

Terms and Conditions

Drive with peace of mind, knowing that VIM Roadside has got you covered! On the road, unexpected driving hazards and motoring problems can strike. But worry not!

We're your dedicated automotive assistance service, proudly brought to you by Digicall Assist, one of Australia's leading premium automotive assistance providers, always here for you, 24/7, 365 days a year, Australia-wide!

Your Hassle-Free Checklist:

Accessing VIM Roadside is a breeze - just give us a call at 1300 003 555 and select option 2. Have your car registration number and contact telephone number ready for a swift process. Confirm your car's location and provide us with a detailed description of the issue, and we'll take it from there!

Safety First

Your safety is our top priority! If you find yourself stranded in a hazardous location, please let our operator know when you call. We'll make sure you stay safe from oncoming cars while we work on the solution. And once you've requested assistance, please stay with your car. It's essential for a smooth resolution! If our provider arrives at the scene of the breakdown and your car is unattended, we will be unable to carry out any work and payment may be required for any subsequent callouts for the same incident. If you have to leave your car for safety reasons, please advise our operator.

Automotive Assistance at Your Fingertips

Facing common breakdown-related problems? Not to worry! We've got your back! Our skilled team will arrange to rectify the issue wherever possible and safe, including inflating flat tyres, replacing them with your car's serviceable spare, and jump-starting a flat battery. Plus, if needed, we're happy to share practical tips and advice on simple car operation and safety warnings. It's all about keeping you informed and secure!

Minor Automotive Repairs Made Easy

For minor breakdown-related repairs, we'll handle it right at the location of your car, ensuring your convenience and peace of mind. But in case major parts or factory diagnostic equipment are required, we'll take care of transporting your car to the nearest Authorised Repairer.

Flat Batteries

No Problem! In the unfortunate event of a flat battery, we'll either jump-start it or coordinate a replacement battery if needed. While we don't cover the cost of the replacement battery, we can arrange it for you as part of our top-notch service. Just another way we're here to ensure your smooth journey! Please note, if you make another callout within 24 hours of an earlier flat battery or related callout, then we reserve the right to charge you for this callout.

*Battery supply is conditional on stock availability.

Emergency Fuel Delivery

Running out of fuel can be stressful, but we're here to ease your worries! If you need a fuel boost to reach the nearest petrol station, leave it to us! We'll arrange the free delivery of up to 10 litres of fuel. If you drive a LPG fuelled car, we'll promptly tow your car to the nearest petrol station. Your peace of mind is our fuel!

Battery Electric Vehicle (BEV) out of charge

If your BEV runs out of charge, we will provide towing to the nearest charging station, subject to the limitations outlined in Breakdown Towing.

Flat Tyre Assistance

We'll arrange for your flat tyre to be changed using your car's serviceable spare wheel. If needed, we can transport your car to an approved tyre outlet. Should additional services be required for any reason, these services would be at the driver's cost. Rest assured, we'll handle it smoothly!

Lost or Locked Keys

Misplaced or locked your keys inside the car? Don't fret! We'll contribute \$150 towards either delivering your spare key or gaining access into your vehicle. Safety first - if you insist on breaking into the car to recover your keys, we won't be responsible for any loss or damage that may occur. Please keep in mind that this service might not be available in all cases due to contractor limitations.

Roadside Towing

If your car can't be mobilised on the roadside, no worries! We'll arrange to tow it to the nearest repairer as soon as practical, completely free of charge up to 20kilometres metropolitan areas and 50 kilometres in rural areas. You're in good hands!

What We Don't Cover

At VIM Roadside, we're committed to providing excellent service, but there are a few instances where we can't extend our coverage:

- Cars that aren't in a roadworthy, well-maintained condition, or are unregistered.
- Unattended cars, unless you've arranged it with us when requesting assistance.
- Cars not registered in our system or weighing over 3.5 tonnes and Over 5.5 metres long.
- Cars involved in any form of racing, motor sports, or used for commercial purposes.
- Modified, large, or heavy cars that require specialist or heavy haulage towing.
- Cars operating as taxis, limousines, rental or hire cars, or any other commercial use.
- Cars immobile in a workshop or undergoing repairs at your premise.
- Cars located in restricted access areas where we can't enter, and you're willing to cover associated costs.
- Cars in areas inaccessible to a two-wheel-drive recovery vehicle.

