

GEELY

Premium Roadside Assistance





At Geely, we understand that life on the road can be unpredictable. That's why we offer reliable, round-the-clock roadside assistance to ensure that no matter where your journey takes you, help is always within reach. Available 24 hours a day, 365 days a year, our expert team is just a phone call away, ready to provide fast and efficient support whenever you need it. We are committed to getting you back on the road quickly and safely, so you can continue your travels with peace of mind.

Call 1800 433 597 anytime 24/7, and trust that Geely has you covered.

Quick Guide

Assistance Item	Description	Coverage
Flat 12V Battery	Testing, Jump-start, charging or replacement of 12V battery	✓
Out of Charge (EV)	Towing to the nearest accessible and compatible charging station	✓
Out of Fuel	Provision of enough fuel at no cost to reach the nearest fuel station	✓
Vehicle Lock Out	Attempt to unlock vehicle or delivery of a spare key	✓
Flat Tyre	Change to spare tyre or temporary repair of tyre if suitable	✓
Breakdown	Render assistance to mechanical breakdowns	✓
Towing	Towing to the nearest Geely Service Centre*	✓
Vehicle Rental	Rental vehicle in the event of a mechanical breakdown (eligibility criteria apply)	✓
Accommodation	Accommodation may be provided in the event of a mechanical breakdown where the vehicle cannot be repaired the same day (eligibility criteria apply)	✓
Vehicle Recovery (bogged)	Extrication when bogged on a 2WD legally trafficable road	✓
Taxi	A single one-way taxi service may be arranged up to a value of \$150 incl. GST.	✓

*Terms & Conditions apply. Please see following pages for more details.

Geely Premium Roadside Assistance

The Geely Premium Roadside Assistance is provided by Geely Auto Australia Pty Limited through its service provider, Assist Australia ABN 59 072 530 217

Upon purchase of a new Geely vehicle:

Geely provides the 12 months included Premium Roadside Assistance when you purchase a new Geely vehicle from an authorised Geely Dealership. Premium Roadside Assistance commences from the date of the vehicle's registration.

Renewal of Roadside Assistance upon service:

When your Geely vehicle is serviced according to the scheduled service at a participating Geely Dealership, your Roadside Assistance will be renewed for a further 12 months, starting from the date of that service, up to a total of seven scheduled services from the vehicle's initial registration. .

Terms and Conditions

1. FLAT 12V BATTERY

The Roadside Assistance Provider (Provider) will offer a jump start or charge to get your vehicle's 12V battery working. If a replacement 12V battery is required and your original battery is still under its 12-month/20,000 km Warranty, the vehicle will be towed free of charge to an authorised Geely Dealership for replacement. Towing is covered up to 50kms in Metropolitan areas, and up to 100kms in Country areas. Battery replacement outside the Warranty, will be at the driver's expense.

2. OUT OF CHARGE

If your Electric Vehicle (EV) is out of charge, the Provider will supply a temporary charge or arrange towing to the nearest accessible and compatible charging station.

Towing is limited to 50 km in metropolitan areas and 100 km in rural areas. Any additional towing distance may be at the driver's expense.

3. EMERGENCY FUEL

If your vehicle runs out of fuel, we will provide sufficient fuel (at no cost) for travel to the nearest fuel station.

If the incorrect type of fuel is placed into the vehicle, towing to the nearest authorised servicing dealer will be provided at the driver's expense.

4. FLAT TYRES

If your vehicle has a functioning tyre mobility kit (compressor and sealant compound), and the tyre damage is suitable for a temporary repair, the Provider will assist with that repair.

If damage is severe or multiple tyres are affected, or if no suitable kit is available, the vehicle may be towed to the nearest facility capable of repairing or replacing the tyre. Towing and repair costs are at the driver's expense.

5. VEHICLE LOCK OUT

The Provider will attempt to unlock the vehicle if keys are lost or locked inside.

Service will only be provided after the owner/driver presents acceptable proof of ownership or authorisation. The driver will need to sign an indemnity form, relieving the Provider and Geely of any liability for damage caused by the forced entry.

If forced entry is not possible, the Provider can arrange transport by the most efficient means of a spare set of keys for the vehicle. This may include arranging transport for the Driver to retrieve keys if appropriate.

