



**SUZUKI**

**APPROVED USED**  
**GOOD DIFFERENT**

# **SUZUKI** **APPROVED USED CAR** **WARRANTY** **& ROADSIDE ASSISTANCE** **TERMS & CONDITIONS**

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# DEFINITION OF WORDS (listed in alphabetical order)

When the following words and phrases appear in this document or **policy document**, they have the specific meanings given below. These words are highlighted by the use of **bold** print.

## AREA OF COVER

Means **European Economic Area and Switzerland**.

## POLICY DOCUMENT

Means document given to **you** at the **Suzuki Dealer/Service Centre**.

## COVERED COMPONENTS

Has the meaning given to it on page 8.

## COVERED VEHICLE/VEHICLE

Means the vehicle shown on the **policy document**.

## ELECTRICAL OR MECHANICAL FAILURE

Means the sudden and unexpected failure of a component which is covered by the **Suzuki Approved Used Car Warranty** section of this document, and which needs immediate repair or replacement. Wear and tear or normal deterioration is not covered under this definition.

## IRELAND

Means the Republic of Ireland for the avoidance of doubt this excludes Northern Ireland.

## MAXIMUM CLAIM LIMIT

Means the market value of the **covered vehicle** at the time the covered vehicle is presented for repair (The market value is based on the overall condition and mileage of the vehicle, valuations provided by Motor Trade Publishers).

## PERIOD OF SUZUKI APPROVED USED CAR WARRANTY

Means the period shown on **your policy document**.

## PRIVATE INDIVIDUAL

Means a person who is using the **covered vehicle** for their own personal leisure use only and not for any business purposes (except for travel to and from a normal place of work).

## STANDARD BATTERIES

Means 12v lead acid batteries.

## SUZUKI APPROVED USED CAR WARRANTY

Means the 12-month warranty which, subject to these terms, is automatically activated upon completion of the sale of a Suzuki vehicle through a **Suzuki Dealer**.

## SUZUKI, WE, OUR, US

Means Suzuki GB PLC.

## SUZUKI DEALER

Means any dealer located in **Ireland** and who has been authorised by **Suzuki** to sell Used Suzuki Cars.

## SUZUKI SERVICE PARTNER

Means any repairer located in **Ireland** and who has been authorised by Suzuki to undertake servicing, repair, or maintenance work.

## YOU, YOUR

Means the **private individual** named in **policy document**, or as replaced by any new owner (who is also a private individual) and who has been correctly declared to **us** by contacting **your** local **Suzuki Dealer/Service Partner**.

# INTRODUCTION

**Suzuki Approved Used Car Warranty** has been designed to help protect **you** against the costs incurred in the event of an **electrical or mechanical failure** of a **covered component** of the **covered vehicle** occurring within the **area of cover**.

This document gives **you** full details of **your** cover, please keep it together with **your policy document** in a safe place.

All the details of how to make a claim together with the conditions of the policy are set out in the following pages. If **you** have any questions, **your Suzuki Dealer/Service Partner** will be able to help **you**. To locate **your** nearest authorised **Suzuki Dealer/Service Partner** please refer to [cars.suzuki.ie/find-a-dealer/](https://cars.suzuki.ie/find-a-dealer/)

## SUMMARY OF WARRANTY COVER AND LIMITS

Subject to these terms, parts and labour in respect of repair or replacement of **covered components** up to the **Maximum Claim Limit** of the **covered vehicle**.

Any repair completed under this warranty will be completed by a **Suzuki Service Partner** using Suzuki Genuine Parts, subject to availability.

To determine whether the **Maximum claim limit** has been reached we shall calculate the labour costs using the repairing Suzuki Service Partner's warranty labour rate and the warranty price of any Suzuki Genuine Parts.

For full terms and conditions please read this **Suzuki Approved Used Car Warranty** document together with **your policy document**.

# IMPORTANT INFORMATION

Thank **you** for buying **your** Suzuki **vehicle** with an Approved Used **Suzuki Dealer**.

**Your policy document** confirms, subject to these terms, the commencement of the **Suzuki Approved Used Car Warranty** and any special terms or conditions that may apply.

