

PORSCHE



Porsche Assistance

SERVICE DESCRIPTION





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Section 1

Introduction

Any words in this booklet that are in bold type are defined. Please see the definitions in Section 9 'Definitions' which explain the meaning of each defined term.

As a Porsche owner, **we** want you to enjoy a high standard of trouble free motoring. However, if the unexpected occurs and the **vehicle** is subject to a **breakdown**, **Porsche Assistance** is there to help **you**.

Porsche Assistance may also be able to help **you** with other **vehicle** emergencies not connected with a **breakdown**, although this will be at **our** discretion and **we** may charge **you** for the services provided. Any charges will be agreed with **you** in advance and a credit / debit card deposit may be required. Please see Section 6 'What Is Not Included' for further details.

Porsche Assistance is provided by PCGB. The Porsche Customer Relations Hub, the Porsche Centre network and other carefully selected service providers support PCGB in its provision of Porsche Assistance and, where necessary, the Porsche Customer Relations Hub, will liaise with the Porsche Centre to facilitate prompt repair and return of the vehicle to you.

If **you** have any problems whilst receiving any of the benefits provided under **Porsche Assistance**, or if **you** would like to discuss any of the **Porsche Assistance** benefits, please contact the **Porsche Assistance Helpline** using the details provided in Section 7 'Porsche Assistance Contact Details'.

The terms and conditions contained in this booklet shall not affect **your** statutory consumer rights. If **you** require more information on **your** statutory rights, **you** should contact **your** local authority Trading Standards Department or Citizens Advice Bureau.

Porsche Assistance and these terms & conditions are governed and should be interpreted by the laws of England and Wales. All correspondence entered into shall be in English.

The headings used in this document are for convenience only and shall not affect the interpretation of its contents.

Section 2

Eligibility and Duration

The benefits of **Porsche Assistance** will be available to **you** in respect of the **vehicle** for 3 years from the earlier of the date of sale or the date of **vehicle** registration, provided that the **vehicle**:

- is purchased in the **UK**, Jersey or the Isle of Man and registered in the **UK**, Jersey, Guernsey or the Isle of Man;
- has a gross weight of no more than 3500kg (3.5 tonnes);
- has a width of no more than 2.55m (8ft 3in);
- has a length of no more than 8m (26ft 9in); and
- has a height of no more than 3m (9ft 10in).

The dimensions and weights detailed above will be calculated taking into account anything attached to the **vehicle** at the time of the **breakdown**, including but not limited to any trailer, caravan, towing equipment, carriers or racks (e.g. bike or luggage racks).

Porsche Assistance is available throughout the **area of coverage** and is provided in accordance with the terms and conditions set out in this booklet.



Section 3

Repair and Recovery Benefits

We will provide the following repair and recovery benefits, dependent upon **your** requirements, in respect of eligible **vehicles** within the **area of coverage**.

Porsche Assistance services will be provided to eligible **vehicles** which can be easily accessed by a roadside patrol or recovery vehicle, including public access areas at race tracks or "green lane" situations such as bridleways or other unpaved publicly accessible roadways.

We will determine whether a roadside patrol or recovery vehicle is most appropriate for **your** incident based on the information **you** provide. If a roadside patrol or recovery vehicle is required to assist **you**, this should ordinarily arrive within 60 minutes of the need being identified. Alternatively, if **you** would prefer, **we** can arrange for a roadside patrol or recovery vehicle to attend **your vehicle** at a time more convenient to **you**. In this situation, arrival should ordinarily occur within 10 minutes of the time agreed. It is intended that the correct resource will be provided first time but if an alternative resource is subsequently required this should ordinarily arrive within 60 minutes of the need being identified.

We will provide **you** with updates on the estimated time of arrival via telephone or text message, as requested by **you**.

We will make all reasonable efforts to achieve the timescales and levels of service set out in this booklet, but the precise levels delivered in each instance will be dependent on circumstances current at the time, such as weather, traffic volumes or other variables that **we** cannot influence. The timescales stated in this booklet do not form a guarantee.

Repair

Repair assistance will be provided to **you** in the event of a **breakdown** anywhere within the **area of coverage** and a roadside repair will be attempted or **vehicle** recovery enacted, in accordance with the terms set out in this booklet, as required. If the vehicle is deemed inoperable due to a reason other than a **breakdown**, including when the high voltage battery in a **BEV** is completely discharged, then **we** may still be able to assist at our discretion but **we** may charge **you** for the services provided. Any charges will be agreed with **you** in advance and a credit / debit card deposit may be required.

