

# PEUGEOT OPEN EUROPE

Assistance **24/24 7/7**

From France: **01 47 89 24 24**

From abroad: **+33 1 47 89 24 24**



[www.peugeot-openeurope.com](http://www.peugeot-openeurope.com)



**IN AN EMERGENCY / 2017**



**PEUGEOT**

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# WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, THEFT OR VANDALISM?

Contact **PEUGEOT OPEN EUROPE ASSISTANCE**  
24/24 and 7/7

From France: **01 47 89 24 24**

From abroad: **+33 1 47 89 24 24**



**Any expense without the assistance agreement will not be reimbursed.**

Depending on your circumstances, please send the following documents within 48 hours:

- **accident statement,**
- **or detailed report on a plain paper** (if no third party identified),
- **and/or police report.**

Email these documents to

**das@ima.eu**

within 48 hours

**AND send the original documents** by post to

**PEUGEOT OPEN EUROPE ASSISTANCE**

SERVICE ASSURANCE

Immeuble Nova - 71, boulevard National

92250 La Garenne-Colombes - FRANCE

**For any other request, please contact your Peugeot Open Europe representative in your country of residence.**

# CONTRACT COVER

## A – INSURANCE

The insurance cover is comprehensive and without excess:

- in the countries specified in [annex 1](#) (see page 5),
- except for the exclusions given in [annex 2](#) (see page 6).

A summary of the coverage and limitations is provided on the insurance certificate issued at the time of delivery.

In the event of damages caused to your vehicle, if it will drive and the damage does not affect the proper operation of the vehicle, **you may return the vehicle in this state** after having written and sent your detailed report.

## B – ASSISTANCE

Assistance is provided, up to a limit of **€915 including tax** per incident and sets:

- on-site repair,
- or towing,
- or indication to the nearest Peugeot garage,
- and in case of immobilization of your car, replacement solution (rental car or accommodation or travel) while the car is repaired.

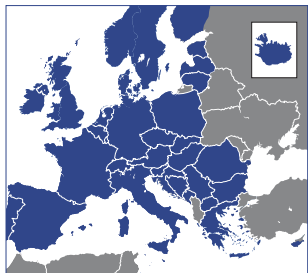
Once the vehicle has been repaired, you must collect it from the place where the repairs were carried out.

All details in [annex 3](#) (see page 7).

## ANNEX 1

# COUNTRIES AUTHORIZED IN THE CONTRACT

<b>Austria</b>	<b>Hungary</b>	<b>Portugal</b>
<b>Belgium</b>	<b>Iceland</b>	<b>Principalty of Andorra</b>
<b>Bosnia-Herzegovina</b>	<b>Ireland</b>	<b>Romania</b>
<b>Bulgaria</b>	<b>Italy</b>	<b>San Marino</b>
<b>Croatia</b>	<b>Latvia</b>	<b>Serbia</b>
<b>Cyprus (Greek territory only)</b>	<b>Liechtenstein</b>	<b>Slovakia</b>
<b>Czech Republic</b>	<b>Lithuania</b>	<b>Slovenia</b>
<b>Denmark</b>	<b>Luxembourg</b>	<b>Sweden</b>
<b>Estonia</b>	<b>Macedonia (FYROM)</b>	<b>Switzerland</b>
<b>Finland</b>	<b>Malta</b>	<b>Spain</b>
<b>France (mainland)</b>	<b>Monaco</b>	<b>United Kingdom</b>
<b>Germany</b>	<b>Montenegro</b>	<b>Vatican</b>
<b>Gibraltar</b>	<b>Netherland (The)</b>	
<b>Greece</b>	<b>Norway</b>	
	<b>Poland</b>	



The islands that make up the above countries are also authorized. Examples: The Balearic and Canary Islands (Spain) – Sardinia and Sicily (Italy) – Madeira and Azores (Portugal) – Corsica (France), etc.

■ **Authorized countries**  
■ **Non authorized countries**



Customs regulations prohibit the circulation of TT (Temporary Transit) vehicles outside of the countries listed above.

# EXCLUSIONS

The **PEUGEOT OPEN EUROPE** contract does not cover the following incidents:

- loss or theft of baggage or personal effects,
- fines, traffic penalties,
- lost, stolen or damaged keys,
- obvious misuse of the vehicle (including abnormal wear given the mileage),
- non-compliance with the vehicle maintenance requirements, as stipulated in the user manual,
- vehicle servicing and topping up car fluid levels (windscreen washer, engine coolant, Add Blue for diesel engines)
- driving under the influence of alcohol or drugs,
- cases of force majeure,
- vehicle stuck in mud,
- participation in races, sports rallies or preparatory trials for these events,
- any damage that occurs when the driver of the vehicle at the time of the accident is underage, or does not hold a valid driver's license required by the regulations in force,
- damages that occur to the vehicle and expenses engaged outside of the authorized countries (see annex 1, page 5),
- expenses engaged without and before the agreement of **PEUGEOT OPEN EUROPE ASSISTANCE**.

Should an incident like this occur, **PEUGEOT OPEN EUROPE** will charge you for all the costs incurred, including an admin fee of €150.



## ANNEX 3

# HOW DOES THE ASSISTANCE SERVICE WORK?

Assistance is provided within the limits of the countries covered and the exclusions of the contract (see annex 1, page 5 and annex 2, page 6), up to a limit of **€915 including tax**, per incident.

**Level 1.** On-site repair

**Level 2.** If on-site repair is not possible:

Towing to the nearest Peugeot-approved Repairs workshop

**Level 3.** If repair takes more than one day:

**Option 1:** rental vehicle or

**Option 2:** accommodation or

**Option 3:**

- travel to the repair location for vehicles registered in category "T"
- or travel to your destination in Europe
  - by rail in 1<sup>st</sup> class
  - or plane in tourist class or equivalent (if the train journey is over 8 hours)



**Remember, once the vehicle has been repaired, you must collect it from the place of repair. Home delivery of the repaired vehicle is not possible.**

### Important

**The following expenses are not covered:**

- meals, miscellaneous refreshments, telephone calls, fax transmissions, toll fees, highway badges, fuel costs, parking fees, etc.
- consequences of theft of baggage or personal effects,
- fines and traffic violation penalties,
- any expenses incurred on your own initiative without the prior consent of **PEUGEOT OPEN EUROPE**.



Services provided by Peugeot Open Europe Assistance cannot guarantee against the possible need to change your initial plans. No compensation is due in this case.

# PROVISION OF A COURTESY VEHICLE

**Important:** Depending on availability, the replacement vehicle will be at most of an equivalent category without special equipment.



In the event that a courtesy car is offered to the customer, the «fully comprehensive» insurance on the Temporary Transit vehicle does not apply. The courtesy vehicle is covered by the insurance policy taken out by the rental agency, based on the conditions described in the car hire contract. The contract holder has the option of taking out additional insurance offered by the rental company, at their own charge.

The driver agrees to comply with the conditions stipulated in the car hire or courtesy car agreement, including returning the vehicle with a full tank of fuel and to the same branch.

The use of a hire car is subject to certain conditions:

- Minimum age of the driver: 21, 23 or 25 years depending on the country
- a valid driving license: held for a minimum of 1 year
- return: with a full tank of petrol, at your own cost

All costs related to the use of a replacement vehicle, such as fuel costs, tolls, parking, and any additional charges, including drop-off at a different location, i.e. any branch other than the one it was collected from, as well as any costs over the initial provision of **€915 (including tax)**, will be borne by the customer.

The wear on the rental vehicle may limit the number of countries in which you are allowed to travel. Make sure that Peugeot Open Europe Assistance has been notified of your route.



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