The costs of such transport may be arranged to the value limit of \$200 (including GST) per incident. Any costs in excess of the \$200 value limit will be at the Driver's expense.

Where access to the Nominated Vehicle cannot be gained by the Provider, a locksmith may be arranged with coverage up to AUD \$200 (incl. GST) per incident. Any costs in excess of the \$200 value limit will be at the Driver's expense.

A tow may be provided at Assist's expense up to a limit of \$200 (including GST). Tow costs in excess of the \$200 value limit will be at the Driver's expense. If towing is required because the vehicle cannot be moved out of Park, the driver must sign an indemnity releasing the Provider from liability for potential damage caused during towing under these circumstances.

6. TOWING

Towing will be provided for vehicles weighing less than 3,500kg at the time of breakdown. For vehicles that exceed this weight limit and/or require specialised towing equipment, towing will be arranged at the driver's expense.

The Provider will determine whether towing is necessary. When towing is covered by these terms and conditions, the vehicle will be taken to the nearest authorised Geely

Dealership determined by the Provider within the metropolitan area where the breakdown occurred (if applicable). In rural areas, towing will be directed to the nearest authorised Geely Dealership or determined by the Provider.

If the local service facility in a rural area cannot be repaired using roadside methods, the Roadside Assistance provider may initiate emergency repairs, or the vehicle will be transported by a method determined by the Provider to the nearest authorised Geely Dealership.

7. TAXI

If your vehicle cannot be made operational at the roadside and is approved for towing, the Provider will cover one one-way taxi fare up to a maximum of AUD \$150 (incl. GST).

Any additional trips or costs beyond this limit are at your expense.

This taxi fare benefit does not apply if the vehicle is being used for commercial passenger services (e.g., as a taxi, rideshare, or rental car carrying paying passengers) at the time of the incident.

8. MECHANICAL BREAKDOWN: ACCOMODATION OR RENTAL VEHICLE

Mechanical breakdown related incidents are where the Nominated Vehicle has become

disabled due to (non collision related) mechanical failure or automotive related (non mechanical) Driver fault. You may be eligible for accommodation or a rental vehicle where all three of the following criteria are met:

- (i) The driver is over 100kms away from their home address.
- (ii) The vehicle is deemed undrivable by the Provider and has been arranged for towing to a repairer.
- (iii) The vehicle cannot be repaired and mobilised on the same day.

8.1 Accommodation

- Overnight accommodation may be provided for an eligible incident, up to a maximum value of AUD \$1,000 (incl. GST).
- Accommodation is subject to local availability.

8.2 Rental Vehicle

- The daily rental fee for a vehicle of similar class (where available) is covered up to a maximum of AUD \$750 (incl. GST) in total.
- This benefit applies only if the three criteria above are met.
- Fuel costs, insurance, stamp duties, relocation fees, and any excess kilometre charges are at the driver's expense. However, any unused portion of the maximum rental allowance can be applied

towards these additional charges if available.

- All rental vehicle agreements are subject to the individual rental company's terms and conditions.

9. REMOTE AREAS

If your Geely vehicle needs assistance in a remote area, roadside support will be provided. However, the response time may be delayed due to the vehicle's location, as well as factors such as service availability and accessibility.

10. SERVICE LIMITATIONS

Roadside assistance may be refused where the Provider, under initial inspection, reasonably determines that: the vehicle has been participating in any form of motor sport; or the driver has engaged in unlawful activity or driving under the influence of alcohol or drugs or there is a perceived safety risk or the vehicle has undergone major body modifications.

11. VEHICLE RESCUE

Where your vehicle becomes disabled off a legally trafficable road such as beaches, fields, or creek beds, vehicle rescue may be arranged at Provider's discretion and at the driver's expense.

A "trafficable road" is defined as a constructed road/driveway legally traversable by conventional two-wheel-drive (2WD) vehicles and/or the towing/recovery vehicle (where required) as determined by the Provider.

11.1 Boggled Vehicle Recovery

Service will be provided to vehicles stranded on a trafficable road and where no special equipment (including without limitation power winches or extended cables) are required.

