

# GWM Mobility Assistance Service Conditions & Privacy Notice



## Requirement and validity

- GWM Mobility Assistance is part of the GWM new vehicle customer policies and is valid for a period of 60 months from the date of delivery or first registration (whichever comes first).
- The benefits of GWM Mobility Assistance are at the sole discretion of Great Wall Motor Netherlands Sales B.V. (hereinafter referred to as "us") and are subject to change or discontinuation by us at any time.
- There is no entitlement to reimbursement for services that have not been approved in advance or organized by our Assistance policy.

## Eligible Vehicles according to the mobility guarantee

GWM vehicles registered or sold in Sweden, Estonia, Latvia and Lithuania that do not exceed a weight of 3.5 t, a width of 2.55 m, a height of 3.2 m and a length (including trailer) of 16 m are entitled to benefits. All services apply to the driver and all other vehicle occupants, up to a maximum of 5 people.

GWM vehicles sold to fleet customers or to be used for commercial purposes (transport of goods/people, emergency services, etc.) are not entitled to the assistance policy.

## Geographical scope

The right to assistance applies to damages (Eligible Events) in the following countries: Austria, Albania, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark (excluding Greenland), Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Iceland, Italy (including San Marino and Vatican city), Kosovo, Latvia, Liechtenstein, Lithuania, Luxemburg, Macedonia, Malta, Moldova, Montenegro, Netherlands (excluding the Dutch Caribbean), Norway, Poland, Portugal (Incl. Madeira, excl. Azores), Romania, Serbia, Slovakia, Slovenia, Spain (including Andorra, Gibraltar), Switzerland, Sweden, United Kingdom (including Isle of Man, Jersey and Guernsey).

## GWM Assistance phone number

GWM Assistance Mobility policy benefits can be accessed by calling the +31 407988141.

The call center operates 24 hours a day, seven days a week and 365 days a year. It remains in regular contact with the customer throughout the entire assistance process.

## Eligible Events

A breakdown is a sudden and unforeseen failure of the Eligible Vehicle, such as mechanical or electrical failure, due to a defect in materials and workmanship resulting in full immobilization or unsafe operation of the Eligible Vehicle on public roads and at home. There is no breakdown if the vehicle has reached a workshop under its own power or is still drivable.

The following non-warrantable (customer-induced) faults will be eligible for a limited set of benefits:

- Flat low-voltage battery
- Discharged high-voltage battery (2 times per Vin per calendar Year)
- Flat tires

- Non-operating legally required lamps, safety belts and windscreen wipers

## Benefits in the event of a breakdown

### *Support for self-help over the phone*

GWM Mobility Assistance will assist with advice for correct vehicle operation, and all required organizational aspects. If support for self-help is not feasible or successful, an assistance vehicle will be dispatched.

### *Roadside Assistance*

If the Eligible Vehicle is no longer roadworthy due to a breakdown, GWM Mobility Assistance will arrange for an assistance vehicle to restore roadworthiness at the damage location.

The roadside assistance service is provided only on roads open to public traffic and at home.

### *Towing*

If roadside assistance would fail to repair the vehicle on site so that it is impossible to continue driving, your vehicle, trailer and luggage will be towed free of charge to the nearest Authorized GWM Service Center.

In case no Authorized GWM Service Center can be found in the country of damage, or if no Authorized GWM Service Center would be found within a reasonable radius, GWM Mobility Assistance reserves the right to tow the vehicle to another suitable location and provide with the best solution for the customer.

### *Replacement vehicle*

Following a towage, if the repair of the Eligible Vehicle would take over 4 hours, GWM Mobility Assistance may provide you with a rental car of the same category and powertrain (upon renter availability) and with unlimited mileage, which you can use free of charge for a maximum of 3 working days, or until the repair is completed. Service requires the authorized driver to fulfil the renter's conditions (e.g., providing a valid credit card, etc.).

The following extras are usually excluded: Right to obtain a certain type of vehicle (e.g., convertible, automatic, diesel), a certain vehicle equipment or the procurement of a special vehicle (e.g., mobile home, refrigerated vehicle), as well as an extended insurance package.

### *Onward journey and hotel*

If the vehicle cannot be repaired on the day of a breakdown that occurred more than 80 km from your home, you have additionally the following options:

- Onward or return journey, for you and up to 4 passengers in the vehicle via 1st class train. If the travel time by train exceeds 6 hours, the flight costs for a scheduled flight in economy class will be covered (up to EUR 350 incl. VAT per person).
- If you want to wait for the repair, you can stay in a nearby hotel at the expense of GWM Mobility Assistance for up to 3 nights at EUR 100€ including VAT per person & night including breakfast.

These 2 options cannot be combined.