In the **UK we** are, on occasion, able to provide roadside patrols which carry parts, including Porsche parts. These can be used to enact a permanent or temporary repair to the **vehicle**, at **our** sole discretion, depending on the type of fault. **You** will be required to pay for any parts used in such temporary or permanent repair, unless **we** agree otherwise. **You** will be advised whether any repair made by a roadside patrol is temporary or permanent prior to it being conducted, in addition to the cost of any parts to be used. If the repair will be temporary, **you** may opt for the **vehicle** to be recovered to a **Porsche Centre** for a permanent repair at **your** cost instead. Where a temporary repair is made to the **vehicle** it is **your** responsibility to arrange for a permanent repair to be made, at **your** own cost.

If the vehicle has the benefit of a vehicle warranty, vehicle repairs may be covered under the terms of such warranty. Please refer to your vehicle warranty terms and conditions for full details. If a **BEV** has the benefit of a battery warranty, battery repairs may be covered under the terms of such warranty. Please refer to **your** battery warranty terms and conditions for full details.

In the **UK** a repair may include temporary use of a Porsche spacesaver to resolve a puncture or tyre problem until a Porsche N-Rated tyre can be fitted; however, if the puncture or tyre problem is due to a reason other than a **breakdown**, **we** may charge **you** for the services provided. Any such charges will be agreed with **you** in advance and a debit / credit card deposit may be required. All Porsche spacesavers are to be returned to **us** following any agreed use.

Recovery

If the **vehicle** cannot be repaired by **us** within 60 minutes at the roadside or at **your** home address, unless otherwise agreed with **you**, and subject to the **vehicle** satisfying the weight and dimension conditions in section 2 'Eligibility and Duration', **we** will recover the **vehicle** for repair and transport any passengers and luggage (limited to the carrying capacity of the **vehicle** and any animals, pets, horses or livestock at our sole discretion) to one of the following at **your** request:

- the nearest **Porsche Centre** at which the necessary repairs may be carried out;
- your home address or the **Porsche Centre** nearest to **your** home address at which the necessary repairs may be carried out; or
- provided that the **breakdown** occurs at the roadside within the **area of coverage**, **your** original destination or the **Porsche Centre** nearest to that original destination at which the necessary repairs may be carried out.

We may agree to recover the **vehicle** to another location of **your** choice, including to the nearest suitable charging point when the high voltage battery in a **BEV** is completely discharged; however this will be at **our** discretion and **we** may charge **you** for this service. Any such charges will be agreed with **you** in advance and a debit / credit card deposit may be required.

Please also see the section on "Repatriation of the Vehicle for Repair" if the **breakdown** occurs outside **your country**.

If you make no specific request then the **vehicle** will be recovered to the nearest **Porsche Centre**.

Porsche Assistance will cover the costs of recovering and towing the **vehicle**, including any handling fee and the cost of any ferry, toll or other transport charges, as necessary. However, you may be charged for any costs incurred for the use of specialist recovery services – for example, if the **vehicle** is disabled by floods or snow-affected roads, is embedded in sand or mud, or is not easily accessible. These costs may be refundable under the terms of **your** motor insurance policy. The mode of transporting the **vehicle** is at **our** sole discretion.

If the **vehicle** cannot be repaired within 60 minutes at the roadside or at **your** home address, **we** will assess **your** onward mobility requirements and arrange hire cars or onward travel as appropriate for **your** circumstances and in discussion with **you** (subject to the Onward Mobility limitations described – please see Section 4 "Onward Mobility" for further details).

If **you** (or **your** passengers) need to keep an important appointment, **we** will make arrangements to ensure that **you** (and **your** passengers) are taken there independently from the disabled **vehicle** if it is being transported to a **Porsche Centre** (subject to the Onward Mobility limitations described – please see Section 4 "Onward Mobility" for further details). The transportation of any animals, pets, horses or livestock is at **our** sole discretion.

If **we** are unable to recover the **vehicle** to a **Porsche Centre** within its normal service department opening hours, **we** will arrange and pay for secure storage of the **vehicle** until the **vehicle** can be delivered to the applicable **Porsche Centre**. The **vehicle** should ordinarily arrive at the applicable **Porsche Centre** by no later than the end of the next working day following the date of **breakdown**.

Where requested by **you**, the Porsche Customer Relations Hub will keep in contact with the **Porsche Centre** to follow the progress of the repair and keep **you** informed and will be able to make any further arrangements under **Porsche Assistance** as are necessary.

