



MASERATI ASSISTANCE





DEFINITIONS

You - means the nominated person as registered on the Owner, Maserati Assistance program or the nominated Customer driver of the Maserati.

Vehicle - means the vehicle registered on the Maserati Assistance program.

Home address - means the nominated person's home address as registered on the Maserati Assistance program.

We, Us, Our - means Maserati Assistance/Digicall Assist.

Maserati Distributors - means European Automotive Imports.

Maserati Dealer - means Authorised Dealer as nominated by European Automotive Imports.

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MASERATI ASSISTANCE

Welcome to Maserati Assistance, an initiative by European Automotive Imports to provide owners with a 24 hour, year round assistance program. The program will provide assistance to Maserati owners and drivers in the event of accident or breakdown.

Maserati has been designed to provide an exclusive range of services that one would expect with the ownership of a world class vehicle that is Maserati.

Maserati Assistance is available throughout New Zealand via a free call. Simply call this number: 0800 462 737, and we will take the most appropriate action to fix the problem or transport your Maserati to the closest authorised Maserati dealer.

European Automotive Imports has enlisted the services of Digicall Assist, which specialises in providing 24 hour assistance throughout the world to owners in emergency situations.

The benefits of Maserati Assistance are explained in detail in this brochure and are supplied free during the warranty period of your Maserati.

Please ensure that you take the time to read this brochure to familiarise yourself with the program's features, benefits and conditions.

If you have any questions about Maserati Assistance or your Maserati, please do not hesitate to call 0800 462 737.

We hope you enjoy many pleasurable moments driving your new Maserati in the knowledge that you can have absolute peace of mind. Welcome to Maserati Assistance and to the new world of Maserati.





BREAKDOWN ASSISTANCE

In the unlikely event your Maserati breaks down and is immobilised, Maserati Assistance will arrange and provide a Roadside Assistance contractor to either repair or transport your Maserati to a Maserati dealer, authorised repairer or to a safe storage place.

ROADSIDE REPAIRS

The attending Maserati Assistance contractor will rectify most common breakdown related problems e.g. assist with the tyre repair inflator kit, jump start a flat battery, supply emergency fuel and effect minor roadside repairs which are safe to do so at the breakdown scene.

BATTERY/PARTS REPLACEMENT

Maserati Assistance will arrange for the supply and fitment of minor emergency parts to effect mobilisation of a breakdown repair, e.g. fuses, tape or clamps. Where the breakdown is a result of an owner/driver related fault, all costs relating to the repair, transport and/or the replacement parts will be at the owner's/driver's cost.

TECHNICAL ADVICE

Specially trained Maserati operators are available 24 hours, 365 days a year to provide technical advice regarding safety features or operation of your Maserati.

EMERGENCY FUEL ASSISTANCE

In the event that you have run out of fuel, Maserati Assistance will provide enough free fuel for you to travel to the nearest available re-fueling facility. In situations where government regulations do not allow the contractor to carry emergency fuel, your Maserati will be transported to the nearest fuel station.





KEYS LOST OR LOCKED IN VEHICLE

It is impossible to gain access to a Maserati outside the dealership without the use of the Maserati's keys. Where the vehicle is located in a metropolitan area, Maserati Assistance will either arrange for the spare key to be delivered to you or provide transport for the owner/driver to collect the spare key. The Maserati Assistance operator will make the most appropriate decision to utilise a contractor, a courier service or taxi dependant on the time, location and services available. In the event that an air, road or rail courier is required to deliver a spare key to the owner outside metropolitan areas, you will be responsible for any costs over and above the standard call out fee of a contractor in the metropolitan area.

TRANSPORTING

In the event that your Maserati cannot be mobilised as a result of a breakdown, Maserati Assistance will arrange for the Maserati to be transported to a Maserati dealer via a premium towing contractor.

In the event of your Maserati having the keys locked inside or stolen and the spare or replacement keys cannot be sourced, your Maserati will be transported to a secure holding compound, your home or a Maserati dealer.

Maserati Assistance will be cost responsible for transporting of the Maserati up to 400 kilometres or a total case handling costs of up to \$2,000 per customer per annum, which ever comes first.

ACCIDENT PROCEDURES

If you or the driver is involved in an accident and contacts Maserati Assistance, we will advise you of your obligations and details to obtain from the other driver. Maserati Assistance will arrange vehicle transport, if requested by you or the driver to a Maserati Preferred Repairer or to a repairer of your choice. All accident-transporting costs are to be borne by you or the insurer of your Maserati.





EMERGENCY MESSAGE RELAY

In the event of a vehicle breakdown or accident, Maserati Assistance will, if requested, contact immediate family, friends or business associates to inform them of any possible delays.

EMERGENCY MEDICAL ADVICE

In the event of a medical emergency, medical advice is available 24 hours a day from Maserati Assistance. If you are injured in an accident or whilst travelling, Maserati Assistance will liaise with your doctor and relatives, and if necessary, arrange medical escort to your home or local medical facility.

All the expenses and related charges shall be borne entirely and directly by you without any reimbursement from Maserati Assistance.

EMERGENCY TRANSPORT

In the event that your Maserati requires transporting after a breakdown, Maserati Assistance will arrange for emergency limousine hire to your intended destination.

The Maserati Assistance operator will, in conjunction with you or the driver, make the most appropriate decision to utilise a limousine or taxi, dependent on the time, location and services available.

Maserati Assistance will be cost responsible for Emergency Transport for Emergency Transport costs up to \$400 or total case handling costs of up to \$2,000 per customer per annum, which ever comes first.





