

Platinum Roadside Assistance



Call 1800 817 877 for Roadside Assistance or 1800 959 245 for Enquiries (Toll Free)

National Roadside Assist App

Download and activate your Roadside Assist policy on the App (available one business day after the receipt of this Contract).



Download at <https://nationalroadsideassist.com.au/>

Roadside Response

- If your 12V starter battery is flat, we will come out and jump start your vehicle.¹
- If you get a flat tyre, we will come out and fit your roadworthy spare.
- If you lock your keys/key card in your vehicle, we will gain access to your vehicle.²
- If you run out of petrol, we will bring some out for you.³
- If your EV runs out of charge, we will tow it to the nearest charging facility or home.⁴

#1 Replacement 12V starter battery costs at driver's expense.

#2 First \$77.00 of vehicle access fee covered. Key cutting/replacement keys and key cards at driver's expense.

#3 Minimum 5.0 litres of unleaded petrol at owner's cost, LPG/Diesel vehicles transported to fuel supply.

#4 Towing covered up to 10km. Excludes charging costs.

Towing Breakdown

- If your vehicle breaks down, or is unable to be safely driven due to failure, we will transport you to the dealership where you bought your vehicle or to the nearest authorised service centre within a 50km radius during business hours. If after hours, your vehicle may be transported home or held at towing company depot for transport to repairer the next business day. Once the vehicle has been delivered to a place of repair, any further towing for the current breakdown will be at your expense.

Platinum Extras

In the event of a major vehicle breakdown, whilst more than 100km from your registered residence, which sidelines your vehicle for longer than 48hrs, NRA will assist with reimbursement of immediate costs for the following "Extras" categories up to combined claimable total limit of \$400 (inclusive of GST) per claim/breakdown.

Extras Categories & Sub Limits:-

- **Car Hire** Reimbursement of the base daily rental rate up to \$120.00 per day.
- **Emergency accommodation** Room cost only for the driver and passengers up to \$250.00 per day.

Claims Eligibility & Submission:-

- **Mechanical Breakdown Only** Extras are only claimable for repairs resulting from a mechanical or electrical breakdown resulting in a tow/callout by National Roadside Assist. Claims arising from accidents, impact damage, or insurance related matters are strictly excluded.
- **Documentation** All claims must be supported by itemised tax invoices from a registered business with a valid ABN. Proof of payment must be via bank statement or credit card receipt. Cash payments are not eligible for reimbursement.
- **Timeframe** All claims must be submitted within 21 days of the occurrence or the finalisation of vehicle repairs.

Address to: CLAIMS MANAGER, PO BOX 10123, ADELAIDE BC SA 5000 AUSTRALIA or email: claims@nationalroadsideassist.com.au

Limit of Cover

1. Towing fee is free up to a 50km radius, towing in excess of a 50km radius will be charged at prevailing industry rates.
2. An excess may apply to areas that are more than a 50km radius from nearest provider. Quotes for excess can be provided upon request at the time of the call for assistance.
3. For oversize, or overweight vehicles, a Towing excess will apply. Quotes for excess can be provided upon request at the time of the call for assistance.

Limitations

The following conditions, restrictions, or circumstances may limit or affect the provision of services:

1. **Waiting Period** A 7-day waiting period applies if the Contract is not issued on the date of vehicle purchase or scheduled vehicle service. All call-outs during this period are at the driver's expense and exclude any pre-existing issues with the vehicle, including but not limited to towing, roadside services, extras claims and onward travel expense claims.
2. **Location and Economic Surcharges** National Roadside Assist is not liable for increased or additional costs, expenses, or location-based surcharges resulting from:
 - a. a breakdown in areas with limited-service access, difficult terrain, or those situated outside of standard metropolitan service boundaries.
 - b. a breakdown in an area that is affected by any natural disaster.
 - c. global crises or economic conditions—including significant fluctuations in worldwide fuel prices—that necessitate a fuel surcharge or adjustment to standard operating costs.
3. **Repeated or Excessive Use** Repeated or excessive call-outs due to driver-related faults, customers not complying with our instructions, aftermarket accessories, vehicle neglect or abuse, pre-existing faults, or faults/breakdowns caused by a non-authorised repairer, as reasonably determined by NRA or its contractors.
4. **Driver Conduct** NRA may, at its discretion, refuse service or suspend/cancel a driver's membership if the driver is abusive, threatening or violent towards NRA staff or its contractors, attempts to receive service by deception, or has any excess owing for previous call-outs.
5. **Lockout and Key Recovery** If a driver requests that their vehicle be broken into to recover keys/belongings, NRA or its contractors will not accept responsibility or liability for any damage that may occur as a result.
6. **Driver Attendance** Where the customer is not in attendance at the vehicle without prior arrangement and the service vehicle leaves the scene, any further call-outs for that breakdown will be at the driver's expense.
7. **Tyre Assistance Information** If a driver requests a spare tyre be fitted due to a non-impact related flat tyre, it is the driver's responsibility to correctly inform NRA as to the presence and condition of the spare tyre. If incorrect information is provided, or the spare tyre is unroadworthy or not present, all further assistance including towing to a tyre/service/repair centre will be at the driver's expense for the current breakdown.
8. **Uber & Rideshare Vehicle Cover** Vehicles used for Rideshare purposes, such as, but not limited to Uber, regardless of if used full or part-time, are limited to:
 - a. One Roadside response call-out per year (as outlined above).
 - b. One Breakdown Tow service per year (as outlined above).
9. **Car Hire Vehicles** must be sourced from a recognised rental provider with a valid ABN. Rideshare, Taxi, or Chauffeured vehicle receipts are not eligible for reimbursement under the Car Hire category.
10. **Reimbursement of Extras Cover** Reimbursement is strictly limited to the base daily rental rate. The following fees and charges are not covered and will be deducted from any claim:
 - a. **Insurance & Liability** Rental insurance, Excess Reduction, Loss or Damage Waivers (LDW), and any supplemental protection or "top-up" cover.
 - b. **Mandatory & Location Fees** All administration charges, Vehicle Registration Recovery Fees (VRRF), and premium location or airport surcharges.
 - c. **Transaction Costs** Credit card surcharges, booking fees, and non-refundable deposits from third-party booking sites.
 - d. **Operating & Usage Charges** Fuel (including EV charging costs), kilometre charges exceeding the rental's included allowance, and all tolls.
 - e. **Logistics & Add-ons** One-way drop-off or collection fees, additional driver fees (including under-25 surcharges), and optional add-ons including roadside assistance.
 - f. **Incidentals** All meals, refreshments, alcohol, and mini-bar charges included on accommodation or travel bills.
11. **Repeated Tyre Incidents and Unrepaired Faults** Where the driver requests assistance for a flat tyre and a service has already been provided for that within the preceding 14 days, the following applies:
 - a. **Service Requirement** NRA or its contractors will only provide further roadside assistance if the driver can provide evidence (such as a tax invoice or receipt) that the previous tyre was professionally repaired or replaced by an authorised tyre or repair centre.
 - b. **Towing Limitation** In the event a previous tyre fault has not been repaired and the vehicle becomes immobile again for the same issue (including the spare tyre now being in use or damaged), any resulting towing will be at the driver's own expense.
12. **Vehicles Not Equipped with a Spare Tyre** Where the Vehicle is not equipped with a serviceable spare tyre as standard manufacturer equipment (e.g., vehicles with run-flat tyres or tyre repair kits), NRA will provide towing to the nearest tyre outlet or place of Repair. This service is subject to a maximum financial limit of \$165.00 (inclusive of GST) per incident. Any costs exceeding this amount, or any subsequent towing required for the same breakdown, must be paid by the Driver at the time of service.
13. **Out of Fuel or Charge** If your Vehicle runs out of fuel or an Electric Vehicle (EV) runs out of charge:
 - a. **ICE Vehicles** Maximum 5.0 litres of unleaded petrol at owner's cost, LPG/Diesel vehicle transported to fuel supply.
 - b. **Electric Vehicles (EV):** Towing covered up to 10km. Excludes Charging costs.
14. **Service Provider Availability** There may be instances where a provider is not available to assist with a breakdown or roadside assist request. In these rare instances, the driver will be required to arrange their own rescue at their own cost.
15. **Battery Installation** Roadside battery installation services are strictly limited to batteries purchased directly from the NRA service provider at the time of the callout. NRA will not install or fit batteries purchased privately by the Driver or from third-party retailers.

16. **Oversize Vehicles and Excess Fees** Where a vehicle exceeds standard physical size or weight limitations—specifically those over 5.5 metres in length, 2.5 metres in width, 2.5 metres in height, or 3.5 tonnes in weight—service may still be provided subject to the availability of specialist equipment. Any additional costs, including excess labour, specialist towing fees, or equipment surcharges required to recover an oversize vehicle, are the responsibility of the Driver and must be paid at the time of service.