All repairs carried out once the **vehicle** has been recovered to a **Porsche Centre** shall be at **your** own cost. If the **vehicle** has the benefit of a vehicle warranty, **vehicle** repairs may be covered under the terms of such warranty. Please refer to **your vehicle** warranty terms and conditions for full details. If a **BEV** has the benefit of a battery warranty, battery repairs may be covered under the terms of such warranty. Please refer to **your** battery warranty terms and conditions for full details.

European Autoroute Restrictions

If repair or recovery assistance is required on a French or Belgian Autoroute, or on certain motorways in other European countries, **you** must use the official SOS boxes at the side of the road in order to arrange initial assistance or recovery by the authorised Autoroute Assistance Service. These roads are privatised and neither **we**, nor any other assistance organisation, are allowed to assist on these roads.

Once the **vehicle** has been recovered from the French or Belgian Autoroute or relevant motorway, **you** should contact us at the earliest opportunity to make sure that any further **Porsche Assistance** arrangements **you** require can be made on **your** behalf. **We** will reimburse the costs **you** incur in any such recovery from a French or Belgian Autoroute or other relevant motorway. Information on how to recover such costs and other covered transport costs can be found in Section 5 "What to do in the Event of a Breakdown".

Repatriation of the Vehicle for Repair

If a **breakdown** occurs outside **your country** and:

- **we** cannot repair the **vehicle** by the time expected for your return to **your country**; or
- **you** wish for repair to be carried out in **your country**,

at **your** request **we** will transport the **vehicle** and its contents from abroad to **your** home address or to a **Porsche Centre** of **your** choice in **your home country** at which the necessary repairs may be carried out. The repatriation will include the cost of ferry, toll, vehicle train or other transport charges and any storage or other costs incurred during repatriation, as necessary. The mode of transporting the **vehicle** is at **our** sole discretion.

The **vehicle** should be collected from its location abroad within 6 hours of **your** request and safe repatriation of the **vehicle** will ordinarily be completed within 21 days of collection. Any caravan or trailer on tow with the **vehicle** at the time of the **breakdown** can be repatriated together with the **vehicle** at no extra cost to **you** provided it is roadworthy and subject to the dimension and weight limits in Section 2 "Eligibility and Duration".

If **you** elect to have the **vehicle** repatriated to **your country** for repair from abroad it will not then be redelivered to **you** abroad but may only be redelivered to a location in **your country**, or else collected by **you** on **your** return to **your country**.

The **vehicle**, together with its contents, will remain **your** responsibility whilst it is awaiting repatriation by **us**.

Repaired Vehicle Delivery

Where repairs have been carried out in **your country**, at **your** request, unless **you** are in a replacement vehicle provided under **Porsche Assistance**, **we** will arrange and pay for delivery of the **vehicle** to **your** home or another address in **your country**.

Where repairs have been carried out outside **your country** but in the **area of coverage**, at **your** request, unless **you** are in a replacement vehicle provided under **Porsche Assistance**, **we** will arrange for delivery of the **vehicle** to:

- **your** temporary address in that country; or
- if repairs have taken longer than **your** date of return, to an address in **your country**.

If **you** are in a replacement vehicle provided under **Porsche Assistance** then **we** may arrange delivery of the repaired **vehicle** to **you** at **our** sole discretion.

The redelivery will include the cost of ferry, toll, vehicle train or other transport charges as necessary. The mode of transporting the **vehicle** is at **our** sole discretion. Any caravan or trailer on tow with the **vehicle** at the time of the **breakdown** can be repatriated to **your country** together with the **vehicle** at no extra cost to **you** provided it is roadworthy and subject to the dimension and weight limits in Section 2 "Eligibility and Duration".

If **you** wish to have **your** repaired **vehicle** delivered to **your** home address or another temporary address following repair, please make **us** aware of this. **We** will ordinarily contact **you** on the same day of completion of the repair, or by midday of the following working day at the latest, to arrange delivery of the repaired **vehicle**. Alternatively, if **you** wish, **you** may elect to collect the repaired **vehicle** yourself.

