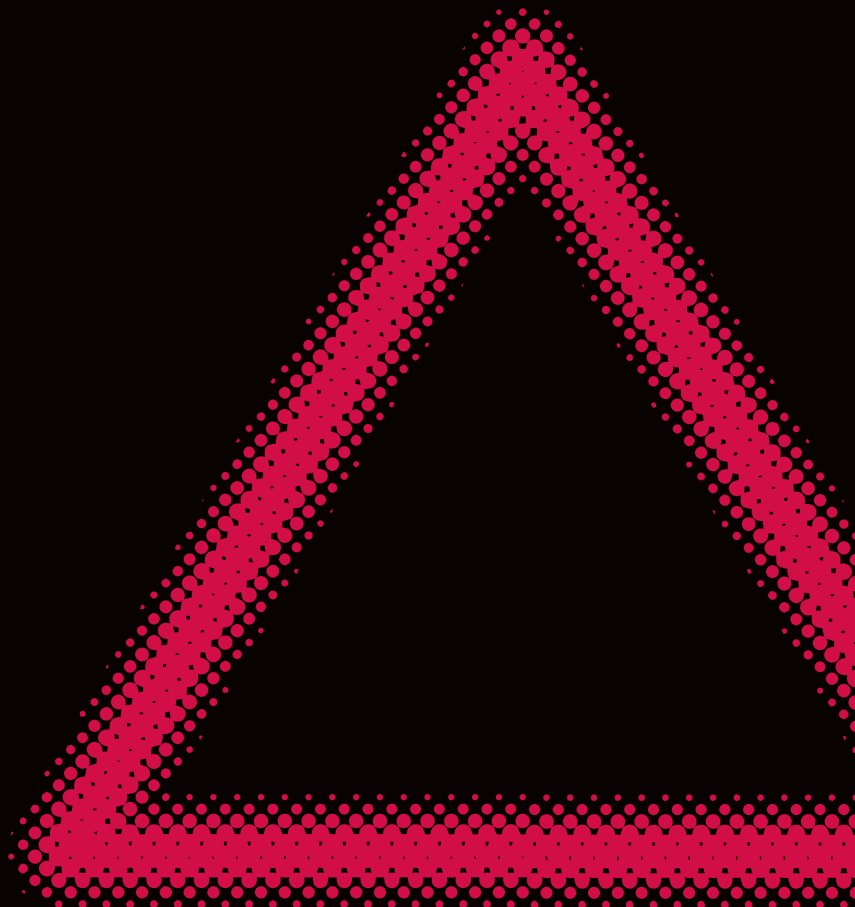


Network Q Assist

Breakdown Services



Network Q Assist

Your Network Q vehicle comes with 12 months' Network Q Assist – comprehensive breakdown cover in the UK¹ available 24 hours a day, 7 days a week.

Services provided by Network Q Assist

Roadside Assistance

If your vehicle has broken down at the roadside, we will provide a patrol or contractor to repair your vehicle. If your vehicle cannot be repaired, we will transport your vehicle to the nearest Vauxhall dealership. We will also provide transport to the dealership for you and your passengers.

Recovery

If we are unable to repair your vehicle at the roadside, and we are unable to arrange for the vehicle to be repaired locally, we will transport your vehicle, along with you and your passengers, to a Vauxhall dealership of your choice.

At Home

If your vehicle breaks down at home, or within $\frac{1}{4}$ mile of your home address, we will provide a patrol or contractor to repair your vehicle. If your vehicle cannot be repaired, we will transport your vehicle to the nearest Vauxhall dealership.

Onward Travel

If your vehicle has broken down and has been taken to a Vauxhall dealership for repair, we will provide you with a replacement vehicle for up to 3 consecutive days to assist you on your onward journey.

How to contact Network Q Assist

If you have broken down in the UK, call 0333 202 2997* (from a mobile) or 0800 151 0637 (from a landline)

If you have broken down in the Republic of Ireland, call 1 800 646 549[^]

Certain information is required when calling Network Q Assist. Please provide the following details when you call:

1. Your name
2. The vehicle registration number
3. The make and model of the vehicle
4. The exact location of the vehicle
5. Your contact number
6. The nature of the fault

What is not included

Network Q Assist provides you with comprehensive breakdown cover for mechanical and electrical breakdowns. Customer induced faults are not covered by Network Q Assist, these include:

- Use of incorrect fuel
- Lack of fuel
- Lost, stolen or broken keys
- Keys locked in the vehicle

Network Q Assist may arrange assistance if requested, however, you will be responsible for paying an additional charge at the time of the service request.

Terms and Conditions

For a copy of the full terms and conditions of Network Q Assist, please visit www.vauxhall.co.uk/networkqassist

¹If the vehicle is registered in Northern Ireland, service will also be provided if a break down occurs in the Republic of Ireland. Service in the Republic of Ireland is not available to vehicles that are not registered in Northern Ireland.

*0333 numbers are mobile friendly, charged at national call rates and included in inclusive minute plans from landlines and mobiles. Calls may be monitored and/or recorded.

[^]This service is only available if the vehicle is registered in Northern Ireland.