

# Vero Roadside Assistance

---

**vero**



Wherever you are.  
Whenever you need us.

---

More than just a breakdown service, Vero Roadside Assistance is there to help you stay safe and get moving again.

The service is available 24 hours a day anywhere within the North or South Islands of New Zealand, and there's no limit to the number of call-outs you can make in a year.

What's more, because the cover applies to the vehicle and not you personally, anyone who drives the vehicle is covered.

Details of the terms and conditions of your Vero Roadside Assistance cover are provided in this document.

**Roadside and need help now?**

**Call 0800 837 676**

To add Roadside Assistance to your motor policy

**Call 0800 831 123**

## Accident, theft or break-in

An accident, vehicle break-in or theft can be stressful and disorienting. One of our Case Managers will be available over the phone to help you through it and get you back on the road.

We can activate emergency services if required and notify attending services of where the vehicle is located. If your vehicle is immobilised, we'll recover it, deliver it to an approved repairer and make sure the Vero claims team is kept informed.

We'll also notify your friends, family or colleagues if you are delayed, and we'll help make alternative arrangements to get you to your destination (however any costs will be at your own expense). We can even provide medical advice and counselling if needed, and provide you with 'what to do next' information.

## Breakdown

If you have an engine, electrical or cooling system fault, we will attempt to diagnose the problem and provide emergency repairs at the roadside at no charge. If the fault can't be fixed in this way, we'll transport the vehicle to the nearest available repairer or place of safety.

## After-hours recovery

If your vehicle breaks down at night or over the weekend and is immobilised, we'll transport and store it safely overnight free of charge, delivering it to an approved repairer the following business day.

## Wheels and tyres

We will change your flat tyre or damaged wheel, as long as the spare is roadworthy and safe to use. If not, or if you have a run-flat tyre that isn't safe to drive on, we will recover the vehicle to the nearest place that can supply a replacement or make a repair. The repair or replacement will be at your cost.

## Flat or faulty batteries

We will provide a jump-start or any other practical assistance at the roadside at no cost, to get you going again.

If we find the battery is faulty and needs to be replaced, a new one will be offered to you at a specially discounted price.

If your battery is faulty and we can't replace it or get you going again, we'll recover your vehicle to the nearest available repairer to have a new battery installed. The recovery will be free of charge but you will need to pay for any replacement battery.

## Lost keys and lockout

If you lose your keys and don't have a spare set immediately available, we can arrange for a replacement set to be couriered to you at no cost or arrange for a locksmith to attend to make a new key. We will pay for the courier or the locksmith call-out, but any charges for a new key will be at your expense.

If you are locked out of your vehicle we will attempt to open it for you, but we will need proof of ownership or the owner's permission before doing so.

## Fuel

If you run out of petrol or diesel, we'll deliver up to \$30 worth of fuel to you to get you going again.

The delivery is free but you will have to pay for the fuel. If we can't get the fuel to you, we will transport your vehicle to the nearest service station at no cost.

If you run out of Compressed natural gas (CNG) or Liquid petroleum gas (LPG) or if you fill your vehicle with the wrong fuel, we'll transport your vehicle to the nearest equipped serviced station or repairer as required, but all transportation costs and repair costs will be at your expense.

## Bogged vehicles

If your vehicle becomes bogged on a public road we'll tow it to safety, provided no special equipment (such as power winches or extended cables) is required.

## Caravans and trailers

If you are towing a caravan or trailer when you break down, if it is possible to tow the caravan or trailer behind the recovery vehicle we'll transport the vehicle and trailer to the nearest available repairer or place of safety at no cost to you. If it isn't possible, we'll arrange for towing to be provided at your expense. Trailer size is limited to a maximum of 7 metres in length (excluding the tow bar), 2.44 metres wide and/or 3 metres high.

# Terms and Conditions

## **We, us, our**

When we use the words 'we', 'us' or 'our' we mean Vero Insurance New Zealand Limited and The New Zealand Automobile Association Inc. (NZAA), who are contracted to provide recovery and assistance services.

## **Who is covered?**

Vero Roadside Assistance is provided only to nominated vehicles where the cover is shown on your policy schedule and the vehicle has a current registration and warrant of fitness.

## **Unattended vehicles**

No assistance will be provided to unattended vehicles. The owner or driver must remain with the vehicle until the recovery vehicle arrives. If a vehicle is found to be unattended, the job will be aborted and any subsequent call-out we determine to be for the same incident will be at the driver's expense.

## **Public legal roads**

Service will only be provided to vehicles disabled on constructed roads or driveways that we determine to be legally and safely trafficable by conventional two-wheel drive vehicles and the recovery vehicle. If the vehicle becomes disabled elsewhere (such as on a beach or in a field or creek bed), we may agree to recover the vehicle but any costs will be at the driver's expense.

## **Special equipment**

If any special equipment, such as power winches or extended cables, is required to recover the vehicle, or if the recovery vehicle has to return to its facility to obtain any special equipment, the additional cost will be payable by the driver.

## **Natural disasters**

We reserve the right to alter and/or offer alternative assistance where a natural disaster places extraordinary demands on the provision of service. Where the disabled vehicle can't be reached (for example in the case of flood, slip or fire), we will attempt to provide whatever alternative assistance is practical under the circumstances. Any such assistance will be at our discretion but will be on a best endeavours basis and will not be unreasonably withheld.

## **Fitting of snow chains**

The fitting of snow chains is not provided under this cover. In the event assistance is required, the driver will be referred to the nearest service provider.

## **Unauthorised repairs**

If we determine that a prior attempt to repair a vehicle has caused damage and the vehicle cannot be started or driven without further risk of damage, we will attempt to establish whether the vehicle warranty has not been compromised. If we establish that service is no longer valid under the mechanical warranty, any cost of service will be at the driver's expense and at no liability to us.