

WHAT TO DO IN THE EVENT OF A BREAKDOWN

Contact the MAZDA EUROPE SERVICE CENTRE immediately. Please do not make alternative arrangements before doing this or you will lose all entitlements with the MAZDA EUROPE SERVICE!

When calling, you will be asked for the following:

- a) The current location of the vehicle
- b) A description of any damage or explanation of the situation
- c) The model
- d) Your VIN number (chassis no.)
- e) Your licence plate number
- f) A telephone number in case we need to call you back

The MAZDA EUROPE SERVICE CENTRE provides a 24/7 service, including Sundays and Bank Holidays. We will call you back and arrange assistance right away.

If you have any further questions about the Mazda Europe Service or want to know more about the duration of cover or how to extend it for an additional year and up to 10 years, your local Mazda dealer or service partner will be happy to advise.

Visit the Mazda website at www.mazda.xx

MAZDA EUROPE SERVICE

If you break down, remember to call the MAZDA EUROPE SERVICE CENTRE immediately!

From XXXXXX:	0123 45 678 910
From any other European country:	0123 45 678 910

Provided by your Mazda partner



WHEREVER YOU GO
WE'LL KEEP YOU GOING
MAZDA EUROPE SERVICE
ZOOM-ZOOM
ZOOM-ZOOM

MAZDA EUROPE SERVICE

If something goes wrong with your car, that's bad enough. But the further you are from home, the worse it can seem. That's why, if the worst should happen - and wherever it happens - it's good to know that Mazda Europe Service is on hand to get you up and running again.

THE BENEFITS FOR YOU*

- We provide roadside repairs or arrange towing to the nearest repair shop
- We cover the cost of your onward journey - whether by courtesy car, train or plane
- We arrange for your Mazda to be returned to you from abroad
- If you would rather wait for your Mazda to be repaired, we will help you find a hotel and cover the cost of this (up to a maximum of x days)
- We provide assistance if your Mazda is stolen and organise your return or onward journey
- The Mazda Europe Service covers the entire car, including any passengers

- If desired, we can let your friends and family know where you are
- Available in over 40 countries throughout Europe
- 24-hour emergency hotline
- Can be extended up to 10 years by having your vehicle serviced at an authorised Mazda dealer

