, that renders your vehicle un-roadworthy for more than 48 hours (excluding weekends, public holidays, workshop and supplier's delays) we will assist you with the reimbursement of the car hire costs up to; $140 per day, for up to 5 days. *For reimbursement of hire, you must submit a copy of the car hire invoice (fuel & insurance costs not claimable) and vehicle repair invoice.	✗	✓
Lockout Assistance	We will attempt to open a vehicle when the keys have been locked in the vehicle. If we cannot open the vehicle we will arrange for a locksmith to attend. The Member will be responsible for any costs over $70.00 incl. GST payable at the time of service.	✗	✓
Accident Accommodation – Benefit Limit $300	If you should require accommodation in the event of an accident where the registered vehicle is involved and the repairs being carried out on the vehicle are a distance of more than 100 kilometres from your registered residence. We will assist with reimbursement of emergency accommodation costs up to $100 per night, for up to 3 nights (room rate only). This does not include pre-booked accommodation. For reimbursement of Accident Accommodation, you must submit a copy of the accident report, hotel/motel invoice and vehicle repair invoice.	✗	Benefit Limit $300
Major Breakdown Accommodation – Benefit Limit $700	If you should require accommodation in the event of mechanical breakdown where the repairs being carried out on the vehicle are a distance of more than 100 kilometres from your registered residence. We will assist with reimbursement of emergency accommodation costs up to $140 per night, for up to 5 nights (room rate only). This does not include pre-booked accommodation. For reimbursement of Major Breakdown Accommodation, you mustsubmit a copy of the accident report, hotel/motel invoice and vehicle repair invoice.	✗	Benefit Limit $700

INTEGRITY Extended Warranties

Powered by 24/7 ROADSERVICES AUSTRALIA

24HR ROADSIDE ASSISTANCE 1800 422 772

Integrity Car Care Pty Ltd
PO Box 9482, Traralgon, 3844

P: 03 9723 6177 | F: 03 9723 1564
E: admin@iwarranty.com.au
W: iwarranty.com.au

* Conditions apply - please refer overleaf for full terms and conditions

Integrity Car Care Pty Ltd (referred to as ICC within this document) will provide the member with Roadside Assistance, Australia wide.

Membership may be registered under the name of an individual, company or an organisation.

Member Services/Benefits will become effective two working days after the receipt of payment; Membership must be paid for and current to obtain any services or benefits.

Should you replace your vehicle, your Membership is transferable (conditions apply). In order to organise the transfer, you must contact ICC, during business hours, within 7 Days of vehicle changeover occurring. Transfer will become effective two working days after notification is received by ICC. Membership cannot be transferred to another person. Transfer will become effective 2 working days after notification and payment is received by ICC.

All fees paid to ICC (including membership fees, administration fees, service fees and "Emergency Join-Up Fees" etc.) are non-refundable. Emergency join-up fees are required if you need service within two working days of joining. The fee is $160 on top of your membership fee. This also applies to:

- Non-members requiring immediate roadside assistance
- Lapsed members requiring immediate roadside assistance

Service will not be provided to a member who in our view is abusive, threatening or violent to any ICC staff member or contractor, or who attempts to receive service by deception. Should a member behave in this way we may, after full investigation;

- suspend or limit services to the member;
- impose service fees for further service requests;
- void the membership.

Any changes to the vehicle registration number or change of address must be reported to ICC, during business hours, within 7 Days of the change occurring.

When requesting Roadside Assistance, you must provide the correct vehicle details and the exact location of the vehicle. All services will be at your expense if we are not able to confirm your membership or locate your vehicle based on the information you have given us.

Roadside Assistance is only available on any sealed or designated road that the service provider deems to be safe. Roadside Assistance is only provided where the weight of the vehicle is less than 3.5 tonnes gross and the length of the vehicle is less than 5.5 metres.

If your vehicle requires a tow, we can assist you in making arrangements for the transportation and/or storage of any additional items other than your vehicle (e.g. caravan, car-trailer, horse floats etc.). Towing will be provided for all types of Vehicles which do not exceed 3.5 tonnes and 5.5 metres, provided that the tow can be made with standard towing equipment and such equipment is available. Towing will be provided using the most appropriate equipment available (such as lift-tow or flat-top truck) as determined by ICC. Should specialised towing equipment or personnel be required (such as power winches, extended cables or hydraulic vehicle moving jack dolly's etc.) this service will be at the driver's/member's expense - payable upon request of service.