Repaired Vehicle Collection

You may wish to collect the repaired **vehicle** from the **Porsche Centre** instead of having it delivered to **you**. If **you** are **not** in a replacement vehicle provided under **Porsche Assistance**, **we** will cover reasonable travel costs, up to a maximum of £600 (to include no more than one single rail ticket or one air ticket if train travel will take more than 6 hours) to permit **you**, or a person **you** designate:

- if the **vehicle** has been repaired in **your country**, to travel from **your** home address or a temporary address in **your country** to the **Porsche Centre** that repaired the **vehicle**; or
- if the **vehicle** has been repaired outside **your country**, to travel from **your** temporary address in that country, or from **your** home address (if **you** returned home before the repairs were completed) to the **Porsche Centre** that repaired the **vehicle**.

We will, in addition, cover the cost of any ferry, toll, vehicle train or other transport charges, and up to a maximum of £150 per night for room accommodation, as necessary for **you**, or a person **you** designate, and the **vehicle** to complete the homeward journey. **You** will be expected to complete the homeward journey directly and **we** will cover a maximum of 14 nights' accommodation.

If **you** elect to have the **vehicle** repatriated to **your country** for repair from abroad, **we** will not meet the costs of a journey from **your** location abroad to the **Porsche Centre** that repaired the **vehicle**. **We** will only meet the costs of a journey from **your** home address to the **Porsche Centre** that repaired the **vehicle**.

If **you** are in a replacement vehicle provided by **Porsche Assistance**, **we** may request **you** drive it to collect the **vehicle** or alternatively deliver the **vehicle** to **you**, in accordance with the above terms, at **our** sole discretion.



Section 4

Onward Mobility

If **we** estimate that the **vehicle** cannot be repaired by **us** at the roadside or **your** home within 60 minutes of **our** arrival, or within 4 hours following recovery to a **Porsche Centre**, unless otherwise agreed with **you**, **we** will cover **your** reasonable costs for alternative travel, including all members of **your** party (limited to the carrying capacity of the **vehicle** and any animals, pets, horses or livestock at **our** sole discretion) up to a maximum total benefit of £2,500, as follows:

Replacement vehicle

At **your** request **we** will organise and cover the costs of a replacement vehicle for **you** until repairs to the **vehicle** can be completed, subject to a maximum period of:

- 5 days if the replacement vehicle is provided following a **breakdown** in **your country**; and
- 14 days if the replacement vehicle is provided following (i) a **breakdown** outside **your country** or (ii) in **your country** and during a journey to another country within the **area of coverage**.

We may, at **our** sole discretion, agree to extend these periods if necessary whilst repairs are being completed.

The replacement vehicle will include fully comprehensive insurance with an option to upgrade, at **your** cost, to include a collision damage waiver. There may be restrictions on a replacement vehicle being driven across country borders, which **you** will be advised of at the time of provision. If such restrictions apply, **we** will arrange for the collection of the replacement vehicle before **you** cross a border and will provide a further replacement vehicle once **you** have entered the new country.

We aim to ensure that the replacement vehicle is suitable to provide acceptable onward mobility, with a small premium class (or a battery electric vehicle when the **vehicle** is a **BEV**) hire car being provided where available. The replacement vehicle will ordinarily be delivered to **you** within 3 hours of the need being identified or, at **our** discretion, **we** may cover **your** travel expenses to collect the replacement vehicle.

We cannot guarantee that a replacement vehicle will be available in all circumstances.

We also cannot guarantee that a replacement vehicle will be supplied with a tow bar. **Your** caravan or trailer may therefore have to remain and be recovered with **your** immobilised **vehicle**.

You will be responsible for fuelling and basic maintenance of the replacement vehicle while it is in **your** care. **You** will also be responsible for paying any deposit required by the vehicle hire company and any tolls, penalty tickets or fines **you** incur during **your** hire.

If the **vehicle** is a **BEV** and we cannot provide **you** with a battery electric replacement vehicle, **we** will cover your reasonable costs for using a non-battery electric replacement vehicle (which may include but are not limited to tolls and fuel costs) up to a maximum of £200 per **breakdown**. **You** will need to provide a claim form (as described in more detail in Section 5 “What to do in the Event of a Breakdown”) for any such costs incurred and enclose receipts for all such costs claimed.

You will be required to enter into a vehicle hire agreement when **you** take delivery of the replacement vehicle. The replacement vehicle hire agreement will be between **you** and **our** nominated vehicle hire company and will be subject to that company’s terms and conditions. These will usually require or include (amongst other things):

- production of a full driving licence valid at the time of issue of the replacement vehicle;
- limits on acceptable driving licence endorsements;
- limitations on the availability of the replacement vehicle;
- acceptance of an insurance excess;
- a deposit / card authorisation swipe to cover any fuel or other costs incurred during **your** loan; and
- the driver to be aged at least 18 or 21 years depending on country, and to have held a full driving licence for at least 12 months.