* See inside for full details



SITUATION

SERVICES

SCOPE

EXCLUSIONS

<p>1. Breakdown assistance/towing You are unable to continue with your journey as a result of a breakdown or accident. Please contact the MAZDA EUROPE SERVICE CENTRE immediately. You will be given assistance and the services shown on the right will be arranged (this also applies at the registered address* of the vehicle).</p>	<p>We will arrange assistance from the nearest available authorised Mazda repair shop. If roadside assistance following breakdown or an accident proves unsuccessful, we will arrange for your vehicle to be towed to the nearest authorised Mazda repair shop. If the breakdown or accident has taken place more than 100 km from the nearest authorised Mazda repair shop, your car will be towed to the nearest general auto repair shop. We will reimburse the cost of a taxi, public transport or other means of transport upon presentation of original receipts. We will reimburse the cost of phone calls or parking charges upon presentation of original receipts.</p>	<p>We provide unlimited cover for this.</p> <p>Max. € XX incl. VAT Max. € XX incl. VAT.</p>
<p>2. Transport to destination/home address* The location of the breakdown or accident is more than 50km from the registered address* of the vehicle. Your vehicle will be unfit to drive for four hours or more and cannot be returned to a roadworthy condition the same day by an authorised Mazda repair shop. We will arrange one of the services shown on the right for you.</p>	<p>MAZDA EUROPE SERVICE will arrange and pay for a suitable courtesy car or will arrange, provide and pay for a 1st class train ticket or, if the journey would take over 6 hours by train, an economy class plane ticket or cover the cost of alternative means of transport.</p>	<p>We cover costs up to a maximum of € XXX incl. VAT both in your home country and abroad. We will not cover the cost of fuel or road tolls. We will cover travel expenses up to a maximum of € XXX incl. VAT for each vehicle.</p>
<p>or 2.1. Overnight accommodation Would you rather wait for your car to be repaired and therefore require overnight accommodation?</p>	<p>We will help you find and reserve hotel rooms for yourself and your passengers. If your car is still not roadworthy the next day, you naturally have the option of choosing one of the other services listed above instead of opting for additional overnight stays.</p>	<p>Up to 3 nights in your home country or 5 nights abroad. Breakfast and other food costs are excluded.</p>
<p>or 2.2. Collection of repaired vehicle</p>	<p>MAZDA EUROPE SERVICE will arrange, provide and pay for a 1st class train ticket or, if the journey would take over 6 hours by train, an economy class plane ticket or arrange and cover the cost of transporting the vehicle back to its registered address*.</p>	<p>We will cover costs incurred up to a sum of € XXX incl. VAT.</p>
<p>3. Spare parts procurement Your car has broken down or been involved in an accident abroad. Your car is taken to an authorised Mazda repair shop, but the spare parts required to repair the vehicle are not available.</p>	<p>We will quickly arrange shipment of the necessary spare parts to the authorised Mazda repair shop (note that the driver or registered owner bears the cost of these spare parts).</p>	<p>We will cover special procurement costs (shipping by air and express delivery costs incl. customs duties).</p>
<p>4. Return of vehicle (from abroad) Conditions: as for 3., provided that your vehicle cannot be repaired within 5 working days.</p>	<p>We will arrange for the vehicle to be transported back to the authorised Mazda repair shop nearest to the registered address* of the vehicle.</p>	<p>We will cover all costs incurred for this.</p>
<p>5. Theft of car Your car has been stolen more than 50km from its registered address*.</p>	<p>MAZDA EUROPE SERVICE will organise your return journey home* or the onward journey to your intended destination by providing and paying for a 1st class train ticket or, if the journey would take over 6 hours by train, an economy class plane ticket or by covering the cost of alternative means of transport. If it is not possible for the return or onward journey to be made on the day of the theft, we will arrange overnight accommodation at a hotel for you.</p>	<p>Max. 1 night in your home country or abroad. Breakfast and other food costs are excluded. For all services, we will cover costs up to a maximum of € XXX incl. VAT per vehicle.</p>
<p>6. Driver error You are unable to continue your journey as a result of human error (e.g. lost key, running out of fuel, tyre problem).</p>	<p>We will be happy to provide local assistance. However, we will not provide a hotel or hire car or cover the cost of your onward journey.</p>	
<p>7. Vandalism Your car has been vandalised and is not roadworthy, and the damage occurred when the vehicle was at least 50km from its registered address*.</p>	<p>If required, MAZDA EUROPE SERVICE will arrange for replacement of any spare parts damaged by vandalism and will cover the cost of breakdown assistance and/or towing the vehicle to the nearest repair shop (please note that submission of a police vandalism report is required). Please note: No other expenses (including hire car, train ticket, plane ticket or hotel) will be covered.</p>	
<p>8. Advance for repair costs Your car is not roadworthy due to a defect not covered by the warranty, the breakdown occurred abroad and you have insufficient financial means on your person to meet the immediate repair costs.</p>	<p>If required, MAZDA EUROPE SERVICE will transfer an advance for repair costs. This payment is made only upon the provision of a guarantee for the required sum by your bank, relatives, or acquaintances.</p>	
<p>9. Emergency notification service You wish to inform interested parties at home or at your intended destination of your whereabouts, the condition of the vehicle, your absence from work etc.</p>	<p>MAZDA EUROPE SERVICE will forward the information transmitted by you to the relevant person(s).</p>	

In the event of a breakdown or accident, MAZDA EUROPE SERVICE will not provide the services described, in the following cases:

1. If the driver/vehicle owner or third party arranges one of the services described without first obtaining the consent of MAZDA EUROPE SERVICE.
2. If the breakdown or accident is caused by the deliberate or grossly negligent behaviour of the owner, driver or passenger.
3. If the breakdown or accident is caused by the installation of parts not approved for use by the manufacturer or other modifications to the vehicle not approved by the manufacturer.
4. If the breakdown or accident occurs through involvement in a motor sport competition or test drive, military manoeuvre, disaster relief operation or similar.
5. If the breakdown or accident is caused as a result of war, civil disturbances, strikes, earthquakes or other force majeure such as flooding or storms.
6. If the breakdown or accident occurs because the vehicle is not in a roadworthy condition or was not serviced in accordance with the manufacturer's instructions. The warranty conditions and standard servicing procedures of the MAZDA MOTOR CORPORATION apply.

* The registered or 'home' address is the registered address of the vehicle owner.
All services are quoted in euros. Foreign currencies will be converted at the applicable official daily exchange rate.