



# MAHINDRA ASSIST

Terms & Conditions



**Mahindra**  
*Rise.*

## MAHINDRA ASSIST – SERVICE BENEFITS

This roadside assistance service covers new Mahindra vehicles and provides comprehensive Australia wide roadside assistance. The following services are provided nationally through over 900 service centres using the combined resources of Australia's state motoring organisations.

### Flat Battery

If your Mahindra has a flat battery, the Mahindra Assist technician will attempt to jump start the vehicle for you. Where your vehicle cannot be made mobile at roadside and where a new battery is required, where available, the Mahindra Assist technician will arrange the mobile delivery of a replacement battery.

Please note that if your vehicle's battery is inside the warranty period (one year) there is no charge for this service. Where a battery failure is not the cause, the vehicle may be towed if required (refer Towing)

### Mechanical Breakdown

If you have a mechanical breakdown, the Mahindra Assist Service Provider will send assistance for any non-collision or non-insurance related mechanical failure that has disabled the vehicle and made it unsafe or unable to be driven.

### Towing – City

In the metropolitan area, if the Mahindra Assist technician is unable to get your Mahindra vehicle mobile due to a mechanical breakdown, it will be towed to the nearest Mahindra dealership, or if there is no Mahindra dealership present in the town area, to the Mahindra Assist technician's repair facility. You can also elect to have your vehicle towed to an alternative location within the local town area, at your expense.

### Towing – Country

In country areas, if the Mahindra Assist technician is unable to get your Mahindra vehicle mobile due to a mechanical breakdown, it will be towed to the nearest Mahindra dealership, or if there is no Mahindra dealership present to the local Mahindra Assist technician's facility.

If the vehicle still cannot be mobilised, your vehicle will be transported to the nearest Mahindra dealership as soon as practicable. You may elect to have your vehicle towed to an alternative location within the town area of the local Mahindra Assist technician. In addition, any form of registered trailer or caravan being towed by your Mahindra will be transported to the same destination as the towed vehicle, at your expense. NB: Delays may be experienced with vehicle recovery.

Where a disabled vehicle has been towed to the local service facility of the Mahindra Assist Service Provider in the country area and where the Mahindra Assist technician is still unable to mobilise the vehicle, vehicle recovery arrangements will be made by the Mahindra Assist Service Provider to the closest authorised Mahindra dealer providing the cost does not exceed \$250.00. Where the cost exceeds \$250.00, the excess will be charged to the Driver.

### Fee For Service Breakdowns

If your vehicle "breakdown" is not a vehicle fault such as a mechanical or electrical failure, Mahindra Assist will help you on your way, on payment of a service fee. This applies for incidents such as lockouts or lost keys, out of fuel, and wheel or tyre damage.

### Out of Fuel

If you've run out of fuel, the Mahindra Assist technician will provide enough liquid fuel for you to drive to the nearest service station. If it is not possible or practical to provide liquid fuel, your Mahindra will be towed to the nearest service station, at your expense. For vehicles fitted with LPG only, a tow can also be arranged at your expense to the nearest LPG service station.

### Locked Out

If you've lost your keys, or locked them in the car, the Mahindra Assist technician will attempt to open the vehicle. This service will be subject to proof of ownership or owner authority to drive the vehicle (satisfactory to the Mahindra Assist technician). You may be asked to sign an indemnity releasing the Mahindra Assist technician from any liability should any damage be caused by forced entry.

Alternatively, the Mahindra Assist technician will arrange for a locksmith (if possible) or the vehicle may be towed, at your expense.

### Tyres & Wheels

The Mahindra Assist technician will assist you in replacing a damaged wheel/tyre combination using the vehicle's original jack, wheel nut wrench and spare wheel/tyre combination, and where the spare wheel/tyre combination is compatible with the other wheel/tyre combinations on the vehicle.

Where driver assistance and/or the vehicle's original jack, wheel nut wrench and spare wheel/tyre combination are not available, serviceable, roadworthy or compatible, a tow to the nearest facility able to supply and/or repair the wheel/tyre combination will be arranged, at your expense.

