

# Renault Accident Support Line (RASL)

## Terms & Conditions

We will decide whether, in our opinion, the Accident is or is not your fault. As a result, we will also decide which of the benefits we will make available to you. The provision of each of the benefits is subject to your acceptance of such other terms and conditions and/or criteria as we may reasonably specify. In all cases, our decisions will be final.

### Accident Not Your Fault?

In the unfortunate event of you having an accident that was not your fault, we'll get your vehicle recovered from the accident scene at no cost to you (if it's not driveable) and we'll manage the claim fully for you. We'll arrange a like for like replacement vehicle on credit hire terms and will manage the repairs to make sure your Renault is repaired to the highest of standards at a Renault Approved Accident Repair Centre with the minimum of disruption to your normal routine.

### Accident Your Fault?

In the event that the accident is your fault, we'll ensure your insurance company are informed. We'll arrange for the vehicle to be recovered from the scene of the accident (if it's not driveable), and arrange for the repairs to be carried out at the Renault Approved Accident Repair Centre of your choice and you will be provided with a courtesy car. We will arrange for an estimate of the cost of the repairs to be prepared and will seek approval of this from your insurance company if fully comprehensively insured or from you if you have Third Party cover\* so that the repairs can get started without delay. (Note: We are not responsible for the repairs made by the Renault Approved Accident Repair Centre. The insurers may try to mitigate their costs and may therefore query the cost of the work carried out, which is beyond our control). In the event that this happens and agreement cannot be reached with your insurers we will fully explain to you the situation and make our recommendations to you so you can decide how to proceed with repairs.

(\*In a Fault scenario where you have Third Party Cover, the cost of repairs and other related services associated with your vehicle will be your responsibility).

### Hire Vehicle Terms & Conditions

If in our opinion, we decide that the Accident was not your fault and you are provided with a Hire Vehicle by us, then you will be required to sign our paperwork including a rental agreement which details the hire rates, which will be included in your claim against the other party (we require a correctly completed and signed agreement in order to obtain payment of your hire charges from the third party insurance company). It is very important that you understand that you have a legal duty to keep all your costs to a minimum (this is called "mitigation"). You should only accept a replacement vehicle for the period your vehicle is off the road due to the accident related damage. If you can minimise this period by taking reasonable steps then it is your responsibility to have these done. We will advise you as to whether there are any reasonable steps that you should take. For example: if you are away for any time during the hire period and will not be using the vehicle provided, you must arrange for collection of the vehicle. We can arrange additional hire on your return where necessary. If we do not receive a correctly completed and signed agreement, we will have to arrange for the immediate collection of the credit Hire Vehicle we provided and you may be invoiced for the hire charges that you have incurred. We will make arrangements with you in relation to delivery and collection of the Hire Vehicle and we aim to make this as convenient as possible. The contact number of our Customer Service Department for you to call to arrange collection of the vehicle is 0800 085 8005 between 8.45am – 5.15pm Monday – Friday, and 9.00am – 2.00pm Saturday.

### Hire Vehicle Fuel

You will need to return the Hire Vehicle with the same amount of fuel as when it was delivered to you. We will ask you to pay a fuel deposit; we will discuss this with you when arranging for the delivery of the vehicle.

### Hire Vehicle Insurance

Comprehensive insurance cover is usually required to be arranged whilst the Hire Vehicle is in your possession. In order to keep costs to a minimum we will normally ask that the vehicle be insured under your own insurance. If this is not possible we will arrange cover.

### Member's own insurance

If we are unable to insure you, we will ask you to insure the Hire Vehicle under an extension of your own insurance, therefore the same terms and conditions will apply to the Hire Vehicle as they do to your own vehicle. It will be your own responsibility to pay any charge or fee that your own insurance company may charge in relation to the insurance of the hire vehicle. However, if we have advised you that in our opinion the accident is not your fault, please forward any such charges or fees to us for either payment or reimbursement.

### Information provided by you

The RASL membership is based upon all information provided to us by you being true. If any information that you provide turns out not to have been true when provided or confirmed to us, the RASL benefits may not be available to you.

### Legal Advice and Injury Support

We can provide a personal injury consultation with a qualified legal professional to assess the prospects of pursuing a claim for compensation for your injuries or uninsured losses. Where we consider you have a claim we will, with your agreement, recommend the services of an appropriate firm of solicitors to act on your behalf.

### RASL

Whilst all reasonable efforts have been made to ensure the accuracy of the information provided, due to Renault's policy for continuous improvement all particulars contained are subject to constant revision and Renault reserves the right to change, alter or modify, among other things, specifications, prices or products without any notification at any time. We can stop providing you with RASL at any time if we reasonably believe (at our discretion) that the service you are requesting goes beyond the scope of Accident Care or will cause us to incur unreasonable costs on your behalf (for example, if any claim is disputed by your insurers. We will not be obliged to assist you in pursuing the claim). This will not affect your Membership with us for any other services.

### Providers of Renault Accident Support Line

Quindell Business Process Services (UK) Limited will only provide RASL services following your involvement in an accident in the UK and CRASH in Northern Ireland. Quindell Business Process Services (UK) Ltd of Indemnity House, Sir Frank Whittle Way, Blackpool, Lancashire. FY4 2FB (Company Registration Number: 01492207) ("Quindell") and CRASH Services Limited 134a Stockman's Lane, Belfast. BT9 7JE. (Company registration Number: NI052244) and [Renault UK Limited of The Rivers Office Park Denham Way, Maple Cross, Rickmansworth Hertfordshire WD3 9YS (Company Registration Number: 00082932)] ("Renault"). In these terms, Quindell Business Process Services (UK) Ltd, CRASH and Renault are together referred to as "we/us".