It is very important that **you** read the whole of this document together with the **policy document** and make sure that **you** understand what is covered, what is not covered and what to do if **you** need to make a warranty claim or require assistance.

If **you** have any questions regarding this **Suzuki Approved Used Car Warranty**, please speak to your **Suzuki Dealer/Service Partner**.

## HOW THIS SUZUKI APPROVED USED CAR WARRANTY WORKS

Upon completion of the vehicle sale through a **Suzuki Dealer**, **we** will provide **you** with a 12-month warranty.

## GOVERNING LAW

Unless **you** and **we** agree otherwise, the laws of Ireland will apply and all communications and documentation in relation to this warranty will be in English. Without prejudice to your right to bring proceedings in the country where you reside, in the event of a dispute, the courts of Ireland shall have non-exclusive jurisdiction. **Your** statutory rights are not affected in any way by this warranty.

## CANCELLATION RIGHTS / REFUNDS

Please note that this warranty has no surrender or refund value.

## TRANSFER OF OWNERSHIP

The **Suzuki Approved Used Car Warranty** is transferable to subsequent **private individuals** of the **vehicle** but not transferable to another vehicle.

If the **covered vehicle** is sold, the remaining cover may be transferred to the new owner who is a **private individual** providing the new **private individual** is registered with a **Suzuki Dealer/Service Partner**.

## SERVICING REQUIREMENTS FOR YOUR SUZUKI

Servicing must be carried out in accordance with the vehicle manufacturer recommendations, and you must only use the correct specification of oils and fluids. In addition, we recommend that you only use Genuine **Suzuki** parts. Any failure that is attributable to servicing not being carried out in accordance with vehicle manufacturer recommendations, or to the incorrect specification of oils or fluids being used or due to non-genuine Suzuki parts being used will result in a **Suzuki Approved Used Car Warranty** claim being rejected.

Please ensure that the **Suzuki Dealer/Service Partner** completes the service record for the **covered vehicle** and that you keep all service receipts as proof of servicing.

## SERVICING REQUIREMENTS FOR ALL COVERED VEHICLES

**We** will allow a maximum of 400 km or 14 days in excess of the recommended service intervals, whichever occurs first.

Please ensure that the **Suzuki Dealer/Service Partner** completes the service record for the **covered vehicle** and that **you** keep all service receipts as proof of servicing.

# SUZUKI APPROVED USED CAR WARRANTY

The **Suzuki Approved Used Car Warranty** (subject to these terms) will commence at no extra cost following the purchase of your Approved Used Suzuki vehicle.

## ELIGIBILITY CRITERIA

The **Suzuki Approved Used Car Warranty** is a warranty which, subject to these terms, is activated upon the purchase of your Suzuki vehicle through an authorised Approved Used **Suzuki Dealer**.

Only **Suzuki** models originally sold through **Suzuki** dealers in **Ireland** qualify for the **Suzuki Approved Used Car Warranty** and customers must be residing in **Ireland**.

All repairs must be carried out by a **Suzuki Dealer/Service Partner**.

All components covered by this policy must be free from defects at time of policy activation (date of sale).

If **you** have any queries in relation to **your** eligibility for the **Suzuki Approved Used Car Warranty**, or how it will apply to **your** vehicle, please contact **your** local **Suzuki Dealer/Service Partner**.

## COVERED COMPONENTS

Electrical and mechanical factory-fitted components are covered against **electrical or mechanical failure**;

### Other than:

- Filters, spark plugs, worn/warped clutches, brake shoes, pads, drums, discs and cables, oil, fluids, coolant, wiper blades and arms, drive belts (except camshaft drive belt, provided it has been replaced in accordance with the manufacturer's specification), pipes and hoses, lamps and bulbs, fuses, high tension leads, wheels and tyres, **standard batteries**, exhaust systems and particulate filters (GPF & DPF). Infotainment systems.



