

Terms & Conditions

By registering to AHG Roadside Assist you are consenting to the terms and conditions of this policy. This plan is not an insurance contract, vehicle extended warranty contract, personal injury contract nor is it voidable or refundable. In cases of mechanical breakdown, AHG Roadside Assist requires that there be no fault on the part of the owner/driver for the vehicle failure. Costs of mechanical repairs and maintenance, unless covered by a separate warranty (statutory or otherwise) are the responsibility of the owner. AHG reserves the right to withdraw service where use is excessive due to lack of regular maintenance or the failure to rectify any ongoing fault. AHG reserves the right to change, or terminate, the conditions of the AHG Roadside Assist program at its discretion, at any time. Any roadside assistance services that you may require within the first 48 hours after registration will be at your own expense. The roadside assistance membership applies to the registered vehicle, not the owner of the vehicle. An excess will apply to tows more than your coverage limits. Quotes for the excess can be provided upon request at the time of the call for assistance.

Exclusions and Limitations

- Vehicles used for hire or reward including rental and loan cars.
- Vehicles that require specialist or heavy equipment 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.
- Heavy vehicles, trucks and equipment over 3.5t gross weight.
- Ferry/barge costs, freight costs, including tolls and sea crossings.
- AHG Roadside Assist will not be liable for increased/ additional costs and expenses as a result of a breakdown in a remote location.
- Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from the manufacturer's specifications i.e. excessively lowered vehicles, modified for racing/4x4 tracks.
- Repeated/excessive call-outs due to driver related faults, aftermarket accessories, vehicle neglect or abuse, as reasonably determined by AHG Roadside Assist or its contractors, including pre-existing faults and faults/breakdowns caused by a non-authorized repairer.
- AHG Roadside Assist at its discretion may refuse service or suspend/cancel a driver's membership if they are deemed abusive, threatening or violent towards AHG Roadside Assist staff or its contractors, or attempts to receive service by deception or has any excess owing for previous call-outs.
- In the event that a driver requests their vehicle be broken into, whether to recover keys/belongings, AHG Roadside Assist or its contractors will not accept responsibility or liability for damage that may occur as a result.

Privacy

AHG considers the security of your personal information as an important and necessary part of the responsible management of our data. AHG therefore takes all reasonable steps to ensure that your information is secure and safeguarded from loss, misuse, unauthorised access, modification or disclosure. We will only disclose personal information in order to fulfil our obligations in respect of the provision of services to our customers. This document was correct at time of issue and is subject to change without notice. Your AHG Roadside Assist is offered by the Automotive Holdings Group Limited ABN 35 111 470 038. AHG Roadside Assist is provided by National Roadside Assist Pty Limited ABN 87 122 453 936.