

Breakdown Cover

Insurance Product Information Document

Company: RAC Motoring Services

Breakdown cover provided by RAC Motoring Services (Firm Reference No 310208). Registered in England; Registered Office: RAC House, Brockhurst Crescent, Walsall WSS 4AW. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority in respect of insurance mediation activities.

Product: Breakdown Cover - Roadside, Recovery and At Home

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions. You will find full information in the Breakdown Cover terms and conditions and your schedule.

What is this type of insurance?

Breakdown Cover provides assistance following a breakdown of your car. It also provides other benefits.



What is insured?

Roadside

- ✓ Repair your car at the roadside when you're more than a quarter mile from your home.
- ✓ Transport your car, you and your passengers to a destination of your choice, up to 10 miles, if RAC cannot repair your car at the roadside.

Recovery

- ✓ Transport your car, you and your passengers to a destination, within this territory, if RAC cannot repair your car.

At Home

- ✓ Repair your car at, or within, a quarter mile of your home.



What is not insured?

- ✗ Any breakdown which has occurred prior to purchase.
- ✗ Anything which is not a breakdown e.g. a road traffic collision.
- ✗ The cost of any parts.
- ✗ Any breakdown resulting from a fault that has previously been attended and has not been properly repaired or the advice after a temporary repair has not been followed.
- ✗ Vehicles used for hire and reward or courier services.



Are there any restrictions on my cover?

- !! The vehicle must be a car, light van or motorhome and less than:
 - 3.5 tonnes,
 - 6.4 metres long (including a tow bar)
 - 2.55 metres wide
- !! Motorcycles under 49cc or mobility scooters are not covered.
- !! If a caravan or trailer breaks down in the UK, RAC will only attend at the roadside and attempt a repair. No other benefits of the policy are available.
- !! If your car breaks down while towing a caravan or trailer and RAC provide recovery, the caravan or trailer will be recovered with your car (provided it is no heavier than 3.5 tonnes, no longer than 7 metres and no wider than 2.55 metres) to a single destination.
- !! If the breakdown is a result of a tyre fault and a spare wheel or the manufacturer's repair equipment is not being carried with you, RAC will only tow you 10 miles.



Where am I covered?

- ✓ You are covered in England, Scotland, Wales, Northern Ireland, Jersey, Guernsey and the Isle of Man.



What are my obligations?

- You must take reasonable care to complete and accurately answer the questions asked when you take out and make changes to this Breakdown Cover and when you make a claim.
- You must let John Lewis Finance know immediately if you need to change anything, such as your address and/or vehicle.
- You must ensure your car is in a legal and roadworthy condition.
- You must report a breakdown to RAC straight away, follow their instructions and comply with their full terms and conditions.



When and how do I pay?

- Payment will be required on or before the effective date selected by you.
- You should make payment to John Lewis Finance or we may be able to arrange credit facilities if required.



When does the cover start and end?

- Cover for Roadside begins on the effective date shown on your policy schedule. All other cover will start 24 hours from the initial effective date.
- Cover will continue until the end date as shown on your policy schedule.
- Breakdown Cover is cancelled if your associated motor insurance policy is cancelled.



How do I cancel the contract?

You can cancel this Breakdown Cover by contacting John Lewis Finance by telephone, post or email:

- Telephone:
03300 240 612
- In writing:
John Lewis Finance, PO Box 887, Halifax, HX1 9UE
- Email:
customerservice@carjohnlewisfinance.com