- Bodywork of any kind, sheet metal, body panels, bodywork, or glass sealants or bondings, paintwork, glass, and mirrors (except in the case where they suffer an **electrical or mechanical failure**), upholstery, carpets, interior and exterior trim, all weather strips and seals, channels and guides, locks, hinges, handles, check straps, antenna, and cosmetic items. For the avoidance of doubt, the general corrosion warranty will remain in place.
- Parts not approved by or equivalent in quality or design to parts supplied by **Suzuki**.
- Damage or defects as a result of consequential damage caused by non-**Suzuki** genuine accessories or special equipment.
- Parts replaced under normal maintenance procedures or replaced as a result of normal wear and tear, adjustments, reprogramming or loading of software.
- **Covered components** with existing defect at time of policy commencement.

## WORKING MATERIALS / CASINGS

Should a valid claim for a **covered component** require essential replacement or topping up of lubricants, fluids, oils, oil filters, coolant or refrigerant, these items shall be covered as part of the total claim provided that the **covered vehicle** is not within 1,600 kilometers or one month of its next due service.

Casings are covered when damaged by a **covered component** which has suffered an **electrical or mechanical failure** and which forms part of a valid claim under this warranty.

## SUZUKI APPROVED USED CAR WARRANTY EXCLUSIONS

This warranty does not cover any injury, failure, loss or damage caused by, arising from or in connection with the following:

1. Corrosion, frost, salt, hail, windstorms, lightning, airborne fallout, (e.g., chemicals, tree sap, bird droppings, etc.), water ingress or flooding.
2. Any defect that existed when the **Suzuki Approved Used Car Warranty** period commenced.

3. Wear and tear, normal deterioration, routine servicing, maintenance, adjustments, reprogramming or loading of software.
4. Faulty repairs, incorrect servicing, or failure to have the **covered vehicle** serviced in accordance with the manufacturer's specification.
5. Lack of oil, fuel, lubricants, hydraulic fluids, or additives; or foreign matter entering the fuel, cooling, air conditioning or lubrication systems; or use of parts, oil, fuel, lubricants, hydraulic fluids, or additives which the manufacturer of the **covered vehicle** does not recommend.
6. Vehicles modified in any way from the original manufacturer's specification.

7. Any loss where the odometer has been tampered with, altered, disconnected or where the mileage of the **covered vehicle** cannot be verified; or where **you** or anyone else acting on **your** behalf acts in a way that prevents **us** from exercising **our** right to inspect the **covered vehicle** under this warranty.
8. Any vehicle used for competitions (including practice), track days, racing, pacemaking, rallies or speed or duration tests, or power testing.
9. Any vehicle which is used for business purposes (except for travel to and from a normal place of work) or that is owned by a business formed for the purpose of selling or servicing motor vehicles or for hire or reward.
10. Other vehicle brands/models, except for **Suzuki**.
11. Police vehicles, fire service vehicles, ambulances and vehicles used by any other emergency service.
12. Losses or damage due in any way to any type of accident, misuse or any act or omission which is willful, unlawful, or negligent (such as but not limited to consequential damage caused by continuing to drive the **covered vehicle** when a fault becomes apparent).
13. Any component which is subject to recall by **Suzuki**.
14. Cleaning, polishing, operations performed under normal maintenance, adjustments, modifications, alteration, tampering, disconnection, improper adjustments, or repairs.
15. **We** will pay for damage caused to a covered part if caused by another covered part, but not damage caused by a part that is not covered.

16. **We** will not pay for any depreciation to **your vehicle**, loss of earnings, death or bodily injury, damage to property or any other loss or damage which is a direct or indirect result of the failure of a covered item.
17. As **your** policy is intended to cover the repair and/or replacement of defective or damaged parts, it does not additionally cover losses that may be caused by that defective or damaged part, unless otherwise stated in the **Suzuki Approved Used Car Warranty** terms and conditions. For example, your **Suzuki Approved Used Car Warranty** may cover repairs to or replacement of an ABS module but would not cover any loss of earnings that **you** may suffer while **your vehicle** is being repaired.
18. **You** should check whether **you** have any insurance policies that may cover additional damage or related costs or losses not covered by this **Suzuki Approved Used Car Warranty**.
19. War, invasion, acts of foreign enemies, terrorism, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, riot, or civil commotion.
20. Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
21. Any costs covered under any insurance guarantee, warranty, or cover.
22. For the avoidance of doubt, this warranty does not exclude mandatory statutory warranties and any statutory rights available to you under applicable laws which are not capable of exclusion. In the European Union, a consumer is entitled by law to remedies from a trader free of charge in the event of a lack of conformity of the goods with the sales contract and those remedies are not affected by this warranty.

