



Jayco Roadside Assist Terms & Conditions

Jayco Roadside Assist[^] provides assured emergency roadside support for your RV 24 hours a day 365 days a year.

Jayco Roadside Assist is the sole specialised provider of emergency roadside support to RV's across Australia.*

When you are enjoying the freedom of touring, you can be reassured that roadside assistance is only a phone call away to support you in an emergency on the road.

[^]Not available in New Zealand

*Excluding motorised product (these vehicles are covered by the vehicle manufacturer / importer independent roadside assist program).

The following outlines the services available to you under the Jayco Roadside Assist Program, designed to provide you with basic roadside support services in an emergency involving your RV.

Flat Tyre

We will arrange a service provider to change your flat tyre using your RV's spare wheel.

Where your spare wheel is suitable and is used, you will be reimbursed by Jayco Roadside Assist up to a maximum benefit of \$150 including GST for the cost of the service provider's call out. Any additional costs (for example, replacement of tyres, tubes and valves) are at your own expense and responsibility.

Lockout / Lost Keys

If the keys to your RV are inadvertently locked inside your unit or lost we will provide emergency support by arranging a service provider to attend and either:

Assist you in locating a spare key OR assist you in gaining emergency access to your RV

You will be reimbursed to a maximum benefit of \$160 including GST for the cost of the service provider's call out. Any additional costs are at your own expense and responsibility.

Emergency Towing

If a fault with your Jayco causes it to be immobilised, we will arrange for your RV to be towed by a service provider to the nearest suitable repairer. You must be in attendance at your RV to assist and advise the service provider. In the event your RV is unattended, further service calls may be required which will be at your expense.

You will be reimbursed by Jayco Roadside Assist for emergency towing costs up to a maximum benefit of \$1,000 including GST per incident. Any additional towing and transport costs will be at your own expense and responsibility. You will also be responsible for the cost of any repairs to your RV as a result of the immobilisation.

Accommodation

If you cannot access your RV unit due to it being stored in a workshop awaiting repairs following an incident, you will be reimbursed by Jayco Roadside Assist up to a maximum benefit of \$200 including GST towards accommodation costs for any single event. Any additional accommodation costs (including meals) are at your own expense and responsibility.

For Roadside Assistance for emergency support of your RV, please call 1300 772 153.

All other matters regarding warranty services to your RV should be directed to your local Jayco Dealer: Find your nearest dealer in the RV owner's manual under 'Jayco Warranty'.

Or phone toll free: 1800 331 601

Or phone: (03) 8792 2136

Or email: info@jayco.com.au

To seek reimbursement of costs incurred from Jayco Roadside Assist, up to the maximum limits as outlined above, please contact us on one of the 3 contact details as listed above, along with proof of receipt to support your claim.
