

# MOPAR® ACCIDENT SUPPORT SERVICE - TERMS AND CONDITIONS

## Accident Not Your Fault?

In the unfortunate event of you having an accident that was clearly not your fault, your vehicle will be recovered from the accident scene and temporarily stored if it's not driveable. An equivalent replacement vehicle (which is what you are entitled to) can be arranged for you along with management of the repairs to make sure your vehicle is repaired to the highest of standards at a Mopar® Approved Accident Repair Centre with the minimum of disruption to your normal routine. The claim against the person at fault will also be managed on your behalf.

The non-fault service is provided by our approved business partner Auxillis. If you are eligible for, and you want to use, Auxillis's service you will be required to sign Auxillis's rental and repair agreements; the hire and repair charges will be deferred and included in your claim against the other party and they offer insurance to protect you in the event of any non-recovery of these charges. Auxillis will explain its service to you; its agreements are available to be agreed on-line and Auxillis will make arrangements to get the hire vehicle to you and for your vehicle to be repaired at a Mopar Approved Accident Repair Centre.

## Accident Your Fault?

In the event that the accident is your fault, we'll ensure your insurance company is informed and we will 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 Mopar Approved Accident Repair Centre closest to you. You will be provided with a courtesy car if one is available. 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 comprehensively insured or from you if you have Third Party cover so that the repairs can get started without delay. (Note, we cannot influence the standard to which repairs are carried out as insurers may try to mitigate their costs which is beyond our control).

## Repair Provision

There may be circumstances where it is not possible to recover and or repair your vehicle at a Mopar Approved Accident Repair Centre. In these circumstances a repairer from the Auxillis network will be used, Mopar Genuine Parts will be used and repairs will be completed to the highest standards by trained specialists.

## Charges

Charges may apply for recovery, repairs and replacement vehicles depending upon your accident circumstances. You will be informed in advance of any charges that may be incurred.

**Remember if you have an accident the most important number you need is 0330 100 3127**

ACCIDENT  
SUPPORT  
SERVICE