## CLAIM PAYMENTS

The number of claims **we** will pay is unlimited and the maximum value of claims in total **we** will pay is up to the **maximum claim limit**. **We** will not pay more than the manufacturer's list price for parts and official **Suzuki** labour times/costs which are necessary to repair or replace **covered components**.

## HOW TO MAKE A SUZUKI APPROVED USED CAR WARRANTY CLAIM (IRELAND)

Please report any repair under the **Suzuki Approved Used Car Warranty** immediately to **your** nearest **Suzuki Dealer/Service Partner**, advise them that **your covered vehicle** is protected by the **Suzuki Approved Used Car Warranty** and present them with a copy of the warranty and service book.

Make the vehicle available for examination and provide the **Suzuki Dealer/Service Partner** with all the information needed or requested to help them identify the issue claimed for.

Always retain the service booklet and make it available to your **Suzuki Dealer/Service Partner** as requested.

It is **your** responsibility to authorise any dismantling of the **covered vehicle**, or any other work required to diagnose any faults with the **covered vehicle**.

**We** will not pay for any diagnostic costs, other than the reasonable costs of diagnosis should a claim for a defective component be valid under this **Suzuki Approved Used Car Warranty**.

## HOW TO MAKE A SUZUKI APPROVED USED CAR WARRANTY CLAIM (CONTINENTAL EUROPE)

Arrange for the **covered vehicle** to be taken to the nearest **Suzuki Dealer/Service Partner** and give **your** authority to carry out the necessary repairs. Once the repairs have been completed, **you** must settle the costs with the **Suzuki Dealer/Service Partner** and retain the invoice. Please also keep the replaced components if possible until **we** have finished processing **your** claim as **we** may need to see them.

On **your** return to **Ireland**, please visit **your** local **Suzuki Dealer/Service Partner** with copies of the invoice and the **covered vehicle's** service records. This must be done within 14 days of your return to **Ireland**.

**Your** claim will then be processed and reimbursed to **you** in Euro's at the rate of exchange for the relevant currency at the time of the repair, providing that **your** claim is valid. **We** will not pay more than the equivalent **Irish** rates for the manufacturer's list price for parts and official labour times/costs which are necessary to repair or replace **covered components**.

# GENERAL TERMS & CONDITIONS

These conditions apply to all sections of your **Suzuki Approved Used Car Warranty**, and **you** must meet them before **we** make a payment.

## CLAIMS - YOUR DUTIES

If a failure occurs with the **covered vehicle**, **you** must comply with the relevant claim procedure described in this document as soon as **you** can.

## CLAIMS – OUR RIGHTS

**We** can take over and carry out the defence or settlement of any claim. After **we** have made payment, **we** can pay to take legal action to get back any payment **we** have made under this warranty. If **we** want to, **we** will examine the **covered vehicle** and test damaged components.

## LOOKING AFTER YOUR VEHICLE

**You** must take all reasonable steps to safeguard the **covered vehicle** against **breakdown/immobilisation** and/or **electrical or mechanical failure**.

## DISPLACED PARTS

Any replaced parts shall become the property of **Suzuki GB PLC**.

These Terms & Conditions should be read in conjunction with **our** website terms of use and privacy policy.

## HOW TO MAKE A COMPLAINT

**We** sincerely hope that **you** never have reason to complain about **our** product, but **we** do acknowledge that occasions might arise when, for one reason or another, **you** are not fully satisfied. If this situation should arise, **we** suggest the following will assist in getting the matter resolved as quickly as possible.

Please always keep in mind that almost inevitably your **Suzuki Dealer/Service Partner** will be involved in the final solution of **your** problem, so it is important to keep them informed throughout.