## DEFINITIONS AND CONDITIONS

Some conditions do apply to the delivery of service by Mahindra Assist:

Remote Areas - (included in the term "Remote" are those areas which are sparsely populated)

Where a breakdown occurs in a remote (sparsely populated) area, roadside assistance will be provided by the Mahindra Assist technician however, service delivery may be subject to lengthy delays brought about by breakdown location, Mahindra Assist technician availability and accessibility.

### Towing Limitations

Towing will only be provided to vehicles within the weight and dimension limitations of the Service Provider's standard towing vehicles. This usually requires a vehicle weight less than 2,500kg at the time of breakdown.

### Cargo

The Mahindra Assist Service Provider will accept no responsibility, under any circumstances, for the security and/or any loss associated with a disabled vehicle's cargo which may result from delays in providing roadside assistance and/or towing.

### Trafficable Roads

Service will only be provided to vehicles disabled on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and/or the towing/recovery vehicle (where required) as determined by the Mahindra Assist Service Provider.

### Vehicle Rescue

Where the vehicle becomes disabled off a legally trafficable road such as beaches, fields or creek beds, vehicle rescue may be arranged at the discretion of the Mahindra Assist Service Provider, at your expense.

### Bogged Vehicle Recovery

Service will be provided to vehicles stranded on constructed roads/driveways that are legally trafficable by conventional two wheel drive vehicles and where no special equipment such as power winches or extended cables etc. are required.

### Special Equipment

Should special equipment be necessary to effectively deliver service and where the Mahindra Assist technician has to return to their service facility to obtain this special equipment, the additional cost involved will be, at your expense.

### Natural Disasters/Industrial Disputes

The Mahindra Assist Service Provider reserves the right to alter and/or offer alternative assistance where a natural disaster (such as a flood, storm or fire) or an industrial dispute places extraordinary demands on the provision of service. Where a disabled vehicle cannot be reached for example due to a natural disaster or an industrial dispute, the Mahindra Assist Service Provider will attempt to provide whatever alternative assistance is practicable under the circumstances. Any such assistance will be at the discretion of the Mahindra Assist Service Provider.

### Collision/Accident

Vehicles damaged due to a collision or impact with any object, whether caused by mechanical failure or for any other reason, or for any other incident generally covered by motor vehicle insurance, will not be provided with towing under the Mahindra roadside assistance program. However, towing assistance can be arranged, at your expense.

### Home Assistance

Assistance will be provided at the home address in the same way as at roadside. However, during times of peak demand, 'at roadside' calls will be given priority over that of 'at home' calls for assistance.

### Unattended Vehicles

Unattended vehicles will not be serviced under any circumstance. The Owner or Driver must wait with the vehicle until the Mahindra Assist technician arrives. Where the Owner/Driver has elected an authorised representative, this representative must hold a current motor vehicle drivers licence in case the vehicle is required to be moved.

Where the vehicle is found to be unattended, and should peak demand or any other circumstance inhibit the Mahindra Assist technician in waiting, the service call will be aborted. Any subsequent calls for Service (deemed by the Mahindra Assist Service Provider to be for the same incident) will be, at your expense.

## **Attempted Repairs**

Where the Mahindra Assist technician attends a service call and under initial inspection considers a third party attempt to repair the vehicle has caused damage and the vehicle cannot be started or driven without further risk of damage, service may be refused. Towing under this circumstance would be at your expense.

## **Caravan and Trailer**

Roadside Assistance will not be provided for caravans or any other form of trailer body being towed by the vehicle. However, should the vehicle, whilst encumbered by a caravan or any other form of trailer body, experience a roadside breakdown and require towing, towing for the caravan or any other form of trailer body can be provided, at your expense.

## **Mahindra Assist Service Provider/Technician**

A person who provides service under the Mahindra Assist roadside assistance program at the request or direction of Assist Australia (on behalf of Mahindra).

## **Please Note:**

The Mahindra Assist National Assistance Program reserves the right to change the service conditions and supply procedures outlined in this leaflet, without notice.

# MAHINDRA ASSIST



**Dealer Details:**

[www.mahindra.com.au](http://www.mahindra.com.au)

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All features and colours mentioned or shown are not available on all models. • Accessories shown are not part of standard equipment.  
• Vehicle body colour and interiors may differ from the printed photographs • In view of our policy of continuously improving our products, we reserve the right to alter specifications or designs without prior notice and without liability. • Please check model details with our nearest dealer.