Once the repair of the **vehicle** is complete, **you** may drive the replacement vehicle to the **Porsche Centre** to collect **your** repaired **vehicle**, at which point **we** will arrange cancellation of the hire agreement and collection of the replacement vehicle. Alternatively, if **we** agree to arrange redelivery of the repaired **vehicle** to **you** at **your** home or temporary location, **we** will, upon such redelivery, collect the replacement vehicle and arrange the cancellation of the hire agreement.

If the replacement vehicle has been kept beyond the period set out above, **you** will be responsible for any additional charges incurred for the extended period unless the extension is authorised and confirmed by **us**.

Onward or Home Journey

Where requested by **you**, **we** will cover the reasonable travel costs of the journey (which may include, but is not limited, to air, rail or taxi travel) for **you** and **your** passengers (limited to the carrying capacity of the **vehicle**) to travel directly:

- from the place of the **breakdown** to the nearest **Porsche Centre**; and/or
- from the place of the **breakdown** or the **Porsche Centre** to **your** home address or **your** intended destination.

You will need to provide a claim form (as described in more detail in Section 5 "What to do in the Event of a Breakdown") for any travel expenses incurred, detailing the circumstances of the claim and enclosing receipts for all transport costs claimed.

Replacement Driver

If a registered doctor declares **you** medically unfit to drive as a direct result of the **breakdown** event and **you** are the only qualified driver in **your** party, at **our** sole discretion **we** may organise and cover the costs of a replacement driver to drive **you** and **your** passengers (limited to the carrying capacity of the **vehicle**) in the repaired **vehicle** or replacement vehicle to **your** destination or home address. The replacement driver should ordinarily arrive within 6 hours once **you** have made the request and **we** have agreed that these conditions are met.

Hotel or other Accommodation Provision

In respect of a **breakdown** that occurs more than 80 km (50 miles) from **your** home or temporary address, **we** will cover accommodation costs for **you** and **your** passengers (limited to the carrying capacity of the **vehicle**), up to a maximum of £150 per person per night, until repairs to the **vehicle** can be completed. This benefit is subject to a maximum of 2 nights if the **breakdown** occurred in **your country** and a maximum of 7 nights if the **breakdown** occurred outside **your country**. **You** shall be responsible for any excess accommodation costs.

If **you** have elected to receive a replacement vehicle or to recover onward or home journey costs, **we** will not also cover accommodation costs under this section unless the **breakdown** occurred outside **your country**, **you** elected to travel directly on to **your** intended destination within the **area of coverage** and **we** have been unable to repair the **vehicle** by the time expected for **your** return to **your country**.

Section 5

What to do in the Event of a Breakdown

Should assistance be required in the event of a **breakdown**, simply contact **us** using the relevant **Porsche Assistance Helpline** number listed below. It is important that **you** call the appropriate number for **your** location at the place of **breakdown**.

All necessary travel and accommodation is to be booked by **us**, unless otherwise agreed.

UK	
0330 053 0450 or	Freephone from a landline. The cost of calls from mobiles varies – please check with your network provider.
0121 275 2853	Calls charged at the local call rate from landlines. The cost of calls from mobiles varies – please check with your network provider.

Republic of Ireland and other countries in the area of coverage	
00800 1336 5984 or	Generally freephone from a landline, although some European call service providers may charge for calls to freephone numbers. The cost of calls from mobiles varies – please check with your network provider.
0033 (0) 472 172 2573	Calls charged at international call rates from landlines. The cost of calls from mobiles varies – please check with your network provider.

If **we** cannot arrange for a garage, car hire, alternative travel or accommodation provider to accept **our** guarantee of costs, **we** will ask **you** to pay and reclaim the relevant portion of such costs covered under **Porsche Assistance** when **you** return home. **We** will only arrange a guarantee of costs within the limits **we** cover, and **you** will have to pay for any extra costs and for anything **we** do not cover under **Porsche Assistance**.

You will be provided with a claim form if **you** request reimbursement of any pre-agreed transport, repair, recovery, car hire, non-battery electric replacement vehicle (if the **vehicle** is a **BEV**), alternative travel and / or accommodation expenses **you** have incurred which are covered under **Porsche Assistance**. In order to claim reimbursement of such expenses, **you** must return the completed claim form, detailing the circumstances of the claim and enclosing receipts for all transport costs claimed, in accordance with the instructions on the claim form.