### *Transfer costs*

If necessary, costs for transfers will be reimbursed up to a maximum of EUR 75 (incl. VAT) per breakdown. This

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applies to rides from the location of the breakdown/authorized workshop to the location where additional services are provided or from the location of the additional services back to the authorized workshop.

## **Repatriation**

If your vehicle breaks down abroad and cannot be repaired because the replacement part is not available or the repair is taking too long, GWM Mobility Assistance will, at its discretion, arrange for the vehicle to be returned by group transport to the nearest GWM Authorized Repairer to your place of residence. Depending on the distance and the location of the damage, the time required for this may vary. Limitations may apply.

## **Combination of replacement vehicle, onward journey and hotel**

Replacement vehicle, accommodation and onward or return journey cannot be combined. Only one of the services listed can be selected.

## **What happens in the event of an eligible customer-induced fault, accident, theft attempt, vandalism**

In the event of an eligible customer-induced fault, accident, theft attempt, vandalism, having rendered the Eligible Vehicle non-drivable, this policy does not apply, but GWM Mobility Assistance reserves the right to provide support by attempting self-help over the phone or onsite repair via a technician or towing to the nearest Great Wall Motor Authorized Repairer at customer's charge.

The customer will need to confirm if he wants to proceed with the towing at her/his own expenses.

After an eligible customer-induced fault, accident, theft attempt, vandalism, no further assistance (replacement vehicle, onward journey and hotel) will be provided by GWM Mobility Assistance.

An accident means an accidental crash immobilizing the Eligible Vehicle.

Theft attempt/ Vandalism means an unsuccessful effort to commit a theft or carry out the action / the willful destruction or damaging of property in a manner that defaces, mars, or otherwise adds a physical blemish that diminishes the property's value.

If the vehicle goes off the road in an accident, and recovery is required before towing, GWM Mobility Assistance will not cover the cost of the recovery of the vehicle, the trailer and load, if applicable.

In case of discharged high-voltage battery, if onsite fast charging is not possible, towing to a nearby public, office or home charging station will be carried out (up to 2 times per Vin per calendar year) free of charge for the eligible customer.

## **Services cannot be claimed in the event of damage**

- caused by force majeure, danger of war, strike, confiscation, official coercion, official prohibition, piracy, explosions objects or nuclear or radioactive effects.

- arising from participation in motor sport events and the associated practice drives.
- caused by a trailer.
- caused by charging more than permitted.
- Caused by an excessive usage of the vehicle comparable to commercial purposes, like taxi or car sharing activities.
- caused by a non-GWM approved part or accessory.
- caused using the vehicle by an unauthorized driver or a driver without a driving license.
- for which the beneficiary has not contacted GWM Mobility Assistance at the time of the claim.
- to vehicles with red transfer plates for trial, inspection, or transfer drives.
- to a vehicle that is still drivable or already located in an Authorized GWM Service Center.

**GWM Mobility Assistance will not cover the cost of assistance after other non-eligible customer-induced faults including:**

- Contaminated / frozen fuel
- Incorrect fuel
- Empty fuel tank
- Broken / discharged ignition key
- Keys locked in the vehicle
- Lost / stolen keys
- Damaged locks
- Brake Fluid
- LPG gas installation

GWM Mobility Assistance will not pay for damage to baggage or cargo because of a breakdown or accident. The same applies to any loss of income and holiday enjoyment arising in this context.

Only the above-mentioned services can be claimed from this policy. The limitations of liability mentioned here do not apply to damage resulting from injury to life, limb or health.

## **Other Exclusions**

In case, within the 60 months of duration of this policy, the customer relocates (for longer than 90 days) to another country from the original country where the sales of the vehicle happened, the vehicle will not be any longer eligible for the service. The Policy will be still valid though if the customer relocates to another country where GWM Authorized service center are present.

If an eligible vehicle will be sold/purchased as used car and the new owner's residency is outside the country of first registration, the eligibility will cease, and the vehicle will not anymore be covered from this policy. Unless in the new owner's residency and car registration country, GWM Authorized service center are present.

## **Privacy Notice**

Your personal data is always processed in accordance with the applicable data protection regulations. It is required to provide you with services under the terms of the Policy. Responsible in terms of data protection regulations is *Great Wall Motor Deutschland GmbH*. The processed personal data is your name, your address, other contact details, if applicable, as well as information about your vehicle, such as the vehicle identification number,

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information about the vehicle model and the mileage, as well as other contract data. We might share this personal data with third parties, with other companies in the *GWM Group* or *GWM* partners (distributors), insofar as this is necessary for the provision of services or we or a third party have a legitimate interest in the processing. A legitimate interest exists, for example, when we process the information to develop new or improved products, services or business and marketing strategies.

Further information about the processing of your data by *Great Wall Motor Netherlands Sales B.V.*, international data transfers and your rights can be found in the detailed data protection declaration at: <https://www.gwm-eu.com/eu/en/privacy-policy>