

PEUGEOT OPEN EUROPE

Assistance **24/24 7/7**

From France: **01 47 89 24 24**

From abroad: **+33 1 47 89 24 24**



www.peugeot-openeurope.com



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PEUGEOT

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WHAT TO DO IN CASE OF BREAKDOWN, ACCIDENT, THEFT OR VANDALISM?

Contact **PEUGEOT OPEN EUROPE ASSISTANCE**
24/24 and 7/7

From France: **01 47 89 24 24**

From abroad: **+33 1 47 89 24 24**



Any expense without the assistance agreement will not be reimbursed.

According to your situation, send the following documents:

- **accident statement,**
- **or detailed report on a plain paper** (if no third party identified),
- **and/or police report.**

Send those documents by email to

das@ima.eu

AND send the original documents by post to

PEUGEOT OPEN EUROPE ASSISTANCE

SERVICE ASSURANCE

Immeuble Nova - 71, boulevard National
92250 La Garenne-Colombes - FRANCE

For any other request, please contact your Peugeot Open Europe representative in your country of residence.

CONTRACT COVER

A – INSURANCE

The insurance cover is comprehensive and without excess:

- in the countries specified in [annex 1](#) (see page 5),
- except for the exclusions given in [annex 2](#) (see page 6).

A summary of the coverage and limitations is provided on the insurance certificate issued at the time of delivery.

In the event of damages caused to your vehicle, if it will drive and the damage does not affect the proper operation of the vehicle, **you may return the vehicle in this state** after having written and sent your detailed report.

B – ASSISTANCE

Assistance is provided, up to a limit of **€915 including tax** per incident and sets:

- on-site repair,
- or towing,
- or indication to the nearest Peugeot garage,
- and in case of immobilization of your car, replacement solution (rental car or accommodation or travel) while the car is repaired.

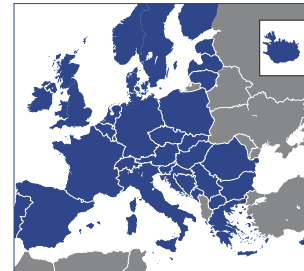
Once the vehicle has been repaired, you must collect it from the place where the repairs were carried out.

All details in [annex 3](#) (see page 7).

ANNEX 1

COUNTRIES AUTHORIZED IN THE CONTRACT

Austria	Hungary	Portugal
Belgium	Iceland	Principality of Andorra
Bosnia-Herzegovina	Ireland	Romania
Bulgaria	Italy	San Marino
Croatia	Latvia	San Marino
Cyprus (Greek territory only)	Liechtenstein	Serbia
Czech Republic	Lithuania	Slovakia
Denmark	Luxembourg	Slovenia
Estonia	Macedonia (FYROM)	Sweden
Finland	Malta	Switzerland
France (mainland)	Monaco	Spain
Germany (mainland)	Montenegro	United Kingdom
Gibraltar	Netherland (The)	Vatican
Greece	Norway	
	Poland	



The islands that make up the above countries are also authorized. Examples: The Balearic and Canary Islands (Spain) – Sardinia and Sicily (Italy) – Madeira and Azores (Portugal) – Corsica (France), etc.

- Authorized countries
- Non authorized countries



Customs regulations prohibit the circulation of TT (Temporary Transit) vehicles outside of the countries listed above.

EXCLUSIONS

The **PEUGEOT OPEN EUROPE** contract does not cover the following incidents:

- loss or theft of baggage or personal effects,
- fines, traffic penalties,
- lost, stolen or damaged keys,
- obvious misuse of the vehicle,
- non-compliance with the maintenance requirements of the vehicle as specified in the maintenance booklet,
- driving under the influence of alcohol or drugs,
- cases of force majeure,
- vehicle stuck in mud,
- participation in races, sports rallies or preparatory trials for these events,
- any damage that occurs when the driver of the vehicle at the time of the accident is underage, or does not hold a valid driver's license required by the regulations in force,
- damages that occur to the vehicle and expenses engaged outside of the authorized countries (see annex 1, page 5),
- expenses engaged without and before the agreement of PEUGEOT OPEN EUROPE ASSISTANCE.

In an incident such as this, **PEUGEOT OPEN EUROPE** will charge you all of the costs incurred, including administration costs.



HOW DOES THE ASSISTANCE SERVICE WORK?

Assistance is provided within the limits of the countries covered and the exclusions of the contract (see annex 1, page 5 and annex 2, page 6), up to a limit of **€915 including tax**, per incident.

Level 1. On-site repair

Level 2. If on-site repair is not possible:

Towing to the nearest Peugeot-approved Repairs workshop

Level 3. If repair takes more than one day:

Option 1: rental vehicle or

Option 2: accommodation or

Option 3:

- travel to the repair location for vehicles registered in category "T"

- or travel to your destination in Europe

- by rail in 1st class

- or plane in tourist class or equivalent (if the train journey is over 8 hours)



Remember, once the vehicle has been repaired, you must collect it from the place of repair.

Important

The following expenses are not covered:

- meals, miscellaneous refreshments, telephone calls, fax transmissions, toll fees, highway badges, fuel costs, etc.
- consequences of theft of baggage or personal effects,
- fines and traffic violation penalties,
- any expenses incurred on your own initiative without the prior consent of **PEUGEOT OPEN EUROPE**,

Services provided by Peugeot Open Europe Assistance cannot guarantee against the possible need to change your initial plans. No compensation is due in this case.

PROVISION OF A COURTESY VEHICLE

Important: Depending on availability, the replacement vehicle will be at most of an equivalent category without special equipment.

The insurance conditions of the courtesy vehicle provided will replace those of the **PEUGEOT OPEN EUROPE** contract. The driver agrees to comply with the conditions stipulated in the lease or rental contract for the replacement vehicle.

Certain limitations apply to the use of a rental vehicle:

- minimum age of driver: 21, 23 or 25 depending on the country,
- driving license held for at least one year,
- return: the vehicle must be returned with a full tank of fuel, at your charge.

Costs related to the use of the courtesy vehicle, including fuel costs, tolls, parking, any supplements and any cost beyond the stipulated **€915 including tax** will be borne by the customer.

The provision of a rental car may limit the number of countries in which you can drive. Please ensure Peugeot Open Europe Assistance is aware of your planned itinerary.