We will be not be able to reimburse **you** for any repair, recovery, accommodation or alternative travel arrangements that **you** make without our prior approval. If **you** are in a remote location and need assistance, the time taken to receive the assistance may be longer because of distance and local restrictions.

Vehicle Identification and Location

To minimise delay, please have the following information available when **you** contact **us**:

- **Your** name and, if different, the name of the registered keeper of the **vehicle**
- **Vehicle** model
- Vehicle Identification Number (VIN). This is the last 6 digits from the VIN label which is usually located in the bottom corner of the windscreen
- Location of the **vehicle**
- **Vehicle** registration number
- Telephone number where **you** can be contacted
- Description of the **breakdown** experienced
- Number of passengers in the **vehicle**



Section 6

What is not Included

Porsche Assistance is intended to provide reassurance in the event of a **breakdown**. Unless **we** agree otherwise at **our** sole discretion and for an additional charge (in respect of which a credit / debit card deposit may be required), it will not provide any services or other benefits in connection with a **breakdown** or other incident as a result of any of the following:

- fire from user error, theft, accident or vandalism;
- racing, rallying, trials or time-trials, auto test or other motor sports event ("Motor Sports Event"). However, **we** do not consider the following activities to be Motor Sports Events, in respect of which **we** will provide service:
 - Porsche Driving Experience events;
 - "concours d'élégance" events;
 - track test days for road-legal **vehicles**; or
 - rallies held exclusively on open public highways where participants are required to comply with all operative speed limits.
- the **vehicle** being kept in an un-roadworthy condition or not being serviced in accordance with the manufacturer's recommendations; or

- customer-induced incidents including:
 - lock-outs due to user error/ lost keys;
 - discharged battery due to user error – such as leaving lights on;
 - discharged high voltage battery in a BEV;
 - running out of fuel;
 - incorrect use of charging points for a BEV;
 - use of wrong fuel;
- tyre damage due to user error including:
 - intentionally driving over a kerb or other obstruction
 - not maintaining correct tyre pressures
 - not complying with Porsche N-rating or other technical requirements; or
 - road traffic accidents.

We also have no obligation to provide any **Porsche Assistance** services or other benefits in the following circumstances:

- the **vehicle** does not have a valid road fund licence (unless the **vehicle** is en route to an MOT vehicle inspection in the **UK** or similar such exemption in **your country**);
- the **vehicle** is situated on private property that does not belong to **you** (for example garage premises) unless **you** can establish to **our** reasonable satisfaction that permission has been given by the relevant property owner or occupier for **us** to access the property for the purposes of recovering the **vehicle**;
- **we** consider the transportation of the **vehicle** to be part of a commercial activity;
- the police, highways agency and/or other emergency service require that the **vehicle** be recovered by a third party;
- **your** entitlement to **Porsche Assistance** has lapsed or the **vehicle** is no longer considered eligible for **Porsche Assistance**;

- **we** reasonably consider that **you** or members of **your** party are behaving or have behaved in a threatening or abusive manner to **us**;
- **we** consider that the giving of service would involve a breach of the law; or
- where the **vehicle** has suffered a **breakdown** as a result of neglect or unsuccessful work on the **vehicle** other than by **us**.

If the **vehicle** has been involved in an accident and has gone off the road and needs to be salvaged before towing, **you** may be able to claim back the recovery costs from **your** insurance company.

In the case of lockout /lost keys, if **we** are required to perform a forced entry **you** will be asked to sign a declaration stating that **you** have given permission for this to take place and that any costs for resultant damage will be **your** sole responsibility.

We will not be liable for:

- the cost of repairs by **you** or anyone else acting on **your** behalf (other than **us**);
- the cost of repairs to the **vehicle** once it has been recovered to a **Porsche Centre**;
- routine maintenance and running repairs of the **vehicle**;
- the loss or damage of any goods, personal belongings or other items being carried in the **vehicle**;
- any loss, theft, damage, cost or expense that is not directly associated with the **breakdown**, unless expressly stated above;
- any increased costs or expenses or any loss, damage, cost or expense incurred as a result of, or in connection with, any **Porsche Assistance** service that is not reasonably foreseeable, including loss of profit, business, contracts, revenue or anticipated savings (loss, damage cost or expense is "reasonably foreseeable" if at the time of purchasing the **vehicle**, it was contemplated by **you** and **us**);
- damage or injury intentionally caused by **you** or resulting from **your** participation in a criminal offence;