Your **Suzuki Dealer/Service Partner** is willing and able to look after **you** and **your** vehicle. If there is some matter which concerns **you** about the **Suzuki Dealer/Service Partner** you should always ask to speak to the Dealer Principal or General Manager. Please try to explain the cause of **your** concern as precisely as possible.

**We** are sure that most matters will be resolved in a perfectly satisfactory and amicable manner in this way.

If the situation cannot be resolved by this means, then please email **customerservices@suzuki.ie** or write to  
Suzuki Customer Services  
Steinbeck Crescent  
Snelshall West  
Milton Keynes  
Buckinghamshire, MK4 4AE

or call **01800 806300** or international **00353 1800 806300** giving **us** full and precise details of **your** vehicle, its history including all services, repairs, accidents etc. and an outline of the nature of your concern.

**We** will do **our** best to get the matter resolved as speedily as possible.



## STATUTORY RIGHTS

### Data Protection Act

Suzuki GB PLC and our **Suzuki Dealer/Service Partners** care about customers' data and privacy. To view **our** privacy policy please go to:

**[www.cars.suzuki.ie/privacy](http://www.cars.suzuki.ie/privacy)**

**We** may use **Suzuki Approved Used Car Warranty** registration information to contact you directly should the need arise in the event of a Recall or Service Campaign.

# SUZUKI ASSISTANCE IN IRELAND – POLICY SUMMARY

## VEHICLE DURATION FOR SERVICE IN IRELAND

All eligible Suzuki Approved Used Automobiles sold by a Suzuki Dealer in **Ireland** are supplied with 12 months Suzuki Assistance Cover from the date of sale\*. You can purchase an additional European cover by contacting 0818 227 228.

\*Policy is activated within 24 – 36 hours if the sales transaction occurs between Monday and Friday and 72 hours if the transaction occurs over a weekend.

## HOW TO CALL SUZUKI ASSISTANCE

In the event of a breakdown or an accident please call the numbers below:

**IE Breakdown Assistance:** 1800 289 004

**Suzuki Customer Services:** Call free phone  
Local 01800 806300 or  
International 00353 1800 806300

When calling for assistance, you will be asked to provide the following information:

- Your name.
- A contact telephone number.
- Your address.
- The registration, make, model and colour of your vehicle.
- The nature of the breakdown.
- Your exact location.

### If you are calling from a motorway:

- Walk in the direction indicated by the marker posts to the nearest SOS telephone.
- Ask the police to contact **Suzuki Assistance** on **1800 289 004**.
- Return to your vehicle and wait in a safe place nearby.

**If the problem resolves itself before assistance arrives, please call and let us know.**

# SUZUKI ASSISTANCE IN IRELAND

## ROADSIDE ASSISTANCE

If your car becomes immobilised at the roadside, we will get help to you wherever you are in **Ireland**. In the unlikely event that we can't repair your vehicle, we shall arrange to recover it to your

**Suzuki Service Partner.**

## HOME START

If your car becomes immobilised at or within a quarter of a kilometre of home, we will send a patrol or agent to you. If your vehicle cannot be repaired, we will take it to the nearest **Suzuki Service Partner** or another destination of your choice (provided this is no further than 16 kilometers).

## RECOVERY

If we can't fix your car at the roadside, we will arrange for you, and any passengers up to the legal seating capacity of your vehicle, and your vehicle to be transported to any single destination in **Ireland**.

## REPLACEMENT VEHICLE & ONWARD TRAVEL

When your car is immobilised away from home, Onward Travel may be able to assist. We will, at our discretion, provide one of the following options.

- **A replacement hire car** - (up to 1600cc saloon) for up to 72 hours. Hire cars are subject to availability and to the supplier's terms and conditions.
- **Public transport** - reimbursement of your public transport costs for you and any passengers up to the legal seating capacity of the vehicle.
- **Overnight accommodation** - Transport to and one night's accommodation (on a bed and breakfast basis) at the hotel of our choice for you and any passengers up to the legal seating capacity of your vehicle.

Please note all additional costs must be borne by the driver and limits are shown on page 22.