If special equipment is necessary—requiring the Provider to make a second trip to retrieve it—then any additional cost exceeding AUD \$250 (including GST) will be charged to the driver.

12. PRIORITY ASSISTANCE

During peak demand, breakdowns on public roads will be prioritised over breakdowns at home or in other non-urgent locations.

13. NATURAL DISASTERS AND INDUSTRIAL DISPUTES

In instances of floods, storms, fires, or industrial disputes, the Provider will endeavour to offer alternative assistance but may be limited by external factors.

If your vehicle is inaccessible, the Provider will make every reasonable effort to find a suitable alternative solution, subject to discretion.

14. COLLISION & ACCIDENTS

If your vehicle is involved in a collision or impact with any mechanical failure, fire, or any other event typically covered by motor vehicle insurance, towing will not be provided, however assistance in organising towing can be provided.

15. UNATTENDED VEHICLES

The driver (or an authorised representative holding a valid driver's licence) must remain with the vehicle until the Provider arrives.

Where the owner has elected an authorised representative, this representative must hold a current motor vehicle driver's license in case the vehicle needs to be moved.

If the vehicle is unattended upon the Provider's arrival, the callout will be cancelled and any further requests for assistance may be charged at the driver's expense.

16. THIRD-PARTY VEHICLES

Where the Provider attends a roadside assistance incident and under initial inspection reasonably considers a third-party attempt to repair the vehicle has occurred and caused damage and where the vehicle cannot be started or driven without further potential risk of damage, service may be refused. Towing under these circumstances will be at the driver's expense.

17. CARAVAN AND TRAILERS

Roadside Assistance does not extend to caravans or other trailers.

If your vehicle breaks down while towing a caravan or trailer, the Provider will move the towed item to a safe location, as determined by the Provider, only to avoid a traffic hazard. Further movement is at the driver's cost.

18. CARGO

The Providers will accept no responsibility under any circumstance for the security or loss associated for whatever reason, with an immobilised Nominated Vehicle's cargo which may result from providing roadside assistance or towing.

19. NEGLECT OR ABUSE

Roadside Assistance does not cover costs arising from abuse, neglect, or modifications to the vehicle by the driver that affect its safe operation.

If similar incidents occur repeatedly and it can be reasonably determined that the frequency and/or nature of the incidents result from the owner/driver's negligence, we reserve the right to suspend the roadside assistance service for that owner/driver.

20. IMPORTANT NOTES

Roadside Assistance does not cover

expenses related to parts replacements or any other costs associated with vehicle repairs unless previously mentioned, except for minor repairs needed to quickly get the vehicle operational.

Geely may change any of the terms and conditions at any time without notice. Information is current as at January 2025. For the most up-to-date Terms & Conditions, please contact your local dealer or visit www.geely.com.au.

The Provider's Exclusions and limitations

1. Remote Areas - (included in the term "Remote" are those areas which are sparsely populated).

The Provider reserves the right to make alternative service arrangements for you or the driver of your vehicle who experience a breakdown in remote (sparsely populated) locations in an effort to reduce the impact of delays and other inhibiting factors brought about by the breakdown location to ensure customer satisfaction is maintained..

2. Please stay with your vehicle

Once a roadside service provider has been called, it is important that you remain with

your vehicle if it is safe to do so. Should the Provider arrive at the scene of the breakdown and the vehicle is unattended, the Provider will be unable to carry out any work and payment may be required for any subsequent callouts to assist with the same incident. If you require assistance and have to leave your vehicle for safety reasons, please advise the customer service assistant at the time of the initial call.

Privacy

The personal information provided by you and other persons who request Roadside Assistance for your vehicle is collected and exchanged between Geely Auto Australia Pty Ltd and Assist Australia Pty Ltd ABN 59 072 530 217 (the Provider) for the purpose of providing roadside assistance services and may be disclosed to the Australian Motoring Clubs and others that assist in the provision of these services. Geely Auto Australia Pty Ltd's Privacy Policy is available at <https://www.geely.com.au/privacy-policy> and Assist Australia's Privacy Policy is available at www.assistaustralia.com.au contains information about how you can seek access or correction of your personal information or make a privacy complaint.

Geely Roadside Assistance

1800 433 597

24 Hours - 7 Days



Geely Auto Australia

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