- any costs that would have been payable by **you**, such as petrol, toll charges, parking fees, cost of meals, drinks, telephone calls and/or newspapers or any other costs not specifically stated as being met under **Porsche Assistance**, which may be incurred by **you** or other members of **your** party as a result of or in connection with the **breakdown**;
- release fees: should the **vehicle** be stolen and subsequently recovered by the police **you** may be asked to pay a release fee before **we** can recover the **vehicle** to a **Porsche Centre**;
- any replacement component (unless provided, at **our** sole discretion, free of charge during a roadside repair), lubricant or fuel or consumable items supplied in connection with the repair of the **vehicle**;
- any failure to perform, or delay in performance of, any of **our** obligations under these terms and conditions to the extent caused by an event outside **our** control. (An "event outside **our** control" means any act or event beyond **our** reasonable control, including without limitation severe road traffic congestion, strikes, lock-outs or other industrial action by third parties, civil commotion, riot, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not) or threat or preparation for war, fire, explosion, storm, flood, earthquake, subsidence, epidemic or other natural disaster, or failure of public or private telecommunications, water, gas, electric or other utility networks). If an event outside **our** control takes place that affects the performance of **our** obligations under these terms and conditions, **we** will contact **you** as soon as reasonably practicable to notify **you** and **our** obligations under these terms and conditions will be suspended and the time for performance of **our** obligations will be extended for the duration of the event outside **our** control; or

- any services performed or procured by **us** at **your** request where these are not included under **Porsche Assistance** including, but not limited to:
 - the use of any specialist lifting or towing assistance needed to recover the **vehicle** if the **vehicle** has gone off the road, is in a ditch, sunk in soft ground, sand or snow or flood water;
 - any additional charges resulting from the failure to carry legal and serviceable spare wheel(s) or tyre(s) in the **vehicle**; and
 - any costs of draining or removing fuel, lubricants or other fluids as a result of the introduction of an inappropriate substance.

We may alter or suspend the performance of all or any part of **our** obligations under these terms and conditions if **we** consider, in **our** reasonable opinion, that such performance be unlawful or inconsistent with any policy, communication, recommendation or guidance issued by any government (including local government), or any agency or authority of the government, local government or civil service or law enforcement established in any part of the **area of coverage**. In using this power **we** will act reasonably and first consider part performance or an alternative performance before suspending the entire performance provided that **we** shall not be required to take uneconomic cost decisions or expose **our** personnel and contractors to health or environmental risks. **We** will not be liable for such altered or suspended performance. Notification of such altered or suspended performance shall be made by way of updates to www.porsche.com/uk

Nothing in this Section 6 'What is Not Included' shall exclude or limit **our** liability to **you** for:

- death or personal injury caused by **our** negligence; or
- fraud or fraudulent misrepresentation.

Our patrols and agents are trained and equipped to carry out emergency roadside repairs only and are not in a position to comment on the general safety or roadworthiness of the **vehicle** after a **breakdown**, emergency repair and/or accident.

We are not obliged to transport or to arrange the transportation (as appropriate) of any pets, animals, horses or livestock. It is **your** responsibility to secure any animal, pet, horse or livestock being transported or to make alternative arrangements for its transportation. If **we**, at **our** sole discretion, agree to transport or to arrange the transportation (as appropriate) of any pets, animals, horses or livestock then any such transport will be at **your** own risk and **we** may charge **you** for the services provided. Any charges will be agreed with **you** in advance and a credit/debit card deposit may be required.

Section 7

Porsche Assistance Contact Details

If you have any questions, comments or complaints in respect of **Porsche Assistance**, please call the **Porsche Assistance Helpline** on 0330 053 0450 (if calling from the United Kingdom, Jersey, Guernsey, or Isle of Man) or 00800 1336 5984 (if calling from anywhere else) or in writing to:

Porsche Assistance

Floor 2
Park Square
38 Bird Hall Lane
Cheadle Heath
Cheadle
SK3 0XN

You may also contact the Porsche Customer Relations Hub with any other queries as follows:

In writing:

Porsche Customer Relations Hub
Porsche Cars Great Britain Limited
Bath Road
Calcot
Reading
Berkshire
RG31 7SE.

Tel: 03457 911 911.

Email: contact@porsche.co.uk

The contact details for individual **Porsche Centres** can be found at:
www.porsche.com/all/dealer2/uk

Section 8

Data Protection

PCGB, as the data controller, will collect and use personal data about **you** so that it can provide the **Porsche Assistance** service to **you**. Some of this information may be collected directly from **you** and some may be collected from other sources including, for example, from **your Porsche Centre** during the vehicle sales process.