There may be instances where our service provider is not available and we are not able to assist you, in such cases ICC will refund your Membership Fee.

Any charges for batteries, excess towing, salvage, emergency fuel, locksmiths, holding yards, toll costs or "Emergency Join- Up Fees" etc. must be paid by the driver/member to the service provider at the time of service (failure to pay any of these charges will void your membership).

We will not authorise or pay for any service performed/carried out prior to the commencement date of the membership.

If you are not in attendance with your vehicle at the time when the service provider arrives the service cannot be supplied and one call-out will be deducted from the member's' call-outs. Further call-outs related to the same breakdown will be considered a separate call-out.

Roadside Assistance is provided in the event of an unexpected mechanical breakdown. It does not cover vehicle maintenance or permanent repairs. Temporary repairs may be made at the request of the member/driver to mobilise the vehicle (where able). However, regular maintenance or any mechanical repairs, major or otherwise, is the member's responsibility and will be at the member's expense.

We will attempt to transport all passengers with the vehicle, provided that each person can be legally transported in the tow truck. In the event that we are unable to transport all passengers, we will assist in organising alternate transport, such as a taxi, at the member's expense.

Once a call-out has been provided for a breakdown, any subsequent call-outs arising from the same breakdown will be provided at the member's expense payable at the time of the call-out. This includes towing for a vehicle that has been towed after hours to the member's home, a holding yard or other place of safety and subsequently requires further towing for the same breakdown.

ICC facilitates an emergency roadside service only. Therefore, Roadside Assistance services and/or towing benefits do not apply for;

- a vehicle that we deem to be un-roadworthy, or that is unregistered;
- a vehicle at a motor vehicle repairer;
- a vehicle that is partly or fully dismantled or on which repairs have been attempted by anyone (including a licensed motor vehicle mechanic) or has a pre-existing failure or breakdown;
- a vehicle where the tow has not been arranged by us;
- a vehicle that has been involved in or suffered damage as a consequence of an accident, flood, theft, fire or malicious damage;
- a vehicle which has been modified in ways that in our view increase the possibility of it sustaining damage during towing, or in ways that make damage-free towing difficult, unless such modifications are removed prior to towing. This includes modified or factory released accessories;
- a vehicle which has been driven or transported to any licensed motor vehicle repairer;
- any parts, labour or other costs related with the repair of a vehicle;
- any financial loss or liability, however sustained, occurring from or in any way connected with a breakdown or accident;
- any freight costs (including sea crossings);
- transportation of a damaged vehicle;
- any costs related to making arrangements for pets and animals;
- a vehicle that has been driven against our instruction or the instruction of a licensed motor vehicle repairer;
- a vehicle that has been transported to a holding or shipment facility;
- a vehicle that has been used in a car rally or motor race.

In the event the member insists the vehicle be broken into to recover keys locked inside the vehicle, no responsibility or liability is taken by ICC or its contractors for any damage to your vehicle that may occur as a result. Due to contractor limitations, this service may not be available in all cases.

If a member makes use of all the service call-outs in a membership year, you will be required to pay a service fee by credit card at the time of the call for each additional service request. Unused call-outs may not be carried forward. Five Star Plans have no call-out limits, subject to sub-section below;

> If a member has received and continues to request Roadside Assistance or towing for a vehicle repeatedly on an unjust and excessive number of instances in a year we may refuse to provide further roadside assistance or towing and will then offer an alternative service at the member's expense – payable upon request of service.

Limits of liability per yearly membership for each protection plan:

- "3 Star" four (4) call-outs per year
- "5 Star" unlimited call-outs subject to excessive use (Section 1.20)

ICC reserves the right to amend prices and inclusions of policies without prior notice.

ICC does not cover breakdowns caused by conditions that existed prior to the commencement of membership. Any failure that occurred prior to the commencement of your membership will be at the member's expense and payable at the time the service is provided.

To obtain our definition of metropolitan and country areas contact ICC.

We do not cover any used in off road events or motor sports events.

Towing and roadside assistance callouts for motorcycles will be provided to a limit of $150.00 per claim. Any additional costs over this are to be made by the member at the time of service.

INTEGRITY
Extended Warranties