# IRELAND BREAKDOWN ASSISTANCE – TERMS OF SERVICE

“We” means Suzuki Assistance

“You” and “Your(s)” means the owner of the Eligible Vehicle or an authorised driver, meaning any person driving an Eligible Vehicle with the owner’s authority to do so, who is an Irish resident and has agreed to act on behalf of the whole Party and is on the Trip.

## ROADSIDE ASSISTANCE & HOME START

### What is covered:

- Roadside Assistance & Home Start is available if the Eligible Vehicle is stranded on the highway or at **Your** home address following a breakdown. We will seek to effect a roadside repair if, in the reasonable opinion of the patrol or appointed Agent, this can be achieved within a reasonable time.

- If a patrol or appointed Agent cannot fix the Eligible Vehicle within a reasonable time, it will be taken to the nearest **Suzuki Service Partner** or, alternatively, to a local destination of Your choice.

### What is not covered:

- Roadside Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the Eligible Vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by You.

# RECOVERY

## What is covered:

- Recovery is available following an incident involving an Eligible Vehicle and if we cannot arrange a local repair within a reasonable time.
- Recovery provides the recovery of an immobilised Eligible Vehicle (including trailer/caravan on tow at the time, provided it is within the size limits) to the nearest **Suzuki Service Partner** or to any other single destination in **Ireland**. Assistance will be provided for the number of people up to the legal seating capacity of the Eligible Vehicle to a maximum of eight (including the driver) provided that such people were travelling in the Eligible Vehicle at the time of the breakdown. If there are more people than the maximum allowed, we will seek to arrange, but will not pay for, their onward transportation.
- The transport or recovery of vehicles being used for racing, rallying, trials or time trials, auto tests or other motor sports events or bearing trade plates.
- Assistance following a breakdown or accident attended by the police or other emergency service, until the services concerned have authorised the vehicle's removal. If the police or emergency service concerned insist on immediate recovery by a third party, the cost of this must be met by you.
- The recovery of horses, pets, livestock or payment of any ferry and toll costs.

## What is not covered:

- Recovery will not be provided if we are able to arrange a prompt local repair within a reasonable time.
- A second or subsequent Recovery, after the Eligible Vehicle has been recovered following a breakdown.

# REPLACEMENT VEHICLE & ONWARD TRAVEL

This service may be provided as an extension to Recovery. In the event that we authorise the provision of Onward Travel you may choose from one of the following options:

## A. REPLACEMENT VEHICLE

### What is covered:

- We will (subject to the conditions noted below) arrange a replacement vehicle for up to 72 hours. The benefit entitlement is a replacement vehicle up to a 1600cc saloon.
- We will (subject to any responsibility You may have) pay the chosen vehicle supplier's hire charges, including comprehensive insurance premium, collision damage waiver and VAT (but excluding any insurance excess which may become payable), for a maximum of 72 hours, starting from the time when the vehicle is issued (which must be within 48 hours of the immobilising incident).

OR

## B. EMERGENCY OVERNIGHT ACCOMMODATION

### What is covered:

- We will arrange for one night's bed and breakfast accommodation for no more people than the legal seating capacity of the Eligible Vehicle up to a maximum of eight people, including You (or to a limit of €100 per person to a maximum of €300 in total).

OR

## C. PUBLIC TRANSPORT COSTS

### What is covered:

- We will cover reasonable public transport costs for You and up to seven passengers. You can claim costs to a limit of €100 per person to a maximum of €300 in total.

- Any passengers must have been travelling with You at the time of the relevant breakdown.
- You must obtain proof of purchase or receipts for all travel expenses.
- All relevant proofs of purchase and receipts must accompany the claim.

## REPLACEMENT VEHICLE & ONWARD TRAVEL

### What is not covered:

The availability of this benefit is subject to the terms and conditions of the vehicle supplier who, amongst other things:

- Will require a full, valid Irish driving licence at the time of issue of the vehicle.
- May impose limitations on the availability and engine capacity of the replacement vehicle in relation to the age of the driver or endorsements.

- May require a cash or credit card deposit, including a fuel deposit.
- Will require the driver to be aged at least **18** and hold a **full** Irish driving licence for at least 12 months.

Replacement vehicles cannot be supplied with a tow bar. We will not pay for any additional costs incurred by You or passengers such as meals (other than breakfast), drinks, telephone calls and newspapers. These costs must be settled with the hotel before leaving.

## VEHICLE TYPE, WEIGHT AND SIZE RESTRICTIONS IN IRELAND

Suzuki Assistance is only available in relation to vehicles which:

- a. Have been registered as an Eligible Vehicle.
- b. Comply with the relevant restrictions set out below:

### **Maximum vehicle weight (applies to all services)**

All vehicles: 3.5 tonnes gross vehicle weight (GVW)

Max vehicle length: Recovery Service: 7m (23 ft)\*

Max vehicle width: Recovery Service: 2.55m (8ft 3in)\*

\* In addition, assistance will be provided for caravan or trailers on tow at the time of the breakdown provided that the GVW of the caravan or trailer does not exceed 3500kg (3.5 tonnes) and falls within the above limits for Recovery service. A caravan or trailer with a load of a length not exceeding 8m (26ft) will be recovered provided that this can be done safely under tow. We will seek to arrange but will not pay for the recovery of any vehicle, caravan or trailer that exceeds any of these limits. (Please note that Suzuki Assistance does not cover the recovery of horses or livestock.)



# GENERAL TERMS OF SUZUKI ASSISTANCE

## 1. What is not covered:

- The cost of spare parts, petrol, oil, keys, consumables or any costs or charges connected with the drainage or other removal of fuel.
  - Any additional charges resulting from failure to carry a legal and serviceable spare wheel(s) or tyre(s) in the Eligible Vehicle.
  - Attendance or payment for lost or stolen keys, or when keys have been locked in.
  - The recovery of vehicles bearing trade plates or which we have reason to believe has just been imported or purchased at auction or part of a commercial activity.
2. If we consider that a locksmith, body-glass, or tyre specialist is needed, we will endeavour to arrange their help on behalf of You. We will not pay for their services and the contract for repair will be between You and the repairer. Further, if the use of a locksmith or other specialist would, in our opinion, mobilise the Eligible Vehicle, no further service will be available for the Breakdown in question.
3. If specialist equipment (not normally carried by patrols) is required to provide assistance when an Eligible Vehicle has left the highway, or is in a ditch, or is standing on soft ground, sand or shingle or is stuck in water or snow, or which has been immobilised by the removal of its wheels, we will arrange recovery but at Your cost. Once the Eligible Vehicle has been recovered to a suitable location, normal service will be provided in keeping with Suzuki Assistance.
4. It is Your responsibility to ensure that any temporary repairs carried out by us to mobilise the Eligible Vehicle are followed as soon as is possible by a permanent repair. Please refer to the terms of the vehicle warranty with respect to the carrying out of repairs by Suzuki Service Partner.
5. Attendance will be declined in non-emergency situations where the Eligible Vehicle is still mobile, and the journey can be continued both legally and in safety.

# YOUR RIGHT TO CANCEL

You have the right to cancel Your **Suzuki Assistance** within a 14 day 'cooling-off period', commencing from the date of registration or commencement of the contract.

You must exercise your right to cancel in writing sent by letter or email to the postal or email address set out in the Compliments and Complaints section. We are not obliged to accept any notice of cancellation given orally. As you received your Suzuki Assistance free of charge, you will not be entitled to a refund. If you cancel your Suzuki Assistance after the cooling-off period, then subject to any statutory rights you may have, we will not be obliged to give a refund for any unexpired period of Your **Suzuki Assistance**.

## **Compliments and Complaints procedure:**

If you have either a compliment or a complaint, we really want to hear from you. We welcome your comments as they give us the opportunity to put things right and to improve **Suzuki Assistance** service.

## **Please write to:**

### **Customer Complaints**

The AA Ireland  
3rd floor,  
80 Harcourt Street,  
Dublin 2,  
D02 F449  
Ireland

Email: [RescueB2B@theaa.ie](mailto:RescueB2B@theaa.ie)

If you are refused service by us, either in whole or in part, you have the right to request an explanation from us in writing. It is our policy to acknowledge any complaint within five working days, advising you of who is dealing with your concerns and attempt to address them.