NEW ZEALAND-WIDE ACCOMMODATION GUIDE

If you are travelling within New Zealand, you can contact Maserati Assistance and the operator will provide the address and contact details of the various accommodation outlets as required.

Additional benefits for Maserati owners when your Maserati is immobilised and requires transporting with a warrantable failure outside the metropolitan area are:

RENTAL CAR ASSISTANCE

Maserati Assistance will arrange and provide a rental car, if requested by the driver, for up to \$400 to continue travelling to your intended destination.

Rental car entitlements cease once your Maserati has been repaired and the driver/hirer of the rental car will be responsible for all fuel costs, excess kilometre charges, any damages to and excess payable on the rental car.

ALTERNATIVE TRAVEL ASSISTANCE

Where accommodation or rental car facilities are not available, Maserati Assistance will arrange and provide alternative transport where possible for you and any passengers travelling in your Maserati to return home or to your intended destination. Maserati Assistance would be responsible for the cost up to \$400.

VEHICLE RECOVERY ASSISTANCE

When your Maserati has been repaired after a breakdown outside the metropolitan area, Maserati Assistance will arrange and provide for delivery of your Maserati to your home, work or intended destination.





WORLDWIDE LOST AND STOLEN CREDIT CARD ACCESS

As a Maserati owner you will be able to contact Maserati Assistance New Zealand if your credit card has been lost or stolen. The Maserati Assistance operator will need to obtain certain personal details to enable cancellation of the credit card. In the event that you have multiple cards, the Maserati Assistance operator will either transfer you to or provide you with the appropriate agency's telephone number.

WORLDWIDE MEDICAL CLINIC ACCESS

Maserati owners and family members can contact Maserati Assistance New Zealand for details of Worldwide Digicall Assist medical or associated clinics where medical treatment can be obtained for any illness or injuries that occur whilst travelling outside New Zealand.

Any costs associated with medical visitation, referral, treatment or any other associated costs with the referral to a Maserati Assistance medical clinic will be the responsibility of the Maserati owner or family member.

Contact to Maserati Assistance from outside New Zealand is only possible via reverse charge call to +64 0800 462 737. Once you have provided the operator with your medical condition, your location and contact details, the operator will be able to refer you to the closest Maserati Assistance clinic or medical facility.

PROGRAMME LIMITATIONS

Maserati Assistance has a number of cost limitations as follows, primarily due to the vastness of New Zealand and the limited specialist Roadside Assistance contractors and Maserati dealers.

Any costs over and above these limitations shall be the responsibility of the owner. Each Breakdown Roadside Assistance case has a limitation of 400 kilometres free transporting before the owner will be cost responsible.

Each Breakdown incident has a limitation of \$400 Limousine hire before the owner will be cost responsible.





Overall Breakdown Assistance costs for any single Maserati vehicle in a single calendar year is \$2,000 before the owner will be cost responsible for any further expenses.

Please be aware that prior to arranging any service, Maserati Assistance must first be contracted to authorise any expense incurred, as we do not reimburse retrospective claims.

MASERATI ASSISTANCE POLICY CONDITIONS AND EXCLUSIONS

Maserati Assistance is applicable only to Maserati vehicles sold within New Zealand and to be eligible for Maserati Assistance, your Maserati must be well maintained and of sound mechanical and roadworthy condition.

In the interest of providing a quality service Maserati Assistance reserves the right to amend or withdraw service where utilisation is excessive due to lack of regular preventative maintenance or non-compliance to rectify any recurring faults.

The entitlements and conditions of Maserati Assistance are subject to change without notice.

Maserati Assistance will not be held responsible for any damage to or theft of objects and accessories, which are left in or outside the vehicle during transport. Maserati Assistance undertakes to use all reasonable efforts to protect any such objects and accessories.

Accident towing relates to any incident where your Maserati is damaged as a result of a collision with another vehicle or object, attempted theft, break in or vandalism.

Maserati Assistance can arrange accident towing of your Maserati and recovery of a disabled Maserati not accessible by normal two-wheel-drive vehicles or recovery equipment, e.g. vehicles located off public roads. However all costs will be the owner's responsibility.

As the renter/driver of a rental car you will be responsible for all fuel costs, excess kilometre charges and any damage to the rental vehicle. You are also responsible for any excess payable or additional excess reduction or personal effects insurance.





Costs relating to parts, labour and other associated costs for the repair of your Maserati, including replacement batteries and/or tyres, shall be at the owner/driver's expense unless covered by the normal Maserati warranty.

Maserati Assistance is specifically designed for Maserati vehicles, components and genuine accessories. Whilst service will still be provided for non-genuine Maserati components i.e., alarm systems, radio sound systems, alloy wheels etc., the vehicle owner will be responsible for the costs of the roadside assistance.

Once you have contacted Maserati Assistance for breakdown service, it is vital that you are with your Maserati at the designated time of arrival of the service contractor. If your Maserati is unattended, then work cannot be carried out on your Maserati and payment may be required for any subsequent call outs prior to sending further assistance.

PRIVACY POLICY

Your personal data will be processed by Maserati SpA according to the "Global Privacy Policy for Maserati Vehicles" and the privacy preferences that you have expressed at the time of the purchase. You may review the full text of our privacy policies at any time by scanning the QR-Code below or by visiting the section "Legal Notes and Privacy Policies" on www.maserati.com

If you are the new owner of this vehicle, please contact us to make sure ownership data is up to date.





WWW.MASERATI.CO.NZ

0800 462 737