



## Dacia

The Rivers Office Park, Denham Way, Maple Cross  
Rickmansworth, Hertfordshire WD3 9YS  
Phone: 0344 335 1111 - Fax: +44 (0)1923 895101  
www.dacia.co.uk

# Dacia Assistance Terms and Conditions

## Dacia Assistance

DACIA UK has purchased a comprehensive roadside assistance package (Dacia Assistance) for you from its preferred supplier. The benefits of Dacia Assistance are available in the UK only, 24 hours a day, every day of the year (European cover is excluded). Dacia Assistance aims to provide you with peace of mind motoring, by providing assistance if your vehicle breaks down due to a manufacturing defect, or a mechanical or electrical fault.

### Duration of Dacia Assistance

All vehicles are entitled to Dacia Assistance for a period of 36 months or 60,000 miles (whichever comes first).

## DACIA ASSISTANCE COVER DETAILS

### UK Benefits only (Includes Northern Ireland but excludes Republic of Ireland)

#### Dacia Roadside Assistance

If your vehicle breaks down at the roadside and is immobilised, Dacia Assistance will send out a patrol or appointed agent to get you back on the road. In the exceptional circumstances where an "on-the-spot" repair proves impossible, you are entitled to use the Recovery services detailed below.

#### Dacia At Home Assistance

If your vehicle breaks down at or within 1/4 mile of your home, Dacia At Home Assistance will bring help to your doorstep. If your vehicle cannot be repaired, Dacia Assistance will transport it to the nearest authorised Dacia Dealer, or another destination of your choice, whichever is the nearer.

#### Dacia Recovery

If your vehicle breaks down more than 1/4 mile from your home and a prompt local repair at the roadside is not possible, Dacia Assistance will arrange onward passage for you, up to seven passengers and your vehicle to any single destination in the UK mainland or Northern Ireland. This also includes the Isle of Man, Guernsey and Jersey, although any ferry costs must be borne by you. If you are towing a trailer or a caravan at the time, this will also be recovered, subject to certain weight and size restrictions.

#### Dacia Onward Travel

If your vehicle is immobilised away from home, Dacia Assistance may, at its absolute discretion and immediately following Recovery, arrange a replacement hire vehicle for you for up to 48 hours (subject to the terms and conditions of the hire company).

To ensure that you are eligible for this, please make sure you have your driving licence with you. You will have to pay a fuel deposit. You will also be responsible for the return of your hire car plus any additional costs.

## HOW TO CALL DACIA ASSISTANCE

### Telephone numbers for UK Assistance

In a UK emergency, please call: **0333 202 3002**

Before calling for assistance, please make sure you have the following details ready:

- The registration number of your vehicle
- Your name
- Your address
- A contact telephone number
- The model and colour of your vehicle
- The nature of your breakdown
- Your exact location
- The current mileage of your vehicle

If you believe you are in a vulnerable or dangerous situation, please make this clear at the time of your call. After making the call, return to a safe place near your vehicle. If the problem resolves itself before the assistance arrives, please call and let us know.



## What is not included?

### Non-Warranty Incidents

While Dacia Assistance aims to provide you with peace of mind motoring, it only provides assistance for manufacturer based or mechanical faults on the Vehicle. It does not provide assistance for certain non-warranty incidents such as (but not limited to):

- **The use of incorrect fuel or lack of fuel**
- **Wheel changes, punctured tyres**
- **Keys locked inside the vehicle, lost or stolen**
- **Road traffic accidents**
- **Incidents involving trailers and caravans**

Dacia Assistance may, at its absolute discretion arrange assistance if requested, but the responsibility of paying for assistance remains with you or the nominated driver. If you call for assistance in these instances, you will be responsible for paying a charge at the time of service request.

## Customer Options

### Dacia Assistance Added Cover

You are able to purchase cover for the provision of roadside assistance for above listed incidents. This additional cover, called Dacia Assistance Added Cover, can be purchased by contacting Dacia Assistance on 0800 151 0645.

### European Cover

If you are planning to travel to Europe, you can purchase European Roadside Assistance cover by contacting Dacia Assistance on 0800 151 0647.

## Terms and conditions

For a copy of the full Dacia Assistance Terms and conditions, please log onto [www.dacia.co.uk/owner-services](http://www.dacia.co.uk/owner-services).