Service Calls We Don't Cover

- Failure to use reasonable care.

- Failure to carry out regular preventative car maintenance or inappropriate maintenance or repair, whether intentional, negligent or other.
- Adding incorrect fuel or contaminated fuel to the fuel tank.
- Owner or driver related faults.
- Failure to follow the instructions of the car manufacturer, repairer, or us.
- Non-genuine, inappropriate, or incorrect fitting of parts or accessories
- Accident damage, break-in, or attempted break-in of your car.
- Breakdowns associated with any attached caravan or trailer or their couplings.

We Won't Provide Our Service When

- There are inadequate resources in the area you have broken down, such as no available tow trucks or repairers.
- Circumstances are beyond our control, like extreme weather conditions, severe accidents, or traffic congestion causing extraordinary delays.
- Unexpected or disruptive events, such as war, strikes, storms, or acts of God, prevent us from assisting you.

Your Responsibility for Costs

- You are responsible for all costs of parts, labour, and any other associated costs related to the management and repair of your car after a breakdown, whether the repairs are carried out by the nearest repairer or otherwise.

- We will not be liable for any indirect or consequential loss or damage arising from providing or failing to provide any benefits or services, whether arising from negligence or otherwise. We assume no responsibility for any advice or assistance given by any independent service provider for the services rendered hereunder.

Purchase or Cancellation of Your VIM Roadside Membership

Standalone Product

Your VIM Roadside membership will become effective 48 hours after the purchase date. Please note that this is a non-refundable product.

Fair Use Policy

To keep this cover affordable to everyone we must ensure that our services are distributed in a way which equally benefits all customers. This involves making sure that some customers don't use our services instead of doing proper mechanical maintenance, or regularly request assistance for the same recurring incidents.

Annual Callout Limits

The Fair Use Policy aims to identify, monitor and help customers who have requested assistance more frequently than we consider reasonable, or in a way we consider excessive. Examples of reaching or exceeding the Fair Use Policy include:

- **repairs not made** - more than one callout request for a specific mechanical breakdown where we've previously identified and explained the root cause of the breakdown, but you haven't repaired it
- **missing parts or equipment** - more than one callout request where we've identified and explained that the vehicle is missing parts or equipment that we need to provide basic roadside assistance (such as a spare tyre, keys for locknuts, tools or equipment specific to the vehicle)
- **fuel** - a third or subsequent callout for any "out of fuel" situations within the membership period
- **dishonesty** - any callout (or subsequent callout) where we determine that the driver of the vehicle has been dishonest or deceptive.

Reaching or exceeding a callout request limit doesn't affect a request for a callout if the vehicle is immobilised for an unrelated reason.

If You Exceed These Guidelines

If we decide that you've reached or exceeded the guidelines of this Fair Use Policy, we can refuse or restrict the service to you, or charge you an extra fee to provide the service.

We Will Let You Know If You Do

We'll give you information about the policy and what you need to do to reduce the breakdown frequency of the vehicle. This notice is a formal notification of unreasonable or excessive use.

If you don't reduce the breakdown frequency by making repairs or any other reasonable requests we make, we can suspend the service or charge you extra fees.

We'll also apply this policy if we consider any customer is using services or entitlements fraudulently, or in a way that affects our ability to serve other customers.

Definitions

Throughout this document, the following words have these meanings:

Accident: Your car is damaged by impact or collision of any nature, or there is an attempted or successful theft or break-in of the car.

Breakdown: A car failure that renders the vehicle immobilised, unroadworthy, or unsafe to drive due to mechanical or electrical faults. This includes flat tyres, flat batteries, cars running out of fuel, or keys locked inside or lost.

Nearest Repairer: A motor vehicle dealer or licensed mechanic to perform repairs to mobilise the vehicle after a breakdown.

Restricted Access Area: An area protected by security and/or other systems to prevent access by unauthorised individuals. This includes places where we lack permission to enter, such as airports, sporting venues, protests, concerts, and certain business premises.

Car: The vehicle registered for the VIM Roadside membership.

We, Us, Our: Digicall Assist.

You, Your: The nominated person registered for the VIM Roadside membership or the driver of the car.

Important Information:

Please note that these terms and conditions are current as of the date of printing but are subject to change without notice. VIM Roadside is provided by Digicall Assist Pty Ltd, ABN 92 152 605 340. Rest assured, we are here to support you!