

EUROPEAN ASSISTANCE 24 HOURS A DAY

LEXUS EURO ASSISTANCE 24 is a prestigious programme of roadside assistance specially tailored to ensure that you enjoy driving your LEXUS anywhere in Europe in complete peace of mind. Should you encounter any mishaps, the only thing you need to do is to dial the phone number indicated on the first page. The following assistance will be provided free, 24 hours a day, every day of the year, in case of immobilisation on the roadside due to breakdown, traffic accident or car theft, during the three years following the date of delivery of the vehicle to the first owner:

Roadside Assistance, Towing (with Hotel accommodation, car hire or continuation of journey), Driver Service, Repatriation of the vehicle and Parts delivery.

This package is provided "at home" as well as "abroad", see next pages for more details and exclusions.

Please call LEXUS EURO ASSISTANCE 24 before any other intervention.
Without the prior agreement of LEXUS EURO ASSISTANCE 24 costs will not be reimbursed.

DETAILS OF THE ASSISTANCE



Roadside Assistance

The vehicle may only be repaired by qualified LEXUS technicians. Repairs such as flat tyre and lack of fuel may be handled by the recovery operator.



Towing

In case of roadside immobilisation, the vehicle shall be towed to the nearest LEXUS Dealer. If in the event of a breakdown or accident on some toll motorways, which have restrictions on assistance allowed, please contact Lexus Euro Assistance 24 for advice. Please send proof of all costs incurred to LEXUS EURO ASSISTANCE 24. If immobilisation occurs in one of the following countries, where there is no LEXUS Dealer Network, the vehicle shall be transported by rail or truck to the LEXUS dealer from which the Principal User purchased the vehicle, or to the nearest LEXUS Dealer from the Principal Users home address: Bulgaria, Slovak Republic, Romania, Bosnia Herzegovina, Croatia, Macedonia, Slovenia, Yugoslavia. If the vehicle cannot be repaired within the same day, the Beneficiary is entitled to one of the following three assistance facilities of his or her choice:



Hotel Accommodation

If the Beneficiary wishes to stay on the spot of repair until it is completed, he/she shall be entitled to free hotel accommodation (bed and breakfast), with a maximum of 4 nights and 184 € per night, per person.



Car Hire

Alternatively, if the vehicle has been towed to a garage by LEXUS EURO ASSISTANCE 24, and cannot be repaired the same day, or in case of car theft if the vehicle is not found within 48 hours, a temporary replacement car shall be offered to the Beneficiary for the duration of the repair, with a maximum of 5 days. All costs and charges relating to the hire car, excluding fuel costs, road tolls and additional insurance costs will be borne by LEXUS EURO ASSISTANCE 24. The beneficiary agrees to comply with the requirements of the Car Rental Company. A replacement car is only available to those customers whose car needs towing.



Continuation of the Journey - Return Home

If the Beneficiary wishes to continue his/ her journey to the original destination in the territory or wishes to return home after the immobilisation, he/she will be offered a first class rail ticket or a business class air ticket if the journey by rail exceeds 6 hours. In the case of car theft, the choice is limited to either Car Hire or Continuation of the Journey - Return Home.



Driver Service

In case the Beneficiary is unable to drive the vehicle, due to an accident or illness, arrangements can be made for the vehicle to be driven either to the Beneficiary's original destination in the territory or to the Beneficiary's home address. All ancillary costs other than the provision of the replacement chauffeur shall be borne by the User.



Repatriation of the Vehicle

When the immobilised vehicle has been repaired or when the immobilised vehicle cannot be repaired locally within 5 days, or when the vehicle has been recovered within 30 days from the date of declaration of the car theft to the police, it shall either be returned by rail or truck to the Beneficiary's home address. The maximum amount available for the repatriation of the vehicle is equivalent to that of a first class rail ticket or a business class plane ticket, depending on the transport time. Or, if the Beneficiary prefers to collect the vehicle at the place of repair, he/she will receive a first class rail ticket or a business class air ticket if the journey by rail exceeds 6 hours.



Parts Delivery (body panels excluded)

If the parts necessary for the repair of the breakdown are not available in the country where the repair is taking place, they shall be dispatched with consent of the Beneficiary by the most swift and appropriate means to the repairing LEXUS dealer, free of charge to the Beneficiary. The cost of the parts shall be covered by the Beneficiary unless such parts are covered by the manufacturer's car warranty.

IMPORTANT DETAILS

Beneficiary

Refers to the driver of the vehicle as well as to any other person transported in the vehicle within the legal limits stipulated for passenger transportation and up to the maximum seating capacity authorised by the manufacturer. This does not include hitchhikers or paying passengers.

Vehicles Covered

All new LEXUS cars sold through the official LEXUS distributor in the following countries shall be covered: Austria, Belgium, Denmark, Finland, France, Germany, Ireland, Italy, Luxemburg, the Netherlands, Norway, Spain, Sweden, Switzerland, Greece, Portugal, Hungary, Poland, Czech Republic, Latvia, Lithuania and Estonia.

Effective Period

The assistance shall be rendered as described in the previous pages of this booklet, during a period of three (3) years following the date of delivery of the vehicle by the dealer to the first owner, as described in the new car warranty certificate issued by the LEXUS Dealer.

Territory

The assistance shall be provided for roadside immobilisation occurring in the following countries:

Andorra, Austria, Belgium, Bosnia Herzegovina*, Bulgaria, Ceuta*, Croatia*, Cyprus*, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxemburg, FYROM*, Malta*, Monaco, Norway, Poland, Portugal, Republic of San Marino, Romania*, Slovak Republic, Slovenia*, Spain, Sweden, Switzerland, the Netherlands, Turkey* (European sector), United Kingdom, Vatican and Yugoslavia*.

*The quality of services in these countries may vary in accordance with the local situation.

Remarks

- a. When asking for any assistance, the Beneficiary will be requested to give their personal details. (incl. a phone number where he/she can be contacted) as well as the vehicle details.
- b. In case of car theft, a declaration to the local authorities is compulsory prior to any other assistance.
- c. The assistance will be rendered subject to local availability, especially with respect to hotel accommodation and rental cars.

Exclusions

- a. Immobilisation occurring during participation in sports competitions will not be covered.
- b. Any cargo damage, loss of revenue or personal injury due to an immobilisation is not covered, unless and to the extent caused by the assistance company.
- c. LEXUS EURO ASSISTANCE 24 will not be held responsible for shortcomings or difficulties in the execution of its obligations due to the following: Acts of God, strikes, seizures or constraints by government authorities, official prohibitions, piracy, explosions or nuclear or radioactive effects.