Exclusions

The following are **not covered** under this Roadside Assistance Contract:

1. Trucks, buses, vehicles used for hire or reward including, but not limited to, taxis, limousines, chauffeured vehicles and rental/loan cars.
2. Vehicles requiring excess labour or specialist/heavy equipment (e.g., trolley wheels, cradle lift trucks, non-standard ramps) for removal, extraction from multi-storey or underground car parks, vehicles that are bogged, in a National Park, or not within easy reach of a public/sealed road.
3. Vehicles already at a repairer and vehicles that have been involved in an accident/collision or have sustained damage due to impact, malicious or criminal damage, flood/fire damage, or vehicles that have been stolen and require recovery.
4. Excess labour, battery installation fees, or vehicles exceeding physical size limitations: over 5.5 metres in length, wider than 2.5 metres, higher than 2.5 metres, or heavier than 3.5 tonnes.
5. Ferry/barge costs, freight costs, including tolls and sea crossings.
6. Service may be refused for unregistered vehicles and vehicles that are not roadworthy or that have been modified from manufacturer specifications (e.g., excessively lowered vehicles, modified for racing/4x4 tracks, or used for any form of motorsport).
7. Vehicles which have been refuelled with the wrong type of fuel.
8. Vehicles that are the subject of a manufacturer's recall or a known mechanical campaign, where the fault causing the breakdown is related to that recall or campaign.
9. Towing of caravans, boats and trailers.
10. Vehicles owned and operated by Working Holiday Makers (back packers / Subclass 417 or 462 visa holders), Non-Australian Driver's licence holders and Non-Australian Residents.

General Conditions

1. This Contract is between the Company and the Customer who has purchased this policy, together the "Parties" and each a "Party".
2. The benefits conferred by this Contract are in addition to all other rights and remedies in respect of the Customer which the consumer has under the Competition and Consumer Act 2010 and similar State and Territory laws. The Australian Consumer Law ("ACL"), which is Schedule 2 of the Competition and Consumer Act 2010, helps protect consumers by giving them certain guaranteed rights when they buy goods or services. These rights apply automatically whenever goods or services are supplied to a consumer. They are known as "Consumer Guarantees". Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:
 - to cancel your service contract with us; and
 - to a refund for the unused portion, or to compensation for its reduced value.You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
3. It is the responsibility of the Customer to minimise, where possible, the liability of the Company, such as not driving the vehicle when to do so may cause further damage.
4. Subject to the Customer's rights under Australian Consumer Law, to the maximum extent permitted by law:
 - a. a Party's liability under this Contract will be reduced proportionately to the extent the relevant liability was caused or contributed to by the acts or omissions of the other Party, including any failure by that other Party to mitigate its loss; and
 - b. neither Party will be liable for consequential, special or indirect loss, real or anticipated loss of profit, loss of benefit, loss of revenue, loss of business, loss of goodwill, loss of opportunity, loss of savings, loss of reputation, loss of use and/or loss or corruption of data, whether under statute, contract, equity, tort (including negligence), indemnity or otherwise.
5. Should any false or fraudulent statement be made by the Customer or any person acting on the Customer's behalf, with the Customer's knowledge, in support of any claim, or if the odometer has been tampered with, made inoperative or altered, then the Company may terminate this Contract in accordance with the following clause and the Customer's rights to claim shall be forfeited in respect of all future claims.
6. In the event of any breach of the terms and conditions of the Contract by a Party (**Defaulting Party**), the other Party (**Non-Defaulting Party**) reserves the right to immediately cancel the Contract, if the breach has not been remedied within 10 business days of the Defaulting Party being notified of the breach by the Non-Defaulting Party.
7. The Plan Type offered in this Contract is based on the vehicle details provided on page 1, including but not limited to make, model, age, and delivery kilometres. If any of these details are incorrect, we reserve the right to withdraw the selected product if it does not meet the vehicle eligibility requirements.
8. If the nominated vehicle:
 - a. Has been exported to another country, or
 - b. Has been affected by beach use, or
 - c. Has been used for competitive driving or racing, or has been tested in preparation thereof, the Contract will be immediately deemed null and void and all rights forfeited.
9. This Contract is not transferable.
10. All headings in this document have been inserted for the purpose of ease of reference only. They do not affect the meaning or interpretation of it.

For full details, including our Privacy Policy, please visit: www.nationalroadsideassist.com.au