If **you** have any questions or comments about how **we** use **your** personal data or if **you** would like to make a request relating to **your** personal data please write to **us**:

Porsche Customer Relations Hub
Porsche Cars Great Britain Limited
Bath Road
Calcot
Reading
Berkshire
RG31 7SE.

Or alternatively please call: 03457 911 911.

Email: contact@porsche.co.uk

Please note that calls are recorded for training and monitoring purposes.

Section 9

Definitions

area of coverage is defined as:

Andorra, Austria, Azerbaijan, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Crete, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Hungary, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Monaco, Netherlands, Norway, Poland, Portugal (not Madeira), Republic of Ireland, Romania, Russia, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain (including the Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey (European Part), Ukraine, United Kingdom and Vatican City.

BEV is defined as:

a **vehicle** that is a battery electric vehicle deriving all of its power from a high voltage battery.

breakdown is defined as:

an event resulting from some malfunction or mechanical failure of the **vehicle** including the high voltage battery in a **BEV**:

- (a) which causes the driver of a **vehicle** to be unable to start a journey in the **vehicle** or involuntarily to bring the **vehicle** to a halt on a journey, and
- (b) after which the journey cannot reasonably be commenced or continued in that **vehicle**.

PCGB is defined as:

Porsche Cars Great Britain Limited, a company incorporated in England and Wales with registered company number 0861097 and whose registered office is at Bath Road, Calcot, Reading, Berkshire, RG31 7SE

Porsche Assistance is defined as:

the services that are provided by or on behalf of **PCGB** under these terms and conditions.

Porsche Assistance Helpline is defined as:

the helpline which will handle all calls in relation to **Porsche Assistance**.

Porsche Centre is defined as:

an authorised Porsche Centre or Porsche Service Centre within the **area of coverage**.

UK (United Kingdom) is defined as:

England, Scotland, Wales, Northern Ireland.

vehicle is defined as:

a new Porsche vehicle purchased at a **Porsche Centre** in the **UK**, Jersey or the Isle of Man and registered in the **UK**, Jersey, Guernsey or the Isle of Man.

we / our / us is defined as:

PCGB, or any nominated service provider operating on its behalf.

you / your is defined as:

the registered owner of the **vehicle**, for the time being, or any other person driving the **vehicle** with the registered owner's consent.

your country is defined as:

the country in which the **vehicle** is registered.





Change of Ownership Form

Change of details

We would like to ensure we have your correct details so that we can continue to communicate with you in future. Please notify us of any changes to your personal details or vehicle ownership by using the freepost form below. Should you have any queries regarding your Porsche, then please do not hesitate to contact your nearest Porsche Centre or the Porsche Customer Relations Hub on 03457 911 911.

Change of details notification

☐ Change of address ☐ Change registration number ☐ Change of vehicle ownership

New Contact Details

Title:	First Name:	Surname:
Company name:		Address:
		Postcode:
Telephone:	Mobile:	
Email:		
New Contact Details		
Porsche Model:	Registration number:	
Purchased Date:		
Mileage:	Chassis number:	

Transfer of Assistance

Part A (To be completed by the former Service Beneficiary)

1. I Certify that:
- a) to the best of my knowledge and belief the vehicle has been serviced to date in accordance with the Manufacturer's Recommended Service Schedule; and
 - b) the details given opposite are correct.
2. I certify that the vehicle was sold and purchased privately and wish to transfer the benefit of this service to the new owner.

Signature:	Signature:
Date:	Date:

Data Protection Notice

Porsche Cars Great Britain Limited will collect and use the personal data you have provided by completing this form for the purposes of fulfilling your request and providing the Porsche Assistance service to you. Further details of how we may process the personal data we have collected are set out in our privacy notice available at www.porsche.com/uk/privacy-policy.

MOISTEN HERE

MOISTEN HERE

MOISTEN HERE

PORSCHE



BUSINESS REPLY PLUS

Licence No. RUGS-RHRY-BEZB

Porsche Assistance

Floor 2

Park Square

38 Bird Hall Lane

Cheadle Heath

Cheadle

SK3 0XN

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Porsche Assistance is provided by Porsche Cars Great Britain Limited, Bath Road, Calcot, Reading, Berkshire, RG31 7SE.

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All materials used are recyclable.