

# Marshall Assist

As part of our commitment to all of our valued Marshall service customers, you will be entitled to the following Marshall Assist services for the next year. Your period of cover and recovery guarantee number will be shown on your personal Validation Certificate.

## Definitions

Us/we - means Marshall Assist.

You, your- the person named on the Validation Certificate. Vehicle

- the vehicle covered on your warranty and the Validation Certificate.

Breakdown - a mechanical or electrical failure, puncture or

accident, which immediately renders the vehicle immobile. Territorial

limits - means Great Britain, Northern Ireland, Scotland and Wales.

## Important note

Details of Marshall Assist cover may not reach us by the time assistance is required. In this unlikely event, we will always assist customers, but before assistance can be provided, we will ask you to provide immediate payment for the service required by Credit or Debit card. This payment can be claimed back from Marshall Assist when your details are confirmed as being on their records. Please contact the supplying dealer if you have any questions concerning this procedure.

## Call 0844 573 8061

Tell the controller who answers your call:

- you are a Marshall customer
- your recovery guarantee number and car registration number
- where your vehicle is what seems to be the problem (for example, if you have a puncture, tell the controller your tyre size)

## STRICTLY FOR RESCUE 0844 573 8061

About your Marshall Assist

If your vehicle breaks down as defined below, cover will be provided as follows:

## Marshall Assist Services

Roadside Assistance and Nationwide Recovery If your vehicle breaks down due to mechanical or electrical failure, sustains a puncture or is involved in an accident, we will send help to the scene. We will arrange to pay call out fees and mileage charges needed to repair or assist with

the vehicle. If, in the opinion of our recovery operator, they are unable to repair the vehicle at the roadside we will assist in the following way:

- Arrange and pay for your vehicle, you and up to five passengers to be recovered to the nearest garage able to undertake the repair. Where a Marshall repair facility is located within 25 miles of the breakdown, you will be recovered there.
- If the above is not possible at the time, we will arrange for your vehicle, you and up to five passengers to be transported to your home or original destination.

## Home Assist

We will despatch one of our recovery operators to your home address or within a one-mile radius only.

Please note: Any repairs undertaken by our recovery operators at their premises are provided under separate contract, which is between you and the garage.

## Caravans and Trailers

If your vehicle breaks down and your caravan/trailer is attached, provided that it is fitted with a standard towing hitch and does not exceed 23 feet in length, your caravan/trailer will be recovered with your vehicle at no extra cost.

## Message Service

If you require, we will gladly pass on two messages to your home or office to let them know of your predicament and ease your worry.

## Accident Cover

If your vehicle is involved in an accident rendering it immobile or illegal we will transport your vehicle to a nominated local address within the United Kingdom.

## Puncture Cover

If your vehicle sustains a puncture and you are unable to change the wheel, service will only be provided if your vehicle is carrying a serviceable spare wheel.

## Toll Fees

In the event of a valid claim we will pay ferry and toll fees ONLY within the confines of the United Kingdom and Northern Ireland.

## Exclusions

Marshall Assist does not cover the following:

1. Any caravan/trailer where the total length exceeds 23 feet and where it is not attached to the vehicle with a standard towing hitch.
  2. Contracts not registered with us.
  3. The cost of any parts, components or materials used to repair the vehicle.
  4. Any costs or expenses not authorised by our Rescue Controllers.
  5. The cost of food, drinks, telephone calls or other incidentals.
  6. The cost of alternative transport.
  7. The cost of petrol, oil or insurance for a hire vehicle.
  8. The recovery of the vehicle and passengers if repairs can be carried out at or near the scene of the breakdown within a reasonable time.
- If recovery takes effect we will only recover to one address in respect of any one breakdown.
9. Overnight accommodation or car hire charges.
  10. Breakdowns caused by failure to maintain the vehicle in a roadworthy condition including maintenance or proper levels of oil and water. If, in the opinion of our recovery operator, the vehicle is found to be unroadworthy due to lack of maintenance, unless servicing records can be provided, we may terminate your Policy immediately, notifying you by letter of what action we have taken.
  11. Vehicles where service cannot be effected because the vehicle does not carry a serviceable spare wheel.
  12. Any request for service if the vehicle cannot be reached due to snow, mud, sand or flood or where the vehicle is not accessible or cannot be transported safely and legally using a standard transporter.
  13. Any request for service if the vehicle is being used for motor racing, rallies, public hire, private hire or any contest or speed trial or practice for any of these activities.
  14. Overloading of the vehicle or carrying more passengers than it is designed to carry.



# Marshall Assist

(continued)

15. Claims not notified prior to expenses being incurred.
16. The charges of any other company (including Police recovery) other than our recovery operator.
17. Loss or damage to the vehicle or its contents.
18. Direct or indirect loss, damage or liability caused by, contributed to or arising from:
  1. Ionising radiation or contamination by radioactivity from an irradiated nuclear fuel or from nuclear waste from the combustion of nuclear fuel.
  2. the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component thereof.
  3. any results of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, military or usurped power.
19. Any false or fraudulent claims.
20. Failure to comply with requests by us or our recovery operators concerning the assistance being provided.
21. Fines and penalties imposed by courts.
22. Any charges where you, having contacted us, effect recovery or repairs by other means.
23. Ferry and Toll charges outside of Mainland UK.
24. Any claims relating to the following:

vehicles in excess of 35 cwt-3.5 tonnes.

vehicles more than 17 feet long, six feet three inches wide and eight feet high.
25. Any service or insurance cover where remedial action has not taken place following a previous breakdown.
26. More than six callouts per contract per year. 27 Claims totalling more than £2,500 in anyone year.

## General Conditions

1. We will provide cover if:
  - a). You have met all the terms and conditions within this contract.
  - b). The information provided to us, as far as you are aware, is correct.
2. The driver of the vehicle must remain with or nearby the vehicle until help arrives.
3. We may cancel the contract by sending seven days notice to your last registered address.
4. There is no return of contract cost.

Marshall Assist is administered by Call Assist Ltd. Should you wish to contact us, please send your correspondence to:  
Call Assist Ltd Axis Court  
North Station Road Colchester  
CO1 1 UX.

**MARSHALL ASSIST Helpline